

**Department of Corporate and Community Services**

**Deputy Chief Executive: Caroline Innes BSc (Hons)**

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Date: 25 June 2021

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TO: Provost Fletcher; Deputy Provost Cunningham; and Councillors Aitken, Bamforth, Buchanan, Convery, Devlin, Gilbert, Grant, Ireland, Lafferty, Macdonald, McLean, Merrick, Miller, O'Kane, Swift and Wallace.

**EAST RENFREWSHIRE COUNCIL**

A meeting of the East Renfrewshire Council will be held on **Wednesday 30 June 2021 at 7.00 pm.**

The agenda of business is as listed below.

**Please note this is a virtual meeting.**

Yours faithfully

**Caroline Innes**

C INNES  
DEPUTY CHIEF EXECUTIVE

**PROGRAMME OF BUSINESS**

1. **Report apologies for absence.**
2. **Declarations of Interest.**
3. **Submit for approval as a correct record the Minute of meeting of the Council held on 28 April 2021.**
4. **Submit for approval as a correct record the Minutes of meetings for the period 29 April to 29 June 2021.**
- 5./...

**5. Items Remitted to the Council:-**

**Glasgow City Region City Deal Update – Report by Director of Environment (copy attached, pages 5 - 32)(Cabinet – 3 June 2021).**

**Cabinet Recommendation**

**That the revised projects and budgets be approved and delivered within the remaining resources available.**

**6. Statements by Conveners/Representatives on Joint Boards/Committees.**

**7. Appointments – Report by Deputy Chief Executive (copy attached, pages 33 - 36).**

**8. Amendment to Appointments Committee Membership - Report by Deputy Chief Executive (copy attached, pages 37 - 38).**

**9. Provost's Engagements – Report by Deputy Chief Executive (copy attached, pages 39 - 40).**

**10. General Fund Capital Programme – Report by Head of Accountancy (Chief Financial Officer (copy attached, pages 41 - 64).**

**11. Housing Capital Programme – Report by Head of Accountancy (Chief Financial Officer and Director of Environment (copy attached, pages 65 - 72).**

**12. Local Child Poverty Action Report (Year 3) – Report by Deputy Chief Executive (copy attached, pages 73 - 126).**

**13. Strategic End Year Council Performance Report 2020-21 - Report by Deputy Chief Executive (copy attached, pages 127 - 158).**

**14. Outcome Delivery Plan 2021-2024 - Report by Chief Executive (copy attached, pages 159 - 236).**

**15. Community Plan: Annual Performance Report 2020-21 and Fairer East Ren Transition Plans 2021-22- Report by Deputy Chief Executive (copy attached, pages 237 - 288).**

**16. Update on Temporary Works Quick Quote Threshold to Support COVID-19 Construction Recovery – Report by Chief Executive (copy attached, pages 289 - 294).**

**17./...**

17. **COVID-19 Recovery Actions Update – Report by Chief Executive (copy attached, pages 295 - 310).**
  
18. **Calendar of Meetings 2022 – Report by Deputy Chief Executive (copy attached, pages 311 - 314).**

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EAST RENFREWSHIRE COUNCILCABINET3 June 2021Report by Director of EnvironmentGLASGOW CITY REGION CITY DEAL UPDATE**PURPOSE OF REPORT**

1. The purpose of this report is to update the Cabinet in relation to progress with the Glasgow City Region City Deal projects in East Renfrewshire. The report also makes proposals for revising the programme in terms of scope, cost and timescale given that all city deal projects have to be delivered by 2025 in terms of the current funding arrangements. Glasgow City Region Project Management Office have asked City Region Member Authorities (MA's) to revise their programmes taking into account deliverability and the effects of the Covid-19 pandemic on costs and timescales.

**RECOMMENDATIONS**

2. It is recommended that the Cabinet:
- a) notes the progress made on the development and implementation of East Renfrewshire's £44 million City Deal programme;
  - b) approves the revised projects and budgets to be delivered within the remaining resources available; and
  - c) notes that the revised projects and budgets will now be submitted to the Glasgow City Region Project Management Office for approval through the appropriate City Region governance channels.

**BACKGROUND**

3. The £1.13 billion City Deal infrastructure fund across the Glasgow City region is aimed at enabling a programme of works that will add considerably to the value of the local regional economy over a number of years.

4. East Renfrewshire is benefiting from a £44 million investment package comprising £38 million investment from the Scottish and UK Governments and co-funded by the Council through a £6 million capital contribution.

5. In terms of the City Deal investment, a programme of ambitious projects was approved (entitled the M77 Strategic Corridor Programme) by the Council in 2015 to stimulate economic growth, improve transport links, increase leisure opportunities, support business development, unlock residential land and generate economic benefits measured as additional Gross Value Added (GVA) and employment.

6. These projects were developed in accordance with a set of criteria applied to City Deal schemes which aimed to create economic growth at the City region and the UK level.

7. The projects were scrutinised by the UK and Scottish Governments to ensure that economic growth would be achieved.

8. **M77 Strategic Corridor Programme: key objectives**

- The original key objectives for the M77 Strategic Corridor Programme were to:
  - Deliver improvements to the road transport network that will enhance accessibility and connectivity within the region and beyond to major centres of commercial opportunity, and open up sites for development
  - Deliver new infrastructure and services/facilities to help develop Dams to Darnley Country Park as a popular visitor destination
  - Enhance the public transport network and promote active travel
  - Support an entrepreneurial culture within East Renfrewshire
  - Support the ongoing regeneration of Barrhead
- The economic and social opportunities that the M77 Strategic Corridor Programme was seeking to achieve were:
  - Meeting demand for new housing and growing the resident population base
  - Supporting regeneration in deprived communities
  - Stimulating enterprise and innovation to deliver sustainable inclusive growth
- The programme comprised three Strategic Investment Zones supported by individual projects. These are;
  - Strategic Investment Zone 1: M77 Junction 5 to Barrhead comprising Balgraystone Road upgrading, Leven Valley Link Road and Aurs Road upgrading.
  - Strategic Investment Zone 2: M77 to Country Park and Barrhead comprising a proposed new Barrhead South Rail Station, Dams to Darnley Country Park Visitor Centre, regeneration of Levern Works (new industrial units and land preparation) and enhancing Barrhead Foundry Links.
  - Strategic Investment Zone 3: M77 Junction 4 comprising Greenlaw Business Centre

9. In terms of current City Deal funding arrangements all projects approved have to be delivered by 2025.

10. Covid has caused delays to projects by several Glasgow City Region member authorities. Given the need to deliver projects by 2025 several Councils are reconsidering the scope, timescales and costs of their projects.

11. In this respect the City Deal Programme Management Office (PMO) have asked all Glasgow City Region Member Authorities to review their programmes/projects and be objective about what they can actually deliver within the remaining timeframe for the current city deal. They have also advised that they have informed the Scottish Government that they should expect changes to the programmes/projects within the City Deal Programme.

12. This report provides a progress update on the City Deal programme to date and makes proposals to revise the project list required to maximise benefits and meet City Deal delivery timescales of up to 2025.

## REPORT

### 13. Completed projects

#### Levern Works Regeneration

- Prepared vacant land in Barrhead for business growth and commercial investment.
- Completed in 2016 this was jointly funded by City Deal funding and Scottish Government Regeneration Capital Grant Fund. The project comprised two elements:
- Crossmill Business Park - The development of ten 72sqm commercial units in Barrhead in 2016. The project is complete and units are now fully let enabling a number of small businesses to grow.
- Former Nestle factory site at Glasgow Rd - Preparation of part of the site for private sector investment. This is complete.

The Cabinet in January 2017 approved the Council entering into an agreement for the development of a significant portion of the site with developer London & Scottish Ltd. A planning application was granted in June 2020 to construct a major retail discount park on 7.63 acres of the site. The plans indicate the site could include several discount retailers, a drive thru café, a restaurant/pub and a number of smaller retail units. The Council will retain a four acre plot for further development. It is expected that this project will boost economic growth and provide substantial local job opportunities particularly in the Dunterlie/Crossmill area. Discussions are ongoing with London and Scottish Ltd regarding the development of the site.

#### Greenlaw Business Centre/The Greenlaw Works/The Foundry

- Provided quality office space in Newton Mearns to boost business growth (along with some modifications to the Foundry in Barrhead).
- The building projects at Greenlaw and the Foundry are complete.
- Extending to over 20,000 sq.ft, the Greenlaw facility will enable the Council to increase its support for small businesses by meeting a growing demand for quality office space in the area. It has a range of office suites, a high quality internal and external environment and is located in Newton Mearns adjacent to Junction 4 of the M77. The business centre creates the final element of the existing retail and commercial centre in the Greenlaw area providing employment opportunities.
- The facility was due to open in spring 2020 but is temporarily closed due to Covid-19 restrictions. The adjacent car park associated with the building is currently being used as a Covid Testing Unit by the NHS.
- Interest continues to be expressed by the business community covering a wide range of business activities.
- Once the relevant Covid restrictions are eased and further consideration given to future NHS requirements regarding Covid testing centres (and any potential impact on the future use of the car park) the marketing and letting of the building will recommence.

### Balgraystone Road Improvement

- Accelerated residential development in Barrhead and improved accessibility to the Country Park and planned rail station.
- The project is complete. The road opened in October 2020. This project was the subject of a full report to the Cabinet in February 2021. The following added value outcomes have been achieved.
  - New residential development opportunities have been opened up to support the regeneration of Barrhead the first phase of which includes a development of around 40 council homes.
  - Access and utility services to the new housing developments have been enabled.
  - Better access to Dams to Darnley Country Park and the proposed new rail station has been created further enabling a future rail and bus interchange.
  - Along with planned improvements to Aurs Road this project will support the wider long term economic objective of delivering a new sustainable community in Barrhead South of up to 1050 new homes within the next decade.

#### 14. **Capital resources/projects not yet committed**

- The original capital programme provision along with changes made since 2016/17 with regard to revised estimated project totals is attached for reference (Appendix 1).
- The current remaining unspent and not yet committed capital provision as reflected within the Council's General Fund Capital Programme approved by the Council in March 2021 is as follows;

<b>Project</b>	<b>Remaining Capital Provision</b>
	£
Barrhead South Access (Train Station)	8,786,000
Country Park Visitor Centre & Infrastructure	4,536,000
Levern Valley Accessibility Project (this comprises the Aurs Rd & Link Rd combined)	18,524,000
<b>Total</b>	<b>31,846,000</b>

#### 15. **Proposed project revisions**

- The Strategic Business Case for the M77 Strategic Corridor Programme was prepared over five years ago.
- The original estimates were provided in a relatively short timescale several years ago. Since then the projects have been worked up and the scope amended where appropriate to reflect changing circumstances including the interrelationship between projects, the opportunity to provide added value wherever possible and to account for construction contract inflation. Construction inflation alone from 2015/16 to 2020/21 is 21.48%.
- Other issues which have impacted to date include extensive consultation and negotiation being required in relation to dependencies upon statutory bodies



(Transport Scotland and Scottish Water) on the train station, Aurs road and the visitor centre projects. In addition extensive consultation has been required with Sustrans on potential grant funding for a considerably enhanced Aurs Road project. These matters and the impacts of Covid-19 has resulted in changing scopes, longer timelines and therefore increased costs.

- The projects now need to be reviewed/redefined including the appropriate budgetary provision attached to them.
- In view of all these matters consideration has been given to the options now available to the Council focused around trying to ensure that the M77 Strategic Corridor Programme can deliver all the originally envisaged benefits of the Programme by 2025.
- Inflation for the following two years is predicted to be around 2.5% per annum therefore around 5% in total and has been reflected in the costs outlined below. However, the ongoing impact of coronavirus on the construction industry may affect the future predictions adversely.

#### 16. New Rail Station at Barrhead South

- Improving access to jobs, services and communities.
- A proposed new purpose built rail station and bus interchange at Barrhead South (on the Glasgow to Neilston line) will provide improved access to jobs and services for the existing community of Auchinback and the new residents from the surrounding planned housing developments some of which are already under construction. The station will offer excellent commuter links and provide a direct public transport link to the country park.
- Considerable work has been undertaken to move this project forward. In particular this has involved preparing and submitting a revised Scottish Transport Appraisal Guidance (STAG), working with Transport Scotland, SPT and Network Rail. Approval of the STAG lies with Transport Scotland and is required prior to moving into the Governance for Rail Investment Projects (GRIP) stages. The project is now in the second stage of the STAG process which should be complete in the next six months. This project has been delayed because Transport Scotland were not able to respond to our STAG1 submission as all of their available staff were working on issues relating to the pandemic. This has put pressure on the programme and the budget. Now that Transport Scotland are more able to engage steady progress should be made with a proposed start on site late 2023 with completion in 2025.
- The revised cost of delivering the new station is currently estimated at £18 million as opposed to the remaining provision of £8.786 million within the Council's General Fund Capital Programme. This cost is based upon a construction start in 2023.
- The costs for the station have increased for several reasons. Following the original estimated budget (2015) there have been necessary changes to the scope of the project. These include;

- Improved accessibility legal requirements now necessitate the need for lifts and an overhead bridge to ensure that the station is Disability Discrimination Act compliant. This was not part of the original scope.
  - Constraints to the contractor's working methods as Scottish Water's Amlaird pipeline is located on the periphery of the site now identified as the most suitable location for the new station this was not identified when the original costs were prepared.
  - Ground condition issues have changed with spoil from surrounding works having been put on the site requiring the levels to be reduced significantly and the need for a more onerous surface water removal system (SUDS).
  - Recent similar projects for Network Rail have had to include for works to overhead lines and signalling and no allowance was made for these works when the original budget was set.
  - The original budget estimated budget was set with a construction contract start date of August 2018. However, due to Transport Scotland's approval of the STAG report, the revised start date for construction of the station is now October 2023. The BCIS shows an anticipated increase in tender prices for inflation of 20% from 2018 to 2023.
- Since the inception of the City Deal Programme a new rail station at Robroyston has been built on the Queen St station to Cumbernauld line. This was completed in 2019 at a cost of £14M.
  - This revised budget of £18M for the new rail station at Barrhead South has been benchmarked against Robroyston Station.
  - It is proposed therefore that provision of £18 million from the remaining City Deal resources be made for this scheme.

#### 17. Country Park Visitor Facilities

- Creating visitor facilities sympathetic to the surroundings at Dams to Darnley Country Park.
- The Covid pandemic has seen a huge increase in the numbers of people visiting the country park and changes in the way that they use it.
- In view of this the previous design concept around mainly a major visitor centre is currently under review.
- Proposed enhancements now under consideration (and directly linked to the boardwalk section of Balgray Reservoir and the wider realignment of Aurs road project) are now focusing on dispersing facilities/attractions across the entire country Park area and potentially could include;
  - Smaller visitor facility than originally envisaged but with high quality cafe/ restaurant and outdoor covered area – proposed location under review
  - An indoor/outdoor climbing facility
  - Toilets at strategic locations
  - Improved parking dispersed across various locations
  - Family picnic/barbecue areas at various locations.
  - Good quality play areas
  - informal playspace
  - Flexible events spaces.

- Improved footway connectivity within the whole Park
  - Links to the wider cycle network
  - Mountain bike hire
  - Mini skate park
  - Attenuation ponds providing visual attractions
  - Sustainable drainage and reedbeds
  - Three dimensional visually attractive landscaping
  - Activity zones
  - Open spaces
  - Parkland areas
  - Wildflower meadows
  - Community orchard
  - Boules court
  - Sheltered treeplanting belts
  - Illuminated features
  - Increased flora and fauna areas
  - watersports (non-motorised)
- It is planned for work to commence in 2023 following the completion of the Aurs Road project which is required to enable the visitor facilities project.
  - Funded separately from developer contributions, a wake boarding facility (highly popular water sport which uses an overhead cable to pull participants across the water) is proposed to be co-located with the visitor facilities.
  - The tender for the appointment of the design team will be prepared and issued in 2021. Once appointed the scheme design will be developed and an Outline Business Case developed.
  - The latest feasibility work on the Country Park Visitor Facilities suggests that the Council's ambitions along with the economic and other benefits of the project could be met for less than the existing funding allocation.
  - The revised estimated cost of the scheme based upon a start date of 2023 is now £2.5 million as opposed to the current provision shown in Appendix 1.
  - It is proposed therefore that provision of £2.5 million from the remaining City Deal resources be made for this scheme.

#### 18. Aurs Road Improvement

- Improving local connections between Newton Mearns and Barrhead and enabling visitor facilities at the Country Park.
- The original scheme considered simply straightening large sections of the Aurs road and strengthening the weak bridge. However, as the scheme has been developed and with extensive consultation with and input from Sustrans a much improved and transformational scheme has been prepared.
- The enhanced scheme now integrates closely with the proposed visitor facilities and the Balgraystone road upgrade, covers a wider physical area and will provide additional benefits in terms of active travel links into the surrounding communities.

- Specifically, it is now proposed that Aurs Road will be improved in various ways all the way between the Springfield Road and Stewarton Road junctions. Enhancements include two sections of realignment, the creation of a roundabout, the replacement of the weak road bridge, the addition of a boardwalk along the eastern edge of Balgray reservoir and the reallocation of road space to accommodate cyclists and walkers. This will:
  - Form a safer, more direct local route between Newton Mearns and Barrhead with improved connections for walking and cycling
  - Enable a bus route between the communities by replacing the weak bridge and realigning the road
  - Help create/open up a new site for developing visitor facilities at Dams to Darnley Country Park (constructing the visitor facilities is a separate project) to create inward investment and new jobs.
  - Enable a continuous 4km walking and cycling circuit around Balgray reservoir through the addition of a boardwalk (which provides the missing link) that will connect to existing paths and create a vibrant and attractive environment for people to use for leisure and exercise.
- An artist's impression of the scheme is attached which shows the scale of ambition (Appendix 2).
- Scottish Water currently own and operate the reservoirs in this area and so this project has various risks and interdependencies.
- Work is ongoing with Scottish Water on Heads of Terms to agree the detail of requirements for both culvert works and the main Aurs road project. There are many complexities in agreeing the Heads of Terms but both parties are committed to reaching agreement. Progress has been slowed due to Covid-19 issues affecting the various organisations involved. Land acquisitions with several local landowners are currently being progressed and negotiations are going well.
- Detailed design of the project is complete and work has started on preparing the planning application and the tender documents. Once the Heads of Terms are agreed with Scottish Water and the land acquisitions are agreed a planning application will be submitted.
- The cost of the enhanced scheme as proposed is currently estimated at £17 million.
- The city deal project team are working closely with Sustrans to try and secure/lever in £4.6 million of potential grant funding from Sustrans to deliver the enhanced scheme.
- In addition it is proposed to contribute around £1 million from developer contributions towards this project.
- This means that if the additional funding from Sustrans is secured and £1 million allocated from developer contributions the net remaining cost to deliver the scheme would be £11.4 million. This is based upon a start date of spring 2022.

- However, should Sustrans funding not become available a further report will be submitted to the Cabinet outlining the options for the Council which in those circumstances would be to provide additional resources to provide the enhanced scheme or scale back the scheme to an affordable level within existing resources.
- It is proposed therefore that provision of £11.4 million be made from the remaining City Deal capital resources for this scheme.

19. Levern Valley Link /Newton Mearns to Barrhead new road connection

- There is no start/completion date for this project. This has always been the least developed project in relation to the original programme.
- The aspiration for this project was to identify a new route to connect Newton Mearns and Barrhead creating easier access to the M77 with the potential to open up future development and investment opportunities.
- Initial feasibility work identified several options for the project ranging from longer links connecting M77 Junction 5 to the south end of the Balgraystone Road upgrade project to shorter links only providing access to new development sites around M77 Junction 5.
- However, as part of the feasibility work the possibility of a potential future more strategic major link road south of East Renfrewshire and into Renfrewshire connecting near Glasgow airport/Linwood also emerged as a credible alternative. This requires further discussion with Renfrewshire Council which will take time.
- In addition there are potential links regarding this project and an emerging Glasgow Metro proposal which could involve trams running from Glasgow out to Newton Mearns and Neilston. This proposal is being taken forward at the Glasgow City Region level through the City Region Cabinet.
- Having considered these issues it has been concluded that this project in any local form should be deferred to some future date so that full and proper consideration can be given to a more strategic road link into Renfrewshire alongside the potential Glasgow Metro. These schemes could perhaps be funded from alternative sources in the future such as a second phase of City Deal or alternative currently emerging potential infrastructure funding from the UK and/or Scottish Governments.
- A more strategic route is likely to enhance the potential benefits in the longer term but will take time to develop and could not be delivered within the existing City Deal delivery timetable.
- It should also be noted that some of the earlier perceived underlying need for the Levern Valley Link road will be met through the investment in the other key City Deal projects such as the enhanced Balgraystone Road, the upgrading of Aurs Road and the Barrhead railway station. All of those schemes will help connect towns and villages within East Renfrewshire and will open up economic development and employment opportunities.

- It is proposed that feasibility work including collaboration with neighbouring local authorities will continue to consider options for a new more strategic road link running west from M77 Junction 5 as part of the preparation of Local Development Plan 3.
- It is proposed therefore for the reasons explained that none of the remaining City Deal resources be allocated to the delivery of this project.
- A further report regarding this potential project will be brought back to the Council at some time in the future.

20. Proposed Revision to the Programme

- The table below provides a revised proposed City Deal funding allocation for the remaining projects.

<b>Project</b>	<b>Current Uncommitted City Deal Capital Resources Available</b>	<b>Revised Cost</b>	<b>Difference</b>
Barrhead South Access (railway station)	£ 8,786,000	£ 18,000,000	-£      + 9,214,000
Country Park Visitor Centre & Infrastructure	£ 4,536,000	£ 2,500,000	£ 2,036,000
Levern Valley Accessibility Project (Aurs Rd only)	£ 18,524,000	£ 17,000,000	£ 1,524,000
<b>Total</b>	£ 31,846,000	£ 37,500,000	-£      + 5,654,000

- Clearly, the proposed revised costs exceed the existing capital provision by £5.654 million.
- However, as previously explained developer contributions of around £1 million and also significant anticipated additional grant funding of £4.60 million from Sustrans is expected to support the enhanced ambitions of the Aurs Road project. Added together this would provide an additional £5.6 million which would cover the estimated shortfall. As stated a revised reduced scheme is being considered as a fallback position should this funding from Sustrans for any reason not materialise.

21. Updated Programme Benefits

- Benefits from City Deal projects are calculated under the economic measure Gross Value Added (GVA).
- In making changes to East Renfrewshire's City Deal programme it is important to demonstrate that any change of scope/reallocation of funding does not have an adverse effect on the total net GVA impacts delivered by the overall Programme at the City Region level.
- Based on an appraisal by Ekos (economic consultants) to support the Strategic Business Case (SBC) in 2018, the three projects that comprise Barrhead South

(Barrhead South Station, Aurs Road and Balgraystone Road) and the Levern Valley Link Road were estimated at that time to generate a net Gross Added Value (GVA ) of £76m over 25 years.

- An updated appraisal was commissioned in 2021. The appraisal shows;
  - that the three projects (Barrhead South Station, Aurs Road and Balgraystone Road) **excluding the link road** are estimated to generate £110.8m net GVA at the city-region level over 25 years.
  - This represents an **uplift of £34.8m (+45.8%)** from the 2018 Strategic Business Case appraisal.
  - This is a conservative estimate for those projects two of which (Aurs road and Barrhead South Station) are still being developed and may provide even further GVA benefits.
  - Prioritising these three projects is therefore expected to substantially increase the GVA and the return on public sector investment.
- By concentrating on and maximising the outcomes of the Barrhead South projects and removing the Levern Valley Link project the Council would be generating far better results than first anticipated.
- Postponing delivery of the Level Valley Link Road is estimated to have a minimal impact in terms of the net additional activity and impacts that will be delivered through the proposed revised programme.

## FINANCE AND EFFICIENCY

22. Costs associated with the feasibility and construction work of the revised projects will be met from the existing Council's Capital Plan City Deal resources, Sustrans grant and developer contributions. This report is not requesting any additional funding.

## CONSULTATION AND PARTNERSHIP WORKING

23. There has been ongoing consultation and partnership working with Scottish Water, Transport Scotland and Sustrans. Consultation will be required with the Glasgow City Region City Deal Programme Management Office with regard to the proposed revisions outlined in this report.

## IMPLICATIONS OF THE PROPOSALS

24. There are no IT, staffing, financial or equalities implications at this point in time.

## CONCLUSION

25. East Renfrewshire's £44 million City Deal programme is a clear example of long-term planning by the Council to stimulate sustainable inclusive economic growth.

26. Significant economic benefits have already been achieved with four complex projects now complete.

27. The review of the M77 Strategic Corridor Programme has shown that the delivery of the originally envisaged objectives and benefits (GVA) can be enhanced within the original overall budget of £44 million through the reallocation of remaining funding to support those projects with the greatest impact.

28. In particular the revised proposed programme continues to improve transport links, increase leisure opportunities, support business development, create jobs and unlock residential land.

29. Feasibility work on a strategic link road will continue to enable a future project to be realised should further funding become available.

## RECOMMENDATIONS

30. It is recommended that the Cabinet:

- a) notes the progress made on the development and implementation of East Renfrewshire's £44 million City Deal programme;
- b) approves the revised projects and budgets to be delivered within the remaining resources available; and
- c) notes that the revised projects and budgets will now be submitted to the Glasgow City Region Project Management Office for approval through the appropriate City Region governance channels.

Director of Environment

Further information can be obtained from: Andrew Cahill Director of Environment on 0141 577 3036 or [Andrew.Cahill@eastrenfrewshire.gov.uk](mailto:Andrew.Cahill@eastrenfrewshire.gov.uk)

Convener contact details

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(Leader of the Council)

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May 2021



	NEW LINK ROAD	LEVERN WORKS	NEW RAIL STATION (INCLUDING BALGRAYSTONE RD IMPROVEMENT)	COUNTRY PARK INFRASTRUCTURE & VISITOR CENTRE	FOUNDRY & GREENLAW BUSINESS CENTRE	TOTAL	
Original Budget	21,826	920	11,500	5,612	4,142	44,000	
2016/17	21,189	912	11,500	4,836	5,603	44,040	
2017/18	21,190	912	11,554	4,836	5,603	44,095	
2018/19	20,180	912	12,564	4,836	5,603	44,095	Oct-18 cabinet
2019/20	20,505	912	12,564	4,836	5,722	44,539	Dec-19 council
2020/21	20,707	912	12,564	4,836	5,722	44,741	Nov-20 cabinet
2021/22	20,707	912	13,134	4,836	5,722	45,311	Mar-21 cabinet
<b>additional funding</b>							
2018/19					120	120	
				55		55	
2019/20	480			35		515	
2020/21				470		470	
				100		100	
						<u>1,260</u>	

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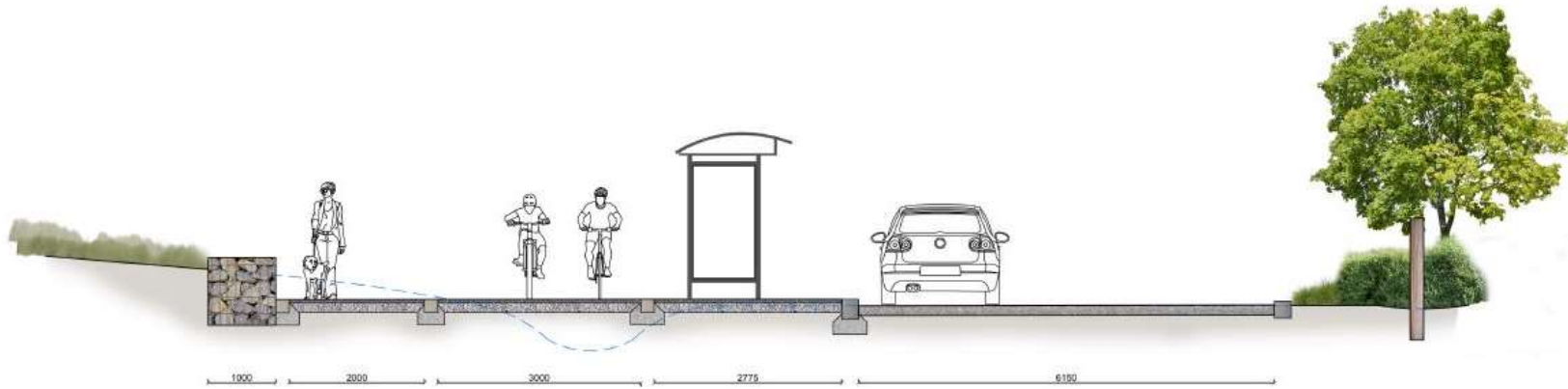




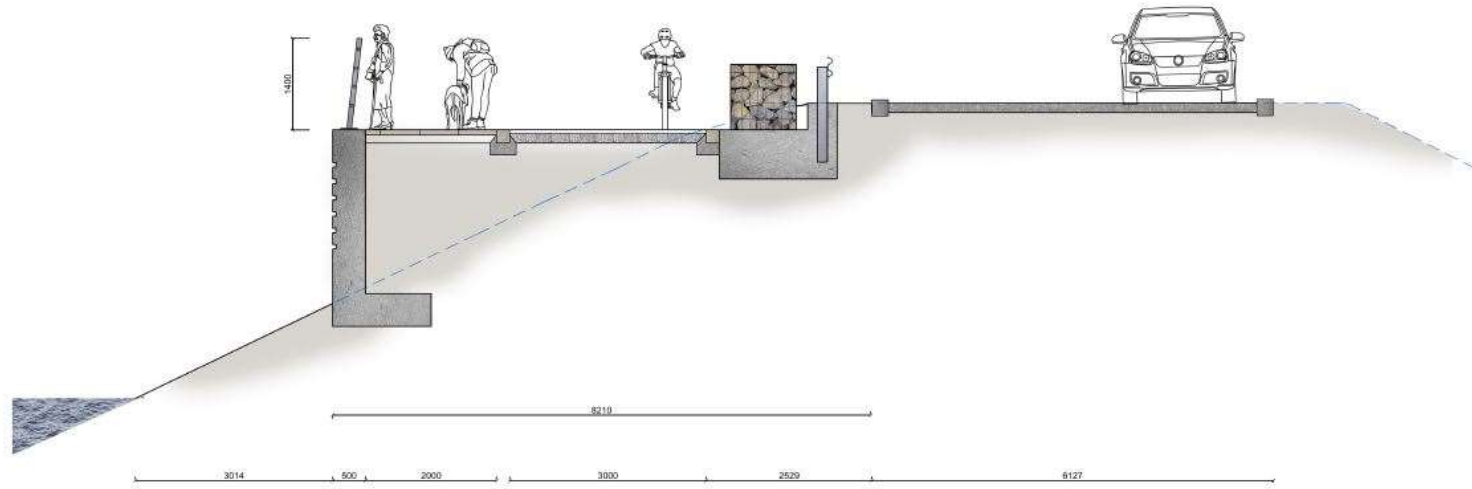


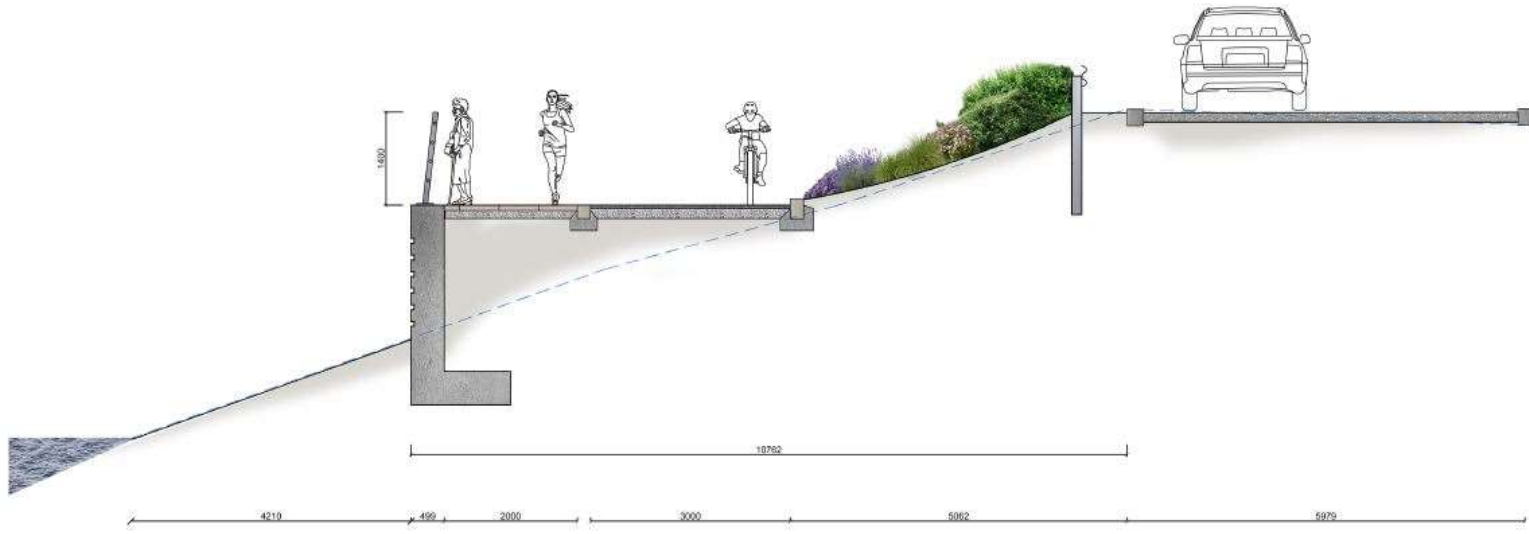












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EAST RENFREWSHIRE COUNCIL30 June 2021Report by Deputy Chief ExecutiveAPPOINTMENTS**PURPOSE OF REPORT**

1. The purpose of this report is to consider the appointment of Elected Members to various posts.

**RECOMMENDATION**

2. That the Council consider the appointment of Elected Member to the various posts as set out in Appendix 1.

**REPORT**

3. Following his election to the Scottish Parliament, Councillor O'Kane has tendered his resignation from a number of posts as follows.

Deputy Leader/representative on COSLA Convention/East Renfrewshire Community Planning Partnership Board

Convener for Education and Equalities/representative on COSLA Children and Young Persons Board

Cabinet \*  
 Cabinet (Police & Fire) \*  
 Education Committee \*\*  
 Teaching Staff Appeals Committee \*\*  
 Education Appeals Committee  
 Joint Consultative Committee (1<sup>st</sup> Tier)  
 Licensing Committee/Board

\* Also Vice Chair

\*\* Also Chair

**APSE**

Clyde and Loch Lomond Local Plan District Joint Committee (substitute for Councillor Lafferty)

East Renfrewshire Culture and Leisure Trust  
 East Renfrewshire Renewable Energy Fund  
 Glasgow City Region Education Committee  
 Renfrewshire Valuation Joint Board  
 Renfrewshire Educational Trust

4. In addition Councillor Lafferty has tendered his resignation from the following posts.

Convener for Environment

Clyde and Loch Lomond Local Plan District Joint Committee  
East Renfrewshire Integration Joint Board  
East Renfrewshire Renewable Energy Fund  
Glasgow and the Clyde Valley SDPA Joint Committee  
Scottish Councils Committee on Radioactive Substances (SCCORS)  
Strathclyde Concessionary Travel Scheme Joint Committee  
Strathclyde Partnership for Transport  
Strathclyde Passenger Transport Authority

5 Members will also recall that as a consequence of his resignation from the Conservative Group in October 2020 Councillor Miller also stepped down from the undernoted posts held by virtue of being Conservative Group Leader

COSLA Convention  
East Renfrewshire Community Planning Partnership Board  
Cabinet (Police & Fire)

6. These positions have now been taken up by Councillor Wallace who is the new Conservative Group Leader.

7. However at the time of his resignation from the Conservative Group, Councillor Miller also resigned from membership of the Joint Consultative Committee (1<sup>st</sup> Tier). This vacancy, plus a long-standing Conservative vacancy on the Teaching Staff Appeals Committee requires to be filled.

8. Appendix 1 to the report provides a full list of all the vacancies that need to be filled

## **RECOMMENDATIONS**

4. That the Council consider the appointment of Elected Members to the various posts as set out in Appendix 1.

REPORT AUTHOR:

Eamonn Daly, Democratic Services Manager

[eamonn.daly@eastrenfrewshire.gov.uk](mailto:eamonn.daly@eastrenfrewshire.gov.uk)

<b>POSITION</b>	<b>POSITION FORMERLY HELD BY</b>	<b>TO BE APPOINTED</b>
Deputy Leader/representative on COSLA Convention/East Renfrewshire Community Planning Partnership Board	Councillor O'Kane	
Convener for Education and Equalities/Chair of Education Committee/representative on COSLA Children and Young Persons Board	Councillor O'Kane	
Convener for Environment/representative on COSLA Environment and Economy Board	Councillor Lafferty	
Cabinet (including Vice Chair)	Councillor O'Kane	
Cabinet (Police & Fire) (including Vice Chair)	Councillor O'Kane	
Education Committee	Councillor O'Kane	
Teaching Staff Appeals Committee (including Chair)	Councillor O'Kane	
Teaching Staff Appeals Committee	Conservative Vacancy	
Joint Consultative Committee (1 <sup>st</sup> Tier)	Councillor O'Kane Councillor Miller	
Licensing Committee/Board	Councillor O'Kane	
APSE	Councillor O'Kane	
Clyde and Loch Lomond Local Plan District Joint Committee	Councillor Lafferty Councillor O'Kane (substitute)	
East Renfrewshire Culture and Leisure Trust	Councillor O'Kane	
East Renfrewshire Integration Joint Board	Councillor Lafferty	

East Renfrewshire Renewable Energy Fund	Councillor Lafferty Councillor O'Kane	
Glasgow and the Clyde Valley SPDA Joint Committee	Councillor Lafferty	
Glasgow City Region Education Committee	Councillor O'Kane	
Renfrewshire Valuation Joint Board	Councillor O'Kane	
Renfrewshire Educational Trust	Councillor O'Kane	
Scottish Councils Committee on Radioactive Substances (SCCORS)	Councillor Lafferty	
Strathclyde Concessionary Travel Scheme Joint Committee	Councillor Lafferty	
Strathclyde Partnership for Transport	Councillor Lafferty	
Strathclyde Partnership for Transport	Councillor Lafferty	

EAST RENFREWSHIRE COUNCIL30 June 2021Report by Deputy Chief ExecutiveAMENDMENT TO MEMBERSHIP OF APPOINTMENTS COMMITTEE**PURPOSE OF REPORT**

1. The purpose of this report is to ask the Council to homologate the decision taken to amend the membership of the Appointments Committee for its meeting on 20 May 2021 and to review the recruitment process of Chief Officers.

**RECOMMENDATION**

2. That the Council:
- a) Homologates the decision to amend the membership of the Appointments Committee.
  - b) Considers the proposal for Head of Service recruitment to be carried out by Council officers. The recruitment process for Chief Executive and Director posts would remain unchanged.

**APPOINTMENTS COMMITTEE**

3. The Appointments Committee for the Head of Education Services Provision and Resources interview was scheduled to take place on Friday 14 May 2021.
4. Due to other commitments insufficient members of the committee were able to attend and the committee was subsequently rescheduled to take place on Thursday 20 May 2021. Unfortunately after this date was arranged, with interview notification having been issued, further unavoidable commitments meant that only 2 members of the committee were able to attend on the day. In order to allow the meeting to proceed without further cancellation, Provost Fletcher was appointed as a replacement for Councillor O’Kane. This enabled the interview process to go ahead as scheduled.
5. In view of the timing of the meeting of the committee it was not possible to submit a report to the Council prior to the meeting taking place although the Chair and Leader were informed of steps being taken. Homologation of the decision to replace Councillor O’Kane with Provost Fletcher is now sought.

**CHIEF OFFICER RECRUITMENT**

6. Currently Elected Members are involved in all Chief Officer recruitment which includes recruitment of Chief Executive, Director and Head of Service roles. Appointments Committees set up to process these recruitments consist of 5 Elected Members with a quorum of 3 required to proceed.

7. In recent recruitments there have been issues securing the required quorum of 3 Elected Members due to workload across the Elected Members leading to time constraints.

8. During recruitment exercises the shortleeting and interview dates are published when the post is advertised. It is important when recruitment dates are set that they go ahead as planned to promote the Council's reputation and engage candidates through the process.

9. Due to current restrictions on Elected Member time Council is asked to consider an alternative approach to Chief Officer recruitment and for any Head of Service appointments to be carried out by officers only. This recruitment would be led by the recruiting officer who would be the Director. This alternative approach could be considered for the remainder of this Council's term and the process could then be re-visited in the new Council term.

## **RECOMMENDATION**

10. That the Council

- a) Homologates the decision to amend the membership of the Appointments Committee.
- b) Considers the proposal for Head of Service recruitment to be carried out by Council officers. The recruitment process for Chief Executive and Director posts would remain unchanged.

### **REPORT AUTHOR:**

Sharon Dick, Head of HR and Corporate Services, Tel 07741 235242

EAST RENFREWSHIRE COUNCIL30 June 2021Report by Deputy Chief ExecutivePROVOST'S ENGAGEMENTS**PURPOSE OF REPORT**

1. To advise the Council of the civic engagements attended by Provost Fletcher since the meeting of the Council in February.

**RECOMMENDATION**

2. That the report be noted.

**REPORT**

3. Throughout the pandemic numerous civic events or engagements that would normally have been attended by the Provost have not been taking place.

4. As the vaccination programme rolls out opportunities for the Provost to attend events have resumed, albeit these have been limited in number.

5. Since February the Provost has represented the Council at the following events:

26 May – Attended the funeral of former Provost, Alex Mackie

1 June – Attended Armed Forces Day flag raising filming in Eastwood Park

**RECOMMENDATION**

6. That the report be noted.

Report Author

Eamonn Daly, Democratic Services Manager 07584 116619  
[eamonn.daly@eastrenfrewshire.gov.uk](mailto:eamonn.daly@eastrenfrewshire.gov.uk)

Background papers - None

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EAST RENFREWSHIRE COUNCIL

30 June 2021

Report by the Head of Accountancy (Chief Financial Officer)

GENERAL FUND CAPITAL PROGRAMME

**PURPOSE OF REPORT**

1. The purpose of this report is to recommend adjustments to the 2021/22 General Fund Capital Programme, approved on 15 March 2021, resulting from finalisation of the previous year's programme and in light of subsequent information.

**RECOMMENDATIONS**

2. The Council is asked to:-
  - (a) note and approve the movements within the programme; and
  - (b) note the shortfall of £0.443m and that income and expenditure on the programme will be managed and reported on a regular basis.

**BACKGROUND**

3. The General Fund Capital Programme for 2021-2031 was approved by Council on 15 March 2021.

**CURRENT POSITION**

- |    |  |                 |
|----|--|-----------------|
| 4. | Total anticipated expenditure (Appendix A) | £46.322m        |
|    | Total anticipated resources (Appendix B)   | <u>£45.879m</u> |
|    | Shortfall                                  | <u>£ 0.443m</u> |

COVID-19 and Brexit continue to have a significant impact on the market with increasing cost pressures on all projects, particularly with material costs. Shortages in the availability of labour and materials are also likely to cause some delays and a degree of rescheduling will be required. The next capital report will provide an update of the position as matters become clearer however new arrangements to monitor progress on projects more closely have been adopted including enhancements to the capital reporting processes on the financial ledger system.

**FINALISATION OF THE 2020/21 PROGRAMME**

5. The finalisation of the previous year's Capital Programme has cash flow implications for the 2021/22 Programme i.e. any unfinished works will now be completed during 2021/22.
6. Appendix A shows the effect of this cash flow adjustment on the expenditure. This is not new or additional expenditure but simply an adjustment to reflect the later timing of expenditure.

7. Further adjustments to the programme are now necessary as set out below.

## INCOME MOVEMENTS

8. The main income movements are as follows: -

- **Borrowing**  
Borrowing in the current financial year has been increased by a net total of £4.401m due to timing variances in expenditure and other adjustments noted below. This reflects planned borrowing not utilised in 2020/21.
- **City Deal Grant**  
Following an allocation of additional grant for City Deal projects in 2020/21, subsequent years will see a reduction to match. Current estimates for 2021/22 are for a grant of £0.327m which is reflected in the report, however further changes are anticipated and will be reported when they become clear. The overall level of grant support for city deal projects remains unchanged.
- **Developers Contributions**  
These contributions are dependent on physical progress of developments and receipt of contributions earlier than anticipated allowed application of £1.230m more than budgeted in 2020/21. This has been matched by a reduction across estimated remaining years of development works however this will be reviewed regularly.

## EXPENDITURE MOVEMENTS

9. The programme approved during March 2021 has increased from £41.286m to £46.546m for purely cash flow reasons between 2020/21 and 2021/22.
10. This reflects timing variances across the programme and will be subject to further review throughout the year.
11. Further adjustments to the programme are now necessary as set out below.
- **Isobel Mair External Classrooms / Improving Learning**  
  
As noted within the Capital Investment Strategy, there is a need to increase provision of places at the Isobel Mair school due to increasing demand. In order to meet this need a number of external classroom facilities will be installed and fitted out at the rear of the existing building at a cost of £0.400m and its proposed to utilise the Improving Learning fund in order to fund this which currently has a balance of £0.400m for 2021/22 including the unspent 2020/21 allocation carried forward.
  - **City Deal programme**  
  
Proposals to revise the City Deal programme were approved by Cabinet on 3 June 2021. These proposals significantly increase the overall costs of the Barrhead Railway Station programme by £9.214m with subsequent reductions on both the Levern Valley accessibility and Country Park Visitor Centre resulting in a remaining shortfall of £5.654m. This will be met from additional grant funds from Sustrans and application of developer

contributions. While this increases the overall cost and resource associated with the programme, changes to the current year outturn are related to the timing of expenditure.

- Neilston Learning & Leisure – prioritisation of learning element

In agreeing the Capital Plan for 2021/22 to 2030/31 in March this year Council noted that, to avoid any delay to the delivery of the new school facilities, additional flexibility might be required in relation to the cost envelope for the Learning and Leisure in Neilston project due to the risk of price increases during the final design and tender stages.

Ground conditions and design changes to meet the very challenging energy efficiency targets set by the Scottish Futures Trust for the school investment programme have resulted in increased cost pressures of £1.3m and a further £0.7m contingency provision is now recommended to address current high rates of inflation being experienced in the building sector. Some savings have already been applied to the project and officers do not consider that there is any scope for further cost reductions without compromising the quality of the facilities.

This increased provision for the school works will be met for now by reducing the allocation for the subsequent leisure and regeneration elements of the scheme from £12m to £10m and can be accommodated within the prudential indicators agreed by Council earlier this year. The position will be reviewed as the year progresses and may require the total provision for the Neilston scheme to be amended in updating the Capital Plan in February/March 2022.

- Schools Major Maintenance

With COVID related issues causing delays to some of the window replacement programme, further approval is sought to revise schools maintenance work plans within existing resources to meet priority works across the schools estate. These works include perimeter security, fabric and roofing upgrades, and boiler replacements. Window programmes at Carolside, St Lukes and Woodfarm totalling £0.481m will be deferred, and subsequently funded from future years Provisional Sums balances, with this amount transferred to fund priority works. In addition, its proposed to transfer £0.060m unused budget for Giffnock PS windows to fund essential upgrade work at St Josephs toilets.

## COMMENT

12. The projected shortfall of £0.443m represents 0.96% of the resources available and is within manageable limits.

## PARTNERSHIP WORKING

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

**RECOMMENDATIONS**

14. The Council is asked to:-

- (a) note and approve the movements within the programme; and
- (b) note the shortfall of £0.443m and that income and expenditure on the programme will be managed and reported on a regular basis.

Further information is available from Mark Waugh, Principal Accountant – Capital, telephone 0141 577 3123.

Margaret McCrossan  
Head of Accountancy Services (Chief Financial Officer)  
MMcC/MW  
24 June, 2021

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

	<b>ANNUAL COSTS £'000</b>		
	<b>CURRENT YEAR APPROVED AT 15.03.21</b>	<b>ADJUSTED FOR 2020/21 CASHFLOW</b>	<b>PROJECTED OUTFURN FOR CURRENT YEAR</b>
Property - Schools	9,803	11,162	11,162
Property - Culture & Leisure	5,227	5,489	5,489
Property - Other	6,976	8,500	8,487
Open Spaces	3,599	3,665	3,665
Roads	6,391	6,554	6,343
Corporate Wide - ICT	7,678	9,149	9,149
Fleet	1,612	2,027	2,027
<b>TOTAL</b>	<b>41,286</b>	<b>46,546</b>	<b>46,322</b>

	<b>TOTAL COST £'000</b>		
	<b>SPENT PRIOR TO 31.03.21</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
	59,384	106,831	108,952
	3,974	41,132	40,130
	15,885	44,835	52,001
	2,512	13,335	12,314
	10,700	46,150	44,626
	11,573	41,987	41,987
	2,884	15,848	15,848
	106,911	310,118	315,858

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Property - Schools

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 15/03/21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31/03/21	PREVIOUS TOTAL COST	REVISED TOTAL COST
	Schools Major Maintenance	919	1,279	1,279		644	9,954	10,075
	New Non-Denominational PS For Newton Mearns (2 Stream + 60:60 Nursery)	1,122	1,104	1,104		13,925	15,050	15,050
	St Cadoc'S Ps Remodelling To Provide Pre-Five Provision For 3 & 4 Years Olds	0	4	4		870	874	874
	Kirkhill PS - Rewire	124	124	124		367	491	491
	Early Learning & Childcare - Expansion to 1,140 hours	898	1,358	1,358		25,355	26,713	26,713
	Early Years - Crookfur/Fairweather/Overlee Masterplanning	0	10	10		0	10	10
	St Ninian's HS Additional Temp Accomodation	1,647	1,675	1,675		817	2,492	2,492
	Learning & Leisure in Neilston	3,060	3,337	3,337		723	28,000	30,000
	St Mark's Car Park	320	316	316		34	350	350
	Uplawmoor PS Upgrade	100	100	100		0	100	100
	Crookfur PS Extension	130	130	130		0	2,200	2,200
	MCHS Sports Facility	1,083	1,100	1,100		3	1,726	1,726
	Improving Learning	400	400	0		0	2,000	1,600

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Property - Schools

		<b>ANNUAL COSTS £'000</b>			<b>TOTAL COST £'000</b>			
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>CURRENT YEAR APPROVED AT 15/03/21</b>	<b>ADJUSTED FOR 2020/21 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>	<b>SPENT PRIOR TO 31/03/21</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
	Joint Faith Campus (New Denominational PS for Mearns Area & Relocation of Calderwood Lodge PS)	0	183	183		16,488	16,671	16,671
	Isobel Mair External Classrooms	0	0	400		0	0	400
	Security (CCTV) Expansion	0	42	42		158	200	200
		<b>9,803</b>	<b>11,162</b>	<b>11,162</b>		<b>59,384</b>	<b>106,831</b>	<b>108,952</b>

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Property - Culture & Leisure

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 15/03/21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31/03/21	PREVIOUS TOTAL COST	REVISED TOTAL COST
800200019	Eastwood Park Leisure - Refurbishment	4,000	4,257	4,257		43	26,000	26,000
800200021	Neilston Leisure	217	233	233		8	8,500	7,500
800200020	ERCLT General Building Improvement Fund	400	367	367		231	1,700	1,698
800050049	Eastwood HS Sports Centre Changing Rooms/Disabled Facilities	424	413	413		16	429	429
800200015	Equipment - Gym and Theatre	79	79	79		198	831	831
805600002	Education - Theatre Equipment	107	106	106		2	162	162
800200007	Barrhead Foundry Refurbishment (including Pool & Filtration System)	0	1	1		2,859	2,860	2,860
800200013	Barrhead Foundry Final Phase Works	0	33	33		617	650	650
		<b>5,227</b>	<b>5,489</b>	<b>5,489</b>		<b>3,974</b>	<b>41,132</b>	<b>40,130</b>



**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Property - Other

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 15/03/21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31/03/21	PREVIOUS TOTAL COST	REVISED TOTAL COST
	<b>1. City Deal</b>							
	Barrhead South Access - Balgraystone Road & Railway Station	200	146	170		4,402	13,134	22,348
	Country Park Visitor Centre & Infrastructure	150	150	125		300	4,836	2,800
	Greenlaw Business Incubator And Innovation Centre & Employment Support Linked To Barrhead Foundry	80	92	80		5,630	5,722	5,722
	<b>2. Environment Other Projects</b>							
	Cowan Park Changing Facilities	9	38	38		138	280	280
	Crookfur Pavilion Changing Upgrade	0	203	203		602	805	805
	Muirend Synthetic	150	146	146		4	150	150
	RGP Toilets Upgrade	130	128	128		2	130	130
	St Andrews House Refurbishment	40	40	40		0	40	40
	<b>3. Council Wide Property</b>							

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Property - Other

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 15/03/21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31/03/21	PREVIOUS TOTAL COST	REVISED TOTAL COST
	Retentions - All Services	50	50	50		41	491	491
	Property Maintenance	3,290	4,296	4,296		1,711	13,399	13,387
	Eastwood Park Campus Improvements	212	212	212		310	522	522
	Office Accommodation	1,969	1,958	1,958		242	2,200	2,200
	Capital Investment In Energy Efficiency Measures (NDEE Initiative)	160	115	115		1,639	1,754	1,754
	Thornliebank Depot Mechanical Extraction	32	39	39		102	141	141
	Overlee Pavilion Changing	0	348	348		557	905	905
	Vacant (Surplus) Property/ Demolition	86	86	86		190	276	276
	Capelrig House Upgrade	418	418	418		0	0	0
	Capelrig House Remedial Works	0	35	35		15	50	50
		<b>6,976</b>	<b>8,500</b>	<b>8,487</b>	0	<b>15,885</b>	<b>44,835</b>	<b>52,001</b>

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Open Spaces

		<b>ANNUAL COSTS £'000</b>			<b>TOTAL COST £'000</b>			
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>CURRENT YEAR APPROVED AT 15/03/21</b>	<b>ADJUSTED FOR 2020/21 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>	<b>SPENT PRIOR TO 31/03/21</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
	1. REGENERATION							
	Country Park - Tourism Infrastructure And Economic Activity Projects	183	183	183		52	235	235
	White Cart Tributaries Environmental Improvements	1,019	998	998		266	1,264	1,264
	Regeneration Projects - Provisional Sums	183	81	81		100	2,701	2,599
	2. Environment - Other Projects							
	Environment Task Force	45	45	45		35	240	240
	Town Centre Action	39	39	39		79	278	278
	Parks, Cemeteries & Pitch Improvements	300	315	315		528	1,762	1,743
	Cowan Park	806	884	884		31	815	915
	Town Centre Regeneration	611	699	699		636	1,334	1,334
	Public Realm/Town Centre Resilience	0	6	6		218	224	224
	Neilston Regeneration	100	92	92		8	3,600	2,600

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Open Spaces

		<b>ANNUAL COSTS £'000</b>			<b>TOTAL COST £'000</b>			
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>CURRENT YEAR APPROVED AT 15/03/21</b>	<b>ADJUSTED FOR 2020/21 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>	<b>SPENT PRIOR TO 31/03/21</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
	Land And Property Acquisitions	255	255	255		144	399	399
	Giffnock Town Centre Improvements	10	10	10		0	10	10
	Other Public Realm	17	17	17		3	20	20
	Clarkston Town Centre Action And Traffic Management Improvements	31	31	31		186	217	217
	Mearns Historic Kirkyard Protective Works	0	1	1		83	84	84
	St Ninian's HS - Rugby Pitch	0	9	9		143	152	152
		<b>3,599</b>	<b>3,665</b>	<b>3,665</b>		<b>2,512</b>	<b>13,335</b>	<b>12,314</b>

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Roads

		ANNUAL COSTS £'000			TOTAL COST £'000			
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 15/03/21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR	COMMENT	SPENT PRIOR TO 31/03/21	PREVIOUS TOTAL COST	REVISED TOTAL COST
	<b>1. City Deal</b>							
	Levern Valley Accessibility Project	720	711	500		2,192	20,707	19,183
	<b>2. ERC Roads</b>							
	Lighting - Core Cable & Equipment Replacement	160	159	159		321	1,760	1,760
	Bridges Refurbishment & Pointing Work	53	44	44		117	585	585
	Principal Inspection Group 1-6	21	77	77		0	245	245
	Traffic Calming Studies	25	60	60		15	275	275
	Road Safety Measures/Equipment at Schools	20	42	42		18	220	220
	Safe Routes to School	20	20	20		43	223	223
	A736 KELBURN STREET/LOCHLIBO ROAD RECONSTRUCTION	0	110	110		0	372	372
	A77 Ayr Road Reconstruction	40	40	40		415	805	805
	B767 CLARKSTON ROAD RECONSTRUCTION	110	160	160		4	164	164
	B769 Stewarton Rd (Rural) Reconstruction	32	31	31		356	637	637

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Roads

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 15/03/21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31/03/21	PREVIOUS TOTAL COST	REVISED TOTAL COST
	B767 Eaglesham Road Reconstruction	120	120	120		444	804	804
	C2 Kingston Road Reconstruction	110	263	263		85	578	578
	A736 MAIN STREET/LEVERN ROAD BARRHEAD	110	110	110		119	625	625
	C1 Mearns Road	110	110	110		0	640	640
	B755 Gleniffer Road	115	115	115		105	595	595
	B776 ROWBANK ROAD	15	154	154		96	605	605
	C2 NEILSTON ROAD	257	257	257		64	321	321
	C3 UPLAWMOOR RD / MAIN ST, NEILSTON	110	110	110		84	324	324
	Cycling, Walking & Safer Streets	418	508	508		329	419	419
	A77 Fenwick Road Reconstruction	93	238	238		0	238	238
	Provisional Sums - Roads	0	8	8		0	8	8
	Roads Capital Works	3,732	3,107	3,107		5,893	15,000	15,000
		<b>6,391</b>	<b>6,554</b>	<b>6,343</b>		10,700	46,150	44,626

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Council Wide - ICT

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 15/03/21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31/03/21	PREVIOUS TOTAL COST	REVISED TOTAL COST
	ICT Infrastructure Projects	500	825	825		718	5,543	5,543
	IT General Provision	1,819	1,921	1,921		1,154	14,129	14,129
	Corporate Information Security	35	66	66		684	750	750
	GDPR Requirements	190	180	180		70	250	250
	Education Network	100	93	93		410	1,101	1,101
	PCI DSS	95	104	104		31	135	135
	Public Wifi Network	265	265	265		0	265	265
	Wireless Local Area Network 2015	0	30	30		1,020	1,050	1,050
	Income Management E-Store	0	54	54		151	205	205
	Corporate GIS	88	88	88		112	200	200
	Modern Smart Forms	28	53	53		147	200	200
	My Account Middleware & Vendor APIs	16	6	6		204	210	210
	Electronic Document Records Management (Rest Of Council)	0	124	124		229	353	353
	Myaccount Signing In To On-Line Services	95	135	135		150	285	285

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Council Wide - ICT

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 15/03/21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31/03/21	PREVIOUS TOTAL COST	REVISED TOTAL COST
	HSCP - Responder Service Modernisation & Safety Net Technology	180	180	180		0	180	180
	The Digital Workplace	321	311	311		289	600	600
	Flexi Time Application Replacement	40	40	40		40	80	80
	Major ICT Contract Renewals	186	61	61		1,277	1,338	1,338
	Core Corporate Finance, Payroll & HR	196	426	426		3,324	3,750	3,750
	Education - Computer Equipment	804	950	950		965	5,353	5,353
	Corporate & Community Debt Recovery System (5 year replacement programme)	39	39	39		0	0	0
	ERCLT People's Network	20	60	60		9	229	229
	ERCLT Digital Platform	0	410	410		0	410	410
	School Servers Storage	164	169	169		181	350	350
	Social Work Case Management System	110	110	110		0	110	110
	Education CCTV	447	447	447		0	626	626
	Telecare Service and Peripherals	590	590	590		35	1,150	1,150
	Agile (Rest Of Council)	0	2	2		258	260	260



**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Council Wide - ICT

		<b>ANNUAL COSTS £'000</b>						
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>CURRENT YEAR APPROVED AT 15/03/21</b>	<b>ADJUSTED FOR 2020/21 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>	<b>TOTAL COST £'000</b>		
						<i>SPENT PRIOR TO 31/03/21</i>	<i>PREVIOUS TOTAL COST</i>	<i>REVISED TOTAL COST</i>
	Software Asset Management	0	4	4		61	65	65
	Culture & Sport Self-Service Kiosk Hardware Refresh	0	56	56		54	110	110
	Full Fibre Digital Transformation	1,350	1,350	1,350		0	2,700	2,700
		<b>7,678</b>	<b>9,149</b>	<b>9,149</b>		11,573	41,987	41,987

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Fleet

		<b>ANNUAL COSTS £'000</b>						
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>CURRENT YEAR APPROVED AT 15/03/21</b>	<b>ADJUSTED FOR 2020/21 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>	<b>TOTAL COST £'000</b>		
						<i>SPENT PRIOR TO 31/03/21</i>	<i>PREVIOUS TOTAL COST</i>	<i>REVISED TOTAL COST</i>
	HSCP - Vehicles	0	247	247		41	1,164	1,164
	Education - Vehicles	0	364	364		54	1,122	1,122
	Environment - Vehicles	1,464	1,268	1,268		2,782	13,197	13,197
	Environment - GPRS System	98	98	98		7	315	315
	Rolling Road Test Facility	50	50	50		0	50	50
		<b>1,612</b>	<b>2,027</b>	<b>2,027</b>		<b>2,884</b>	<b>15,848</b>	<b>15,848</b>

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Annex 1 - Schools Major Maintenance Analysis

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 15/03/21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31/03/21	PREVIOUS TOTAL COST	REVISED TOTAL COST
	Carolside PS - Window Renewal	142	141	0	Deferred - funds directed to other priority works	66	207	207
	St Lukes Windows Entrance Area	113	112	0	Deferred - funds directed to other priority works	38	150	150
	Woodfarm HS - Window Renewal	230	229	0	Deferred - funds directed to other priority works	69	298	298
	School Toilet Improvements	254	244	244		306	550	550
	THORNIEBANK PS PR 1- WINDOW RENEWAL	90	92	92		8	100	100
	OLM ENTRANCE & MAIN DOORS at Robslee	30	46	46		4	50	50
	Provisional Sums	0	226	226		0	8,257	7,896
	Hazeldene Nursery - Window Renewal	0	1	1		2	3	3
	Braidbar PS - Roof Improvements	0	50	50		0	50	50
	Mearns Castle HS - Window Renewal	0	24	24		30	54	54
	Mearns Castle HS - Rear Stair Improvements	0	3	3		0	3	3
	St Joseph's PS - Structural Improvements	0	4	4		0	4	4
	St Joseph's PS - Fabric Improvements	0	1	1		2	3	3
	St Luke'S HS - Roof Improvements (Gym Hall)	0	10	10		0	10	10

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Annex 1 - Schools Major Maintenance Analysis

		<b>ANNUAL COSTS £'000</b>			<b>TOTAL COST £'000</b>			
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>CURRENT YEAR APPROVED AT 15/03/21</b>	<b>ADJUSTED FOR 2020/21 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>	<b><i>SPENT PRIOR TO 31/03/21</i></b>	<b><i>PREVIOUS TOTAL COST</i></b>	<b><i>REVISED TOTAL COST</i></b>
	Giffnock Primary windows (original block and ext	60	60	0		65	125	65
	St. Josephs WC Refurbishment	0	0	60	Additional funds transferred from Giffnock PS	10	10	70
	School Priority Works	0	0	482	Re-prioritisation of funding from windows programme	0	0	482
	St Josephs Primary windows and entrance door	0	36	36		44	80	80
		<b>919</b>	<b>1,279</b>	<b>1,279</b>		<b>644</b>	<b>9,954</b>	<b>10,075</b>

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Annex 2 - Property Maintenance Analysis

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 15/03/21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31/03/21	PREVIOUS TOTAL COST	REVISED TOTAL COST
	Disability Discrimination Act	0	78	78		108	186	186
	HardWire Testing	0	51	51		84	135	135
	COSHH Upgrade	0	7	7		196	203	203
	Asset Management	0	177	177		425	602	602
	Fire Risk Assessment Adaptations	150	308	308		168	1,676	1,676
	Structural Surveys & Improvements	40	112	112		54	486	486
	CEEF/Salix Energy Efficiency	255	253	253		2	855	855
	Boiler Replacement	100	81	81		261	342	342
	Roof Improvements	0	127	127		265	392	392
	Legionella Remedial Improvements	0	18	18		132	150	150
	Eastwood HQ Lighting Improvements	0	33	33		15	48	48
	Community Facilities Improvements	0	129	129		1	130	130
	Ventilation Works	2,200	2,200	2,200		0	2,200	2,200
	Provisional Sum	545	722	722		0	5,994	5,982

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

Annex 2 - Property Maintenance Analysis

		<b>ANNUAL COSTS £'000</b>						
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>CURRENT YEAR APPROVED AT 15/03/21</b>	<b>ADJUSTED FOR 2020/21 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>	<b>TOTAL COST £'000</b>		
						<i>SPENT PRIOR TO 31/03/21</i>	<i>PREVIOUS TOTAL COST</i>	<i>REVISED TOTAL COST</i>
	<b>Corporate Total</b>	<b>3,290</b>	<b>4,296</b>	<b>4,296</b>		<b>1,711</b>	<b>13,399</b>	<b>13,387</b>

**GENERAL FUND CAPITAL PROGRAMME 2021/22**

**PROGRESS REPORT**

**RESOURCES**

	<b>£'000</b>	<b>£'000</b>
Borrowing		35,989
Grants		
Capital Grant	5,336	
City Deal	327	
Early Learning and Childcare - 1140 Hours Expansion	0	
Cycling, Walking & Safer Streets	508	
Scottish Environmental Protection Agency	998	
Town Centre Fund	700	
Regeneration Capital Grant Fund	499	
COVID related grant funding	465	8,833
Developers Contributions		804
Salix/Central Energy Efficiency Fund		253
Sustrans		0
CFCR		0
Capital Reserve		0
Capital Receipts		0
		<b>45,879</b>

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EAST RENFREWSHIRE COUNCIL30 June 2021Report by the Head of Accountancy (Chief Financial Officer) and Director of EnvironmentHOUSING CAPITAL PROGRAMME**PURPOSE OF REPORT**

1. The purpose of this report is to recommend adjustments to the 2021/22 Housing Capital Programme, approved on 25 February 2021, resulting from the finalisation of the previous year's programme and in light of subsequent information.

**RECOMMENDATIONS**

2. The Council is asked to:-
  - (a) note and approve the current movements within the programme;
  - (b) note the shortfall of £0.160m and that income and expenditure on the programme will be managed and reported on a regular basis.

**BACKGROUND**

3. This report is presented in relation to the following:
  - A revised Housing Capital Programme for 2021-2031, reflecting changes to the programme detailed in the updated Strategic Housing Investment Programme (SHIP) was approved by Council on 25 February 2021.

**CURRENT POSITION**

4.	Total anticipated expenditure (Appendix A)	£ 18.567m
	Total anticipated resources (Appendix B)	£ <u>18.407m</u>
	Shortfall	£ <u>0.160m</u>

The impact of COVID-19 continues to have a significant effect on the timing and cost of projects. The Council's capacity to deliver planned projects in the current year remains under review and a degree of rescheduling may be required. The next capital report will provide an update of the position as matters become clearer.

**FINALISATION OF THE 2020/21 PROGRAMME**

5. The finalisation of the previous year's capital programme has cash flow implications for the 2021/22 programme.
6. Appendix A shows the effect of this cash flow adjustment on the expenditure. This is not new or additional expenditure but simply an adjustment to reflect revised timing of expenditure.

## EXPENDITURE

7. The programme approved in February 2021 has increased from £18.498m to £20.029m for purely cash flow reasons between 2020/21 and 2021/22.
- This in the main reflects timing variations across the existing stock programme totalling £0.601m, and variations on the new build programme of £0.924m as a result of the timing of the transfer of completed affordable housing units at the Maidenhill sites.
  - Projected outturn for the year has subsequently been revised downwards to £18.567m, reflecting the delayed progress on the various new build sites. These delays are predominantly as a result of availability of materials and labour.

## INCOME

8. Resources to support the Housing Capital Programme have been adjusted to reflect the changes noted above.
- Borrowing for the year has been adjusted upwards to reflect timing variation of spend and resources. This is not additional borrowing and reflects the borrowing unused in 2020/21. Borrowing has been further increased to reflect revised the timing of capital grant receipts with an element of these now expected in 2022/23. This will be matched by a decrease in 2022/23 borrowing.
  - Scottish Government New Build Grant – A reduction in grant claimed in 2020/21 reflecting the timing of the handover of the first units at Maidenhill and the timing of expenditure at Balgraystone Road has been matched by an increase in 2021/22 grant. Grant has subsequently been reduced to £4.524m with grant anticipated for sites at Commercial Road and Barrhead road now expected in 2022/23.
  - Recharges to Owners – income in 2020/21 was less than budgeted and this has been matched by an increase in income in 2021/22.

## COMMENT

9. The projected shortfall of £0.160m represents 0.81% of the resources available and is within manageable limits.

## PARTNERSHIP WORKING

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

**RECOMMENDATIONS**

11. The Council is asked to:-

- (a) note and approve the current movements within the programme;
- (b) note the shortfall of £0.160m and that income and expenditure on the programme will be managed and reported on a regular basis.

Further information is available from Mark Waugh, Principal Accountant – Capital, telephone 0141 577 3123.

Margaret McCrossan  
Head of Accountancy Services (Chief Financial Officer)  
MMcC/MW  
24 June, 2021

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**EAST RENFREWSHIRE COUNCIL**

Appendix A

**HOUSING CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 27.02.21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31.03.21	PREVIOUS TOTAL COST	REVISED TOTAL COST
835000002	Renewal of Heating Systems	600	613	613	Work in progress	0	600	613
832000001	Rewiring (including smoke/carbon monoxide detectors)	250	751	751	Work in progress	0	250	751
831000002	External Structural Works	1,769	1,987	1,987	Work in progress	0	1,769	1,987
835000008	Estate Works	172	171	171	Work in progress	0	172	171
835000006	Energy Efficiency (Including Cavity Wall Insulation)	450	508	508	Work in progress	0	450	508
835000009	Aids and Adaptations	384	327	327	Work in progress	0	384	327
831500001	Internal Element Renewals (including kitchens, bathrooms and doors)	1,776	1,657	1,657	Work in progress	0	1,776	1,657
835000005	Communal Door Entry Systems	79	79	79	Work in progress	0	79	79
835000012	Sheltered Housing	1,395	1,383	1,383	Work in progress	0	1,395	1,383
830500003	Purchase of Property (CPO/Mortgage to Rent Acquisition)	50	74	74		0	50	74
835000003	IT Systems	71	53	53		200	253	253
Grouped	Capital New Build Phase 1	5,212	5,303	3,934	Work at Balgraystone Road ongoing. 3 other sites complete	9,149	14,561	14,561
Grouped	Capital New Build Phase 2	6,280	7,113	7,020	First units at Maidenhill transferred into Council ownership in April 2021. Work ongoing here and other sites	202	39,469	39,469

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**EAST RENFREWSHIRE COUNCIL**

Appendix A

**HOUSING CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2021/2022**

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT
		CURRENT YEAR APPROVED AT 27.02.21	ADJUSTED FOR 2020/21 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR	
N/A	Retentions	10	10	10	
		<b>18,498</b>	<b>20,029</b>	<b>18,567</b>	

TOTAL COST £'000		
SPENT PRIOR TO 31.03.21	PREVIOUS TOTAL COST	REVISED TOTAL COST
0	10	10
9,551	61,218	61,843

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**EAST RENFREWSHIRE COUNCIL**  
**HOUSING CAPITAL PROGRAMME 2021/22**

Appendix B

**PROGRESS REPORT**

**RESOURCES**

	21/22 Revised <b>£'000</b>
Borrowing	12,760
Commuted Sums - New Build	795
Grant - New Build Phase 1	1,414
Grant - New Build Phase 2	3,110
Recharges to Owner Occupiers (including HEEPS grant)	303
Rental off the Shelf (ROTS)	25
<b>Total</b>	<b><u>18,407</u></b>

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EAST RENFREWSHIRE COUNCIL30<sup>th</sup> June 2021Report by Deputy Chief ExecutiveLOCAL CHILD POVERTY ACTION REPORT**PURPOSE OF REPORT**

1. The purpose of this report is to present the third East Renfrewshire Local Child Poverty Action Report required under the Child Poverty Scotland Act 2017.

**RECOMMENDATIONS**

2. It is recommended that Council:
  - (i) Considers and approves the Child Poverty Action Report (Annex1).

**BACKGROUND AND CONTEXT**

3. The Child Poverty (Scotland) Act 2017 sets out ambitious targets for the Scottish Government to significantly reduce child poverty in Scotland by 2030. The Act also places a duty on health boards and local authorities to work together to develop, produce and deliver Local Child Poverty Action Reports (LCPARs). The reports are expected to represent a 'step change' in action to address child poverty locally, both describing the current excellent work underway in many areas and outlining plans for new and innovative efforts to tackle child poverty.
4. Tackling child poverty is a goal which is shared by both spheres of government; it cannot be solved by national or local government alone. This report should offer an opportunity to deliver a real focus in our approach to tackling child poverty. This focus will help identify more effective ways of working - for example to reflect on local governance arrangements, to build and strengthen local partnerships, utilise available data and evidence to identify and drive solutions and to involve communities in planning and delivering sustainable responses.
5. The LCPAR is produced in partnership with the health board and have agreed high level approaches which apply across all 6 NHSGGC local authorities. Where specific board level activity or actions are relevant to East Renfrewshire, this is referenced.
6. The Council and its community planning partners are committed to addressing the issue of child poverty in East Renfrewshire. It is seen as integral to achieving the vision set out in our Community Plan to create an "attractive thriving place to grow up, work, visit, raise a family and enjoy later life". In relation to early years and vulnerable young people, we want to ensure "all children in East Renfrewshire experience a stable and secure childhood and succeed". The Community Plan contains our Local Outcome Improvement Plan priorities which focus on reducing inequality across groups and communities in East Renfrewshire.

7. The Children's Services Plan "At Our Heart" is one of the main delivery vehicles for the achievement of the children and young people's outcomes within the Local Outcome Improvement Plan. This includes a focus on reducing inequalities and the impact of them on children and families especially those residing in our more deprived communities.
8. In order to meet the requirements under the legislation, the local authority and health boards are required to jointly demonstrate the actions being taken to address the drivers of poverty. These are identified by the Scottish Government as;
  - Increased income from employment
  - Increased income from social security and benefits in kind
  - Reduced cost of living for families
9. There are some key successes noted in the report:
  - The launch of the new Scottish Government Parental Employability Support Fund (PESF) programme providing support for parents who face barriers to progressing their careers. This programme has supported parents to gain qualifications, have success in employment and increase in income.
  - Adapted and increased money advice and welfare support services to manage the additional demand. Staff in the Money Advice and Rights Team, Citizens' Advice Bureau and Corporate and Acute contracted agencies quickly adapted to online and telephone support to ensure families gained crucial help in a turbulent time.
  - The extensive free and low-cost food provision to families throughout the pandemic, including 1,300 weekly free school meal deliveries, around 4,000 household food parcels home delivered, provision of over £4,000 of supermarket vouchers, provision of various shopping services and establishing a new Food Larder Network.
  - Increased digital access to low income families with over 1,500 devices issues to those in need through both national and local provision.
  - Provision of School Hub places for all vulnerable children, including those experiencing poverty, throughout the school closure periods.
10. There are some key areas for future action, including new demands as a result of Covid-19. These include:
  - Improving availability, access to and uptake of good quality in-work support programmes
  - Improved parental access to benefits and income maximisation information and advice, including new referral pathways
  - Reducing energy costs for vulnerable families
  - Reducing cost to families of school attendance and participation
11. It is important to acknowledge that at the time of producing this report, the situation with the Covid-19 pandemic is still fluctuating and we cannot measure the full scale of the impact which this has had and will have on child poverty. Our action planning for 2021-2022 therefore is subject to change and development. Similarly, many of the actions taken during 2020-2021 were reactive measures which we did not anticipate or document in the previous LCPAR.

## **FINANCE & EFFICIENCY**

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

## **CONSULTATION**

13. The Child Poverty Oversight Group has responsibility for driving the actions and has identified a lead for each of the three areas recognised as the drivers of poverty. Context and evidence of actions which impact on one or more of these drivers was gathered from a range of partners from across the CPP as well as with colleagues at NHS Greater Glasgow and Clyde.
14. The case studies in each of the progress reports demonstrate some of the broad range of work that is delivering the outcomes contained in these plans. Case studies have been developed in consultation with staff, partners and members of the community.

## **PARTNERSHIP WORKING**

15. The Community Planning Partnership is responsible for the Community Plan, including Fairer East Ren therefore a partnership approach is essential to developing and delivering the outcomes in the plans. To comply with governance arrangements, Community Planning Partners have had the opportunity to review and contribute to the Local Child Poverty Action Report. This will also be shared to the Community Planning Board meeting later this year.
16. The case studies contained in the progress report demonstrate where partnership working has successfully achieved positive outcomes for our communities

## **IMPLICATIONS OF REPORT**

17. There are no particular implications in terms of staffing, property, legal, IT, equalities or sustainability.
18. An Equality and Fairness Assessment is being undertaken jointly with the ODP and the Fairer East Ren plans. It is expected that this will be published in July 2021. As the LCPAR is a high level strategic document, the expectation continues to be that other plans and strategies will also undertake impact assessments where relevant.

## **CONCLUSION**

19. This report details the successful partnership working which has taken place over the past year in delivering against our Community Planning outcomes during an exceptionally challenging year. It also identifies the need for us to review the most critical activities to ensure we support the most vulnerable residents in the immediate future and beyond. Through these plans all local public sector partners are committed to making East Renfrewshire the best place to live and work.

## **RECOMMENDATIONS**

20. It is recommended that Council:
  - (i) Considers and approves the Child Poverty Action Report (Annex 1).

June 2021

## REPORT AUTHORS

Caroline Innes, Deputy Chief Executive  
Julie Murray, Chief Officer HSCP  
Claire Coburn, Strategic Services Lead Officer

## BACKGROUND PAPERS

- Local Child Poverty Action Report 2019-2020:  
[https://www.eastrenfrewshire.gov.uk/media/3995/Local-child-poverty-action-progress-report-2019-to-2020/pdf/Local\\_Child\\_Poverty\\_Action\\_Plan\\_201920\\_Progress\\_Report.pdf?m=637377677709130000](https://www.eastrenfrewshire.gov.uk/media/3995/Local-child-poverty-action-progress-report-2019-to-2020/pdf/Local_Child_Poverty_Action_Plan_201920_Progress_Report.pdf?m=637377677709130000)
- Community Plan, including Fairer East Ren:  
<https://www.eastrenfrewshire.gov.uk/community-planning-partnership>
- Guidance for Part 2: Community Planning Guidance:  
<https://www.gov.scot/publications/community-empowerment-scotland-act-2015-part-2-community-planning-guidance/>

EAST RENFREWSHIRE LOCAL CHILD  
POVERTY ACTION REPORT:  
2020-2021  
(YEAR 3)

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## Introduction

The last year has been like no other we have experienced. COVID-19 has had an impact on all of our lives and families across the country have seen change in their circumstances as a result of the pandemic. Home learning and blended learning, reduced childcare options, parental furlough and job losses, increased digital demand have all created new and additional challenges for families and we cannot underestimate this. Those families who were experiencing poverty before COVID-19 are likely to have seen this intensified over the past year. In addition, many families who were 'just about managing' may have fallen into poverty due to their changing circumstances.

Whilst East Renfrewshire has one of the lowest levels of child poverty in Scotland, it is estimated there are still around 3,000 of our children and young people living in low income families; that is 16% of all children and young people living in the area.

We want all children in East Renfrewshire to experience a stable and secure childhood and succeed. In order to do this we need to tackle the root causes of poverty and reduce the impact of poverty, and this is more pertinent than ever at this time.

The Community Planning Partnership plays a key role in tackling poverty; with partner organisations working together to identify need and take actions. In the response to the pandemic, we have seen the strength of partnership working and this strength is also reflected in our actions to tackle poverty.

The purpose of this report is to outline the actions which have taken place over the past year to tackle the drivers of poverty, with an understanding that many of these have been crisis-response, reactive activities. The report also presents a picture of activities planned over the next year and beyond. These are shaped by lived experience and data we have at this time but we recognise that this will continue to grow and develop over time and as we recover and renew.

*Signed Tony Buchanan, CPP Chair*

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## Context

The Scottish Government's first Child Poverty Delivery Plan 2018-22, *Every Child, Every Chance*, was produced in response to the Child Poverty (Scotland) Act 2017. The Act places a duty on local authorities and health boards to work together to report annually on what we are doing to tackle child poverty with a sharp focus on the three key drivers of poverty:

- Income from employment
- Income from social security and benefits in kind
- Costs of living

**Income from employment** includes bringing better jobs to the area, encouraging the payment of the Living Wage across the local area, providing in-work support and offering employment support programmes.

**Income from social security** includes maximising uptake of benefits, automating systems where possible to maximise access to benefit, and improving access to information and advice about benefits.

**Reduced costs of living** includes increasing availability of affordable housing, providing advice on how to minimise costs for energy and food, working to reduce the cost of the school day, supporting childcare provision and exploring cost effective transport opportunities.

The national delivery plan also identifies a number of priority groups where there is strong evidence that the risk of poverty is higher, specifically:

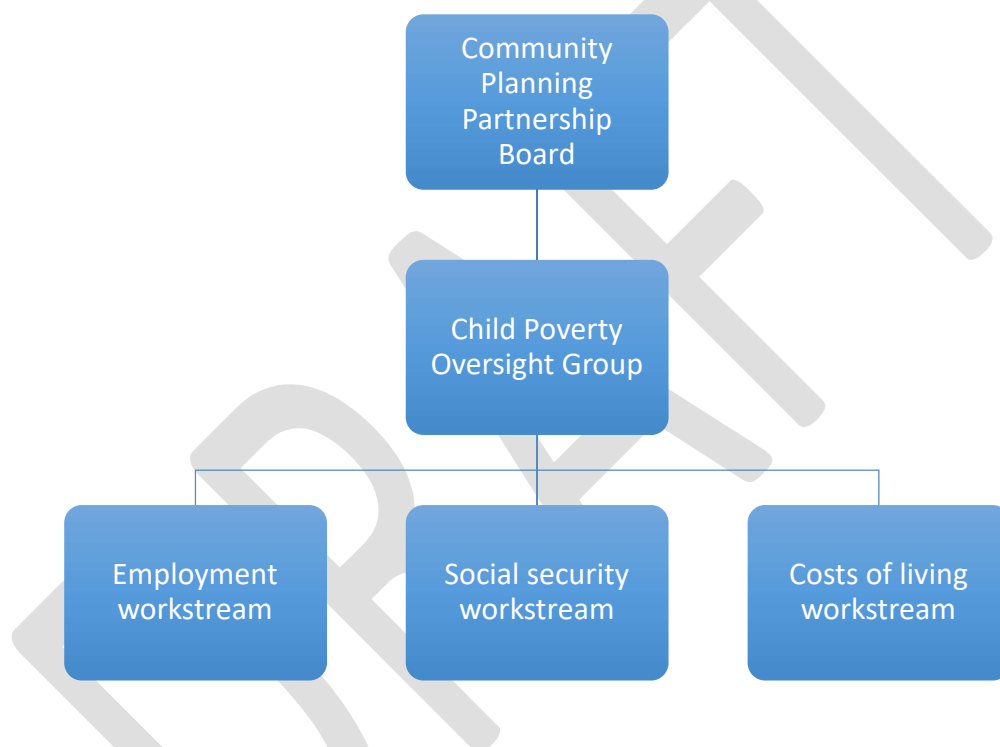
- Lone parents
- Families where a member of the household is disabled
- Families with 3 or more children
- Minority ethnic families
- Families where the youngest child is under 1
- Mothers aged under 25

Where possible, actions to tackle the drivers of poverty should give particular consideration to these priority groups.

In East Renfrewshire, we continue to be committed to addressing the issue of child poverty. It is seen as integral to achieving the vision set out in our Community Plan to create an “attractive thriving place to grow up, work, visit, raise a family and enjoy later life”. The Community Plan contains our Local Outcome Improvement Plan priorities which are focused on reducing inequality across groups and communities in East Renfrewshire. Our locality planning approach also seeks to reduce the inequalities in outcomes between deprived communities and the rest of East Renfrewshire; this is more relevant now than ever given our renewed focus on recovery of our services and building back better and fairer.

## Governance

The Community Planning Partnership is responsible overall for the Local Child Poverty Action Report and is supported by a Child Poverty Oversight Group. The oversight group has responsibility for creating a strategic environment which cultivates step-change in relation to tackling child poverty. The oversight group is jointly chaired by the council's Deputy Chief Executive and the Health and Social Care Partnership Chief Officer, and includes senior representatives from Education, HSCP, Employability, Money Advice, Environment Services, the Third Sector Interface and the Health Board. The oversight group includes three Workstream Leads who each manage a workstream group aligned to the each of the drivers of poverty. The workstream groups develop and deliver on critical activities to encourage step-change and identify critical indicators to measure progress.



## Lived Experience

As in previous years, we have collected and used lived experience feedback to understand need and direct our actions to tackle poverty. The pandemic has meant that feedback has been collected somewhat differently this year as we have not had the same opportunities for face-to-face engagement. This year, we have gathered lived experience feedback through relevant frontline workers, parental feedback through schools, adult learning evaluations and a number of online surveys.

We held focus groups and interviews with frontline workers including employees from the Money Advice and Rights Team and the Citizens Advice Bureau, who have worked with residents throughout the COVID-19 pandemic. These are the staff who are working with residents in poverty on a regular

basis and are able to provide real insight into the issues and concerns that families have experienced over the last year.

The Education Department and individual schools worked directly with parents throughout the pandemic around home-learning, access to Hub places and all other issues relating to the welfare of pupils. Throughout this, parental feedback has been included and reported to the Education Committee. Where this feedback is relevant to poverty, we have used it to shape our actions and have included it in this report.

East Renfrewshire Council have conducted a number of online surveys with the wider community, including a Citizen's Panel survey and an Equality survey. Findings included some poverty-related issues which, again has helped inform action and planning and has been included in this report where relevant.

### The Impacts of the COVID-19 Pandemic

COVID-19 has clearly had a significant impact on our residents and staff over this past year, including the poverty-related work.

Much of the activity during 2020/2021 has been focussed on crisis response and emergency need. The result of this is twofold; firstly, there are activities included in this report which were not identified in our previous report as future actions, and secondly, there are actions which were planned but have subsequently been delayed due to resources being redeployed or reprioritised.

The pandemic has also changed the profile of need in terms of poverty. Those who were previously experiencing poverty are likely to have felt this become more entrenched and many of those who were previously 'just about managing' have been pushed into poverty. This continues to be a precarious balance for many who are on furlough, have a different working pattern or a reduced support network. It is likely that this situation will continue to change over the forthcoming year and beyond.

All three drivers of poverty have been impacted by COVID-19;

- Employment opportunities have been limited as particular businesses or whole sectors have closed or offered a reduced service. Many parents have found themselves working from home and/or with reduced childcare options to allow them to attend work.
- Demand on Social Security has increased nationwide and many parents have found themselves applying for support for the first time. This has brought challenges for the applicants in navigating new systems, and the providers in managing the increased demand.
- Changes in routine and circumstances has seen increase costs to many families for household essentials including food, fuel and digital access.

In addition, there has been an impact on the mental health and wellbeing of parents and families. Many families report increased stress and anxiety as well as feelings of loneliness and isolation as a result of lockdown measures.

## Measures of progress

Whilst the overall level of child poverty will continue to provide a high level view of the profile of the area, we intend to monitor progress at a local level through a number of critical indicators relating to the three drivers of poverty. These are as follows:

Indicator	Measure and source	Previous data	Current data	Comments
<b>OVERALL</b>				
Children living in poverty	% age of children living in poverty (after housing costs) in East Renfrewshire: End Child Poverty 2019	16%	16%	The overall level of child poverty in East Renfrewshire remains steady from last year however the data-delay means that these figures relate to pre-pandemic.
<b>INCOME FROM EMPLOYMENT</b>				
Real Living Wage employers in East Renfrewshire	Number of real Living Wage accredited employers: Living Wage Scotland 2021	11	16	This is mixed picture in terms of progress to increase income from employment; Children and young people participation levels remain high which is positive. The number of Real Living Wage accredited employers has increased which is a great success, particularly during such a difficult year for employers. However, there has been a significant rise in the unemployment level. This reflects the picture nationally.
Working age unemployment level	%age of economically inactive residents who want a job: NOMIS Jan-Dec 2020	18.1%	24.7%	
Children and young people participation level	%age of 16-19 year olds participating in learning, training or employment: SDS Annual Participation Measure Report 2019	96.9%	96.7%	
<b>INCOME FROM SOCIAL SECURITY AND INCOME MAXIMISATION</b>				
Free School Meal uptake at Primary School	%age uptake of free school meals at primary school (P1-P7): School healthy living survey 2020	87.9%	87.7%	The uptake of free school meals has remained steady, but we have seen an increase in demand on financial wellbeing advice. This is due to many changing circumstances as a result of COVID-19 and reflects the national picture.
Access to financial wellbeing advice	Number of families accessing MART financial wellbeing advice: Local data	997	1318	
<b>COSTS OF LIVING</b>				
Fuel poverty	Fuel poverty: Scottish House Condition Survey	16%	13%	The uptake of early learning and childcare remains high and the level of fuel poverty remains low, which is positive. However, the data-delay means that the fuel poverty figure is pre-pandemic so it could be expected this this might increase in future.
Uptake of funded early learning and childcare entitlement	%age of 3 & 4 year olds registered for funded early learning and childcare Dec 2020: Scottish Government Schools Statistics	93%	95%	

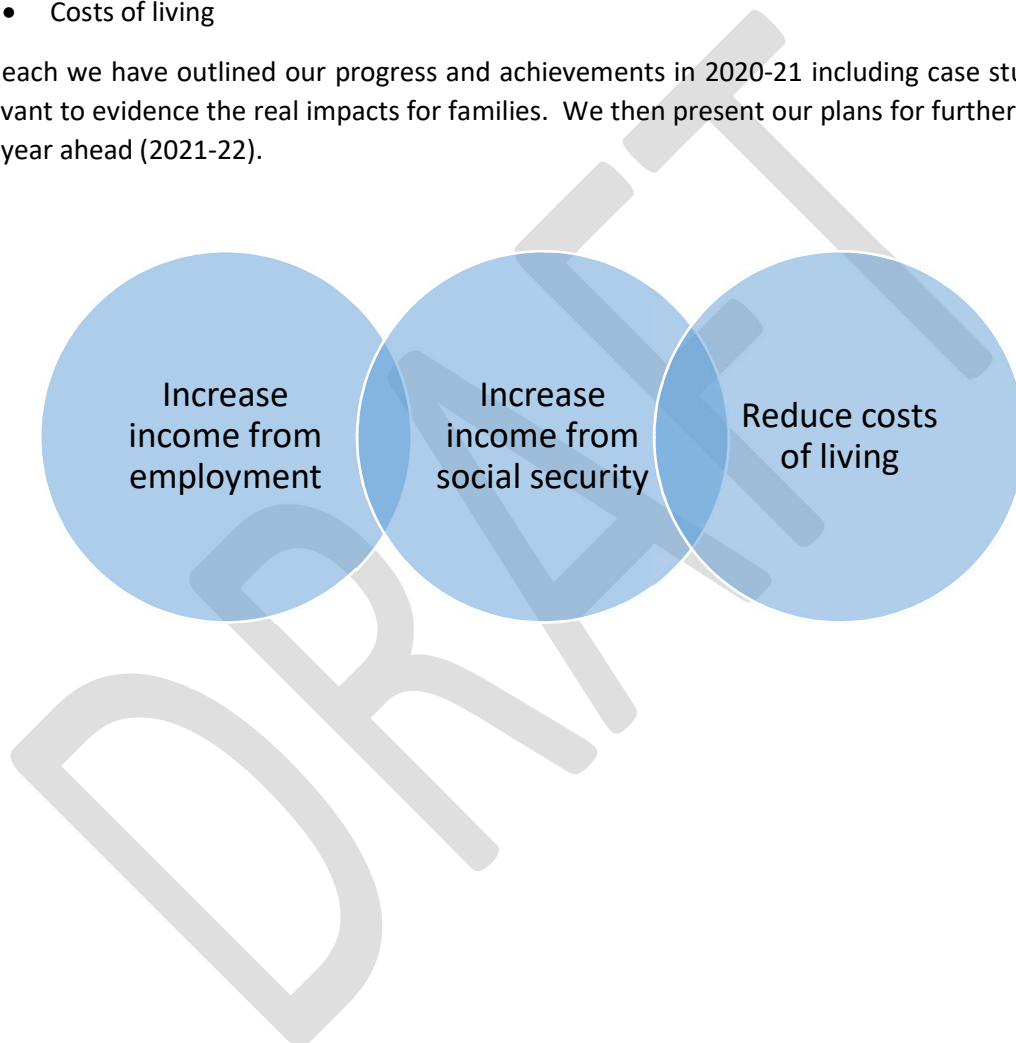
## The format of our report

This report starts with a profile of East Renfrewshire highlighting key data which has been used to shape the plan.

We have organised the core of our report into three chapters looking at each of the three key poverty drivers:

- Income from employment
- Income from social security
- Costs of living

For each we have outlined our progress and achievements in 2020-21 including case studies where relevant to evidence the real impacts for families. We then present our plans for further action over the year ahead (2021-22).



## PROFILE OF EAST RENFREWSHIRE

### OVERALL

East Renfrewshire has a population over

95,500



and this is continually growing and is expected to grow at an average rate of around 600 people a year until 2028

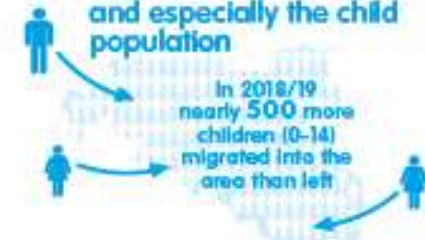
East Renfrewshire has the highest proportion of children in any local authority in Scotland with

19,525 individuals aged between 0 and 15 years



One in every five people living in east Renfrewshire is a child.

Migration has a large impact on the population of East Renfrewshire and especially the child population



The proportion of children living in poverty in East Renfrewshire is the (joint) lowest in Scotland



There are around 3,000 children living in poverty in east Renfrewshire, which amounts to 16% of our children

There are fewer young mothers in East Renfrewshire than the Scottish average



7% of all births in east Renfrewshire were to mothers under the age of 25, compared to 17% in Scotland

The number of lone parent households is predicted to increase in the coming years



There are around 2,400 lone parent households in east Ren currently

It is projected that 6% of households will be lone parents by 2026.



EMPLOYMENT

Those **LIVING** in East Renfrewshire receive the **HIGHEST** average weekly pay in Scotland ▲

The average weekly full time pay is



**£815**

and the average weekly part time pay is £257

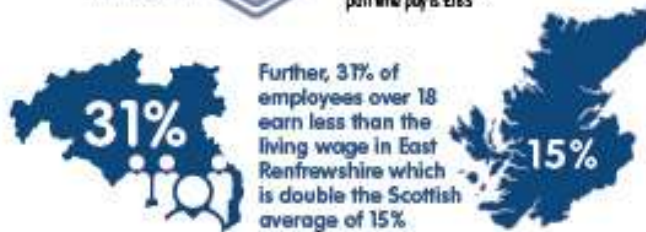
However, those **WORKING** in East Renfrewshire receive the **LOWEST** average weekly pay in Scotland ▼

The average weekly full time pay is



**£487**

and the average weekly part time pay is £165



14.3% of households in East Renfrewshire are 'workless' meaning there is no individual over the age of 16 in the household who is employed

Over a third of children in East Renfrewshire come from 'mixed households'



This means a household contains at least one person aged 16 to 64, where at least one person aged 16 and over is in employment and at least one other is either unemployed or inactive

East Renfrewshire remains a generally economically active local authority. However, over the past year we have seen a rise in unemployment, like the rest of the country

**77%**

of residents of working age are economically active



**1,600**

There are 1,600 working age people who are unemployed which is an increase of approximately 400 people compared to the previous year

## SOCIAL SECURITY/BENEFITS



East Renfrewshire residents are less likely than the Scottish average to receive income from social security and benefits



Nearly 2070 individuals are claiming for out-of-work benefits

This is approximately 4% which is lower than the Scottish average of 6%. 410 of these claimants were between the ages of 16 and 34

7% of all primary pupils from P4 to P7 are registered for free school meals



7% of secondary pupils are registered for free school meals



There are 15,425 children in families that are registered for child benefit, which equates to 79% of all children in East Renfrewshire

This is among the lowest proportion when compared to other Scottish local authorities



430 young people receive an Education Maintenance Allowance



East Renfrewshire has a £100 school uniform grant

## COSTS OF LIVING



The costs of living in East Renfrewshire are higher than average, particularly in relation to housing costs

The average weekly local authority rent is

**£76.86**



The average property price in East Renfrewshire in 2021 has increased by 11.5% since early 2020 to £250,935



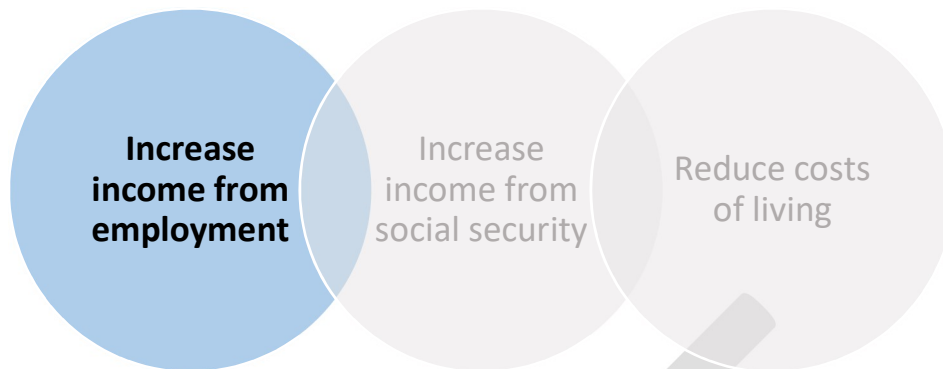
Nearly three quarters of East Renfrewshire's houses are classified as being Council Tax band D or above, compared to the Scottish average of 41%

On average art, drama and sports activities, cost

**£45.50**  
for a three month class



## Chapter 1: Income from employment



### Workstream

The East Renfrewshire Local Employability Partnership (LEP) is leading on this workstream and includes representatives from East Renfrewshire Council's Work EastRen team, Skills Development Scotland, Education including Adult Learning, Scottish Enterprise, Mental Health services, Department for Work and Pensions, Money Advice and Rights Team and East Renfrewshire Chamber of Commerce.

### Lived experience feedback

Employment related issues were a key topic during our engagement and frontline staff identified several issues that have been preventing parents either from gaining employment, or securing better quality jobs that prevent them from experiencing in-work poverty.

**Impact on benefit entitlement.** One of the most common barriers for parents who want to progress or change their careers is the effect that this could have on their income from social security and different entitlements such as free school meals. Frontline staff noted that many of their clients are apprehensive to retrain and better their careers as they are worried they will be financially worse off overall.

**Cost and availability of childcare.** Frontline staff noted that the biggest restraint parents have when trying to increase their income from employment is the availability of affordable childcare. Many parents struggle to work before their child is entitled to a funded early years and childcare place (3 years or eligible 2 year olds) due to the cost or the opening hours of facilities. Parents have also expressed worry about the cost of travelling not only to and from work, but also to childcare too. This is a make-or-break factor for parents deciding to apply for a job or take on more hours at work to increase their income.

**Access to appropriate information.** Many parents had a lack of information or had misinformation about changing employment. Many did not know how to go about retraining to improve their employment prospects and others worried about the costs associated with this. Frontline staff said

that while many of the clients they support are self-sufficient and have clear goals, they require assistance in understanding the benefits and process of looking to improve their employment income. Also, lack of confidence using technology makes it harder for people to apply for jobs/do training/apply for further education, meaning the poverty cycle continues.

**The Impact of Coronavirus.** Coronavirus has had a huge impact on employment income for parents, including some losing their jobs and many being placed on furlough for long periods of time. Frontline staff said that this has led to a significant increase in the number of families claiming in-employment benefits and looking for additional funding assistance.

Lockdown restrictions have meant that parents who have been seeking to change careers into more sustainable and financially viable roles have not been able to gain the experience that they need to be considered for these jobs. For example, voluntary work experience placements have not been able to go ahead, leading parents to be remain in low-income jobs or unemployed.

Frontline staff the Money Advice and Rights Team noted that the lack of engagement with families due to lockdown has been challenging. Staff have not been able to physically go out into communities and speak to parents therefore services are not reaching everyone who could benefit from their help. This lack of engagement has reduced the opportunity for early intervention for those facing financial concerns and increased the instance of families requiring support when their issues become severe or critical. Staff

### Action taken

During 2020/2021 the Community Planning Partners across East Renfrewshire have taken action to increase income from employment. This includes;

#### **East Renfrewshire Council utilising it's position as employer and procurer**

East Renfrewshire Council achieved Real Living Wage Accreditation in November 2020. We also reviewed our procurement process and have now added a Fair Work & Living Wage question into our evaluations to ensure that contract bidders are aware of this issue and consider these areas.

We have encouraged companies to provide opportunities to low-income families by having increased Community Benefits points available for those helping people from priority backgrounds. We have included Community Benefit clauses which are now evaluated in all appropriate tender exercises and procedure reviews to now include a Community Wish List.

At a Health Board level, NHS Greater Glasgow and Clyde procurement team are following the 'Once for All Scotland' procurement approach which includes a new national procurement portal for community benefits. There has been engagement with Public Health Scotland and NHSGGC Procurement to explore how national developments can support a local aim to enable more appropriate community benefits.

#### **Encouraging more local businesses to become Real Living Wage accredited**

East Renfrewshire Council, East Renfrewshire Culture and Leisure Trust and NHS Greater Glasgow and Clyde have all become accredited Real Living Wage employers during 2020-2021.

ERC's Economic Development team, Business Gateway East Renfrewshire and local employability partners continued to work collaboratively to encourage employers to adopt Fair Work practices and become Real Living Wage accredited by launching a 'Get Ready for Living Wage Week' in October 2020. We have seen an increase in the number of RLW accredited employers locally in the past year; from 11 to 16.

#### **Case Study: Real Living Wage Employer**

Elmwood Nursery is a privately owned nursery in Newton Mearns and was established in 2002 by new mother Denise Bunis. Since then, Elmwood has expanded over two floors, gained an additional building and now cares for 87 children from a wide variety of backgrounds. In 2018, Denise sold her business to an Icelandic nursery group with a focus on democracy, creativity and gender equality and began the journey to become a Living Wage Employer.

Elmwood Nursery became a Real Living Wage employer in September 2020 because they wanted to increase payment to all staff. By paying all 30 of their staff the RLW, Elmwood can increase staff retention and motivation in work. Therefore the staff get to know the children more in-depth and can care for them on a more personalised level. This will help to improve the mental stimulation and wellbeing of the children.

Staff no longer have to worry about their wages and can instead focus on caring for the children in their care. By paying the RLW, Elmwood Nursery is improving parents' income from employment and preventing in-work poverty for multiple families in East Renfrewshire. They said they found the application process "simple and straightforward" and said they "recognise the benefit it has had for all staff".

Our Business Development grant application requires organisations to demonstrate how they have adopted Fair Work Practices. Work EastRen have also adopted a Fair Work strategy by not advertising or putting clients forward for any zero-hour contracts, as well as working closely with clients to access RLW jobs.

The Department for Work and Pensions have launched their Kickstart programme, which was for the purpose of RLW accreditation, meaning that all directly employed staff aged 18+ should be paid at least the Real Living Wage, regardless if part of their wage is funded through employability schemes.

NHSGGC procurement team conducted an extensive exercise and found 11 contractors are not paying the real living wage (spend of £1.196m) and 12 companies assumed not paying the real living wage (spend of £622k). A process is being put in place to encourage payment of real living wage.

#### **Increased support for parents to remain active in the workplace, train and gain progression**

Work EastRen and MART teams launched the new Scottish Government Parental Employability Support Fund (PESF) programme, providing support for parents who face barriers to progressing their careers. This support includes help to gain a qualification; improving skills or work experience; money advice and motivational support. Eligible parents are also supported to access free early learning and childcare places.

A full time PESF Employability Officer has been recruited and is focusing on promoting and providing this programme to parents in priority groups. In addition a part time support officer has been

employed in MART to assist parents with financial wellbeing, debt and Social Security. In partnership with DWP, Skills Development Scotland and the Third Sector interface, the council has developed a model which will address all barriers to career progression including lack of skills, experience, health support, money advice and access to childcare.

Between September 2020 and March 2021, there were 19 registrations on the PESF programme. Of these:

- 3 parents have gained qualifications
- 3 have had successful employment outcomes
- 7 have had an increase in income, either from employment or benefit check

#### **Case Study: Parental Employability Support**

##### **The Problem**

Sophie approached the Parental Employability Support advisor looking to change careers and improve her income from employment. She is a single parent with a daughter who has additional support needs. She had always worked in retail or hospitality, but the hours weren't suitable for the needs of her daughter and she had always dreamed of working in care. However, she had been charged with minor assault for a mistake she made 10 years ago, when she was only 16. Sophie always thought this would prevent her from achieving her goal to become a care worker.

##### **The Solution**

The team spoke with Sophie and got a better understanding of her experience and overall goals for employment. They supported and paid for her to get a PVG check, a requirement for care workers. Although her assault charge was flagged up on the application, it stated that this would not prevent her from working with vulnerable people and she would be able to achieve her dream. The PES advisor helped to source voluntary work experience in a care home for Sophie, which led to her being offered a full-time, paid position.

##### **The Impact**

With the advisor and programmes support, Sophie now has the steady and fulfilling career she always wanted. She gets to spend more time with her daughter and her improved income now means they can do more activities together as a family. The team has made her feel confident in seeking employment and she no longer has the anxiety of her past mistakes preventing her from bettering her career.

Adult Learning Services also supported 23 parents to gain SQA accredited qualifications working in partnership with Clyde College and West College Scotland, helping them towards their employability goals. Courses included; ESOL, IT, Early Years & Childcare and Wellbeing.

#### **Case Studies: Adult Learning Services**

One parent, recently made redundant, needed to learn new IT skills to be able to apply for promotion in a new job. He has now completed several online IT courses and was really pleased at how fast he progressed and became more confident.

Another parent, who first contacted our service to start to look at career/job opportunities, has recently started work part-time as well as taking the first steps into learning bookkeeping by doing a free introductory course with the Open University.

### **Improved availability, access to and uptake of good quality in-work support programmes**

The Local Employability Partnership (LEP) regularly review what employability services are being delivered within East Renfrewshire to identify gaps, avoid duplication, meet resident needs and secure funding.

One recent example is Scottish Youth Guarantee programme which was announced by the Scottish Government in September 2021. The focus of the Government is moving young people into good jobs at a time when they are most vulnerable in a tough labour market that has seen impacts to the sectors most likely to employ young people (such as tourism, hospitality, retail and leisure). The programme aims to ensure no young person is left behind; every young person aged between 16 and 24 will be guaranteed an opportunity at university or college, an apprenticeship programme, employment including work experience, or participating in a formal volunteering programme.

The LEP put out a call for project proposals to all employability partners in East Renfrewshire. As well as meeting the programme criteria, the Partnership were also keen to help identify any gaps in provision within the area. One of the projects funded was via IncludeMe2 who are now providing much needed employability support to those young people with additional support needs. The project provides a range of individual, small group approaches, to help develop the skills, confidence, awareness and understanding to reach a positive destination in the young person's employment journey.

We continue to deliver the Scottish Government's No One Left Behind programme. The programme covers a wide range of support to those residents aged 16+ years with a focus on employed and unemployed parents; parents with disabilities; pre-employment support for young parents; pre-employment support for parents accessing funded Early Learning and Childcare and support for 16–26-year-olds via the Scottish Youth Guarantee programme. Since September 2020 the Parental Employability Support Fund programme has worked with 22 parents: 3 have secured full-time employment; 1 has employment outcomes; 1 has had an increase in their hourly rate; 4 have gained work related qualifications; 2 have undertaken volunteering placements. Other clients are working towards things such as SVQ's, applying for teacher training and setting up own their own businesses.

Most clients have also accessed Money Advice and Rights support and have gained financially with either change to their benefits, budgeting or receiving grants they didn't know they were eligible for.

Partners have developed a new pathway for 16–24-year-olds via the Scottish Youth Guarantee programme in 2020-21, which will see specialist provision being delivered in the area for this age group including: additional support needs; care experienced young people; creation of 15 MAs; into work schemes.

NHSGGC has provided modern apprenticeship programmes and employability outreach programmes to schools and colleges, with a target group including young parents. Data relating to uptake and successes of these is not yet available but will be included in future reports.

The NHS GGC Widening Access to Employment Strategy Academy implementation model changed due to the pandemic. The Academy go live date was delayed to October 2020, the programme was amended to delivery to online activity only and placement activity was withdrawn. The November 2020 programme ran similarly. In terms of child poverty, the number of parents accessing employability programmes going on to sustained employment will be measured now starting 2021.



Future Actions 2021-2022



These actions are as accurate as possible at the time of writing. However, it is important to remember that actions will be subject to review as community planning partners further establish their recovery and renewal plans and once the impact of COVID-19 on the economy, jobs and income is more fully understood and priorities ahead are reshaped.

<p><b>Change required:</b> Encouraging more local businesses to become real Living Wage accredited</p>	<p><b>What we will do:</b> Establish the East Renfrewshire Living Wage Action Group to encourage and support new and existing employers, including NHS GGC, to work towards real Living Wage accreditation.  <b>Lead:</b> Local Employability Partnership  <b>Resources:</b> Within existing resources  <b>Target Groups:</b> Low income families</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Increased number of accredited real Living Wage employers.</li> <li>• Increased number of local employers working towards real Living Wage accreditation.</li> </ul>
<p><b>Change required:</b> Increased support for in-work parents to remain active in the workplace, train and gain progression</p>	<p><b>What we will do:</b> Implement the East Renfrewshire local model of the Parental Employability Support programme  <b>Lead:</b> Work East Ren and delivered in partnership with Money Advice and Education Department.  <b>Resources:</b> £66,000 PES per annum plus £26,000 PES Boost. To support: 1 FTE Employability Officer and 0.5 FTE Money Advice Officer, dedicated vocational training budget  <b>Target Groups:</b> Lone parents, person with a disability, 3+ children, ethnic minorities, youngest child &lt;1, parents aged &lt;25</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Number of participants achieving qualification, increasing skills</li> <li>• Number of participants achieving an increase in income</li> <li>• Number of employed participants gaining new employment or self-employment</li> <li>• Number of participants sustaining employment or self-employment</li> </ul>

		13/26/52 weeks after new employment start date
<b>Change required:</b> Improved availability, access to and uptake of good quality in-work support programmes being delivered in East Renfrewshire	<p><b>What we will do:</b> Promotion of in-work support programmes to low income families particular those 'hardest to reach', through a range of engagement methods.</p> <p><b>Lead:</b> Local Employability Partnership</p> <p><b>Resources:</b> Within existing resources</p> <p><b>Target Groups:</b> Women, lone parents, person with a disability, 3+ children, ethnic minorities, youngest child &lt;1, parents aged &lt;25</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Increased engagement with hardest to reach</li> </ul>

As part of Fairer East Ren (our Local Improvement Outcome Plan), we have a specific plan to ensure residents have the right skills, learning opportunities and confidence to secure and sustain work.

## Chapter 2: Income from Social Security

### Workstream

The East Renfrewshire Social Security working group is leading on this workstream. This is a partnership group with representatives from the council Revenues and Benefits department, the Money Advice and Rights Team, Department for Work and Pensions/Job Centre Plus, adult learning, Social Security Scotland Agency, the council's housing team, Citizens Advise Bureau and a local Housing Association.

### Lived experience

Our engagement with frontline staff was crucial in identifying the challenges and changes families have faced in the last year in terms of social security support.

**Change in demographic.** A change in the profile of parents starting to claim social security benefits was one of the most recurring issues staff talked about. Due to lockdown and businesses being forced to close (either temporarily or permanently) staff all recognised that parents who started claiming benefits in the last year were often more self-sufficient and required less assistance than those who typically began to claim in years before.

**Parents who were business owners** looking for assistance were a particular demographic group that required support in accessing the correct grants and benefits. Although these parents often had savings, for many these ran out quickly and as the pandemic continued, they started to rely on income from social security more. Staff therefore recognised that this lockdown was a catalyst for poverty for those who were 'just getting by' before.

**Anxiety of parents** was also a big issue, in terms of worrying about what is going to happen when the extra government assistance, which is in place due COVID-19, is no longer available. Staff were also anxious about this and were worried about their capacity or ability to be able to deal with this likely increase in demand of support. The staff we engaged with all believed that income from social security would not be a key issue until later on in 2021, when government assistance decreases and job losses are likely to increase.

### Action taken

During 2020/2021 the Community Planning Partners across East Renfrewshire have taken action to increase income from social security, including;

#### **All parents involved in the Parental Employability Support Fund are supported to calculate and understand any impacts on benefit entitlement**

Since September 2020, 17 parents on the Parental Employability Support programme were assisted by the Money Advice and Rights Team PESF support officer. All of these clients gained crucial advice which has helped them all maximise their income both from employment and also Social Security. MART's partnership work with organisations also resulted in an additional £4,000 of Social Security payments being gained for families through their establishment of an extensive referral network.

### Case Study: Parental Employability Support- Money Advice

#### The Problem

As a full time employed single mother Sally has always been able to juggle responsibilities and keep on top of things. In the midst of the pandemic and during young Kai's terrible two's, Sally decided it was time to go part-time to make balancing everything a bit easier. However, she began to worry about how that would affect her benefits, also Sally's boss threatened that she might need to go full time again soon.

#### The Solution

Sally joined the PES program aiming to keep her up-to-speed about her employment options and financial situation. Money advisor Steven helped Sally complete a full benefit calculation to ensure she was on the correct benefits and he explained how various career decisions would affect these benefits ranging from not working, right up to full time. Steven and Sally spoke almost every week for 6 weeks making sure Sally fully understood her options and dealing with any bumps in the road including one month where Sally's benefits were less than normal.

In addition to reassuring Sally and making sure she had the information required to make lasting change, Steven and the team provided additional support. Due to the difficulties Sally faced through COVID-19 related issues they made sure she had the opportunity to really bounce back. One way they managed to do this was to engage with the government and manage an application to an energy bill relief fund. Sally was awarded £121 off her energy bills, enough to ensure there was one less thing to worry about while Sally takes her next steps forward with Kai.

#### The Impact

Sally is now working with the employability side of the project to move into a new career with all the knowledge, understanding and support she might need during the transition. Sally said that the support had meant that she is now better able to focus at work now that she now had a better understanding of options available. Sally also felt that she and Kai had a more positive work/life balance, reduced stress and most importantly, able to spend more quality time together.

#### Feedback

Sally said, "Brilliant service! Just a quick message to say I noticed the gas/electric payment went through to my [energy companies] account fine. Thank you SO much for applying for that for me, it has helped very much".

### Improved parental access to benefits and income maximisation information and advice

Benefits and income maximisation information and advice has been well-publicised through a variety of partner websites and social media posts throughout the year. In addition, the details of the Money Advice Team have been shared via schools to all parents on several separate occasions throughout past year and hard copy leaflets were added to food parcels delivered as part of the Free School Meal provision and from the Humanitarian Food Hub to support low-income households. In response to the increased demand for benefits advice from first-time claimants, the Money Advice and Rights Team produced a 'Benefits Quick Guide' and shared this to parents via schools.

During 2020-21, the Money Advice and Rights Team saw an increase in all the priority groups seeking advice from the service, except from larger families. There was a 35% increase in families with a child under 1 in the household a 17% increase in lone parent families and a 400% increase in parents/guardians 25 and under seeking advice from the service.

Overall, MART's services saw a 6% increase in enquiries. 1,318 of enquiries were from families with children and much of the year's provision was via food vouchers, advice and information and access to services. This means these families have gained crucial help in a turbulent time, with MART playing a key role not only in immediate relief, but also long-term recovery by helping these families maximise their income from social security.

COVID-19 significantly impacted on the work of the NHS Greater Glasgow and Clyde's Corporate and Acute services. As the pandemic hit, staff worked quickly with contracted money advice services to ensure face to face services changed to phone and online appointments systems with a communications plan accompanying this. The provision of emergency food packages for those in need being discharged from hospital was extended, which included maternity settings (data available June 2021). Corporate and Acute leads collated on issues requiring potential regional and national escalation (e.g. evictions for pregnant women and families with a small child / new baby). A template on issues emerging across NHSGGC (e.g. emergency food provision) was shared on the national child poverty knowledge hub.

Whilst this data is not available at an East Renfrewshire level, across the NHS Greater Glasgow and Clyde area, during 2020-2021 it is estimated 19,300 NHSGGC patients were referred to money advice services with a financial gain of £56million. 62% were parents, 38% of all referrals are BAME patients community (portion asylum seekers and refugees), 62% with a disability and 83% from SIMD one and two. Of this overall financial gain;

- £6.4 million was gained for clients in community NHS children and families services (3,954 referrals)
- £1.6 million was gained for children's hospital clients (329 referrals)
- £6.7 million was gained for long term conditions settings (3,151 referrals, a large proportion who are parents)
- £2.3 million from the primary care embedded money advice service (496 referrals (55% - female; 83% White Scottish; 12% only working full time; total 25% parents with 12% being lone parents).
- £275,968 was gained for the Special Needs In Pregnancy Service (76 referrals)
- £182,322 was gained for the neonatal support fund (932 applications)
- 305 emergency food packages were given out on discharge from hospital

### **Improved poverty awareness and use of referral processes within frontline staff**

During the pandemic the focus was on poverty awareness for frontline staff in Early Years Services, community nurses, midwives and health visitors. The Money Advice and Rights Team provided 'tool box talks' to groups, established referral networks and provided guides and materials to support anti-poverty work.

Bespoke training has been developed and delivered to staff in Housing Services and Customer First. Further specialist training courses have been delivered to key NHS teams and wider partners. These courses include:

- General Poverty Awareness
- Benefits for Younger People
- Benefits for Working Age

We cannot provide details of impact in terms of financial gain at this stage but hope to see this in future reports.

NHS Greater Glasgow and Clyde developed a training programme for midwives in antenatal clinics and maternity centres. This was intended to be delivered face-to-face but once the pandemic hit, East Renfrewshire piloted this as virtual training. Training was provided to the midwives and Family Nurse Partnership staff. At this time it is too early to measure what impact this has had.

An NHSGGC review of Best Start grant uptake showed underutilisation. Quality improvement work is planned for 2021/2022 to ensure financial inclusion/routine enquiry within Maternity and Health Visiting pathways.

Information sources for early year's staff have been developed including a staff Facebook page, implemented in December 2020. New national materials for the early years' workforce were distributed, with corporate communication teams joining Social Security Scotland, Department of Work and Pensions and Scottish Government poverty / child poverty communications work. All information was shared on the staff Facebook page alongside video testimonials from a range of corporate staff, service managers and frontline staff.

### **Increased financial wellbeing support capacity to meet anticipated increased resident demand following the COVID-19 pandemic**

The Money Advice and Rights Team faced an increase in social security enquiries relating to COVID-19 and recruited temporary additional staff to manage this. This resulted in the team handling 4,089 enquiries and generating more than £5m of income for local residents.

#### **Case Study: Newly Self-Employed Hardship Fund**

##### **The Problem**

Evie is a self-employed hairdresser who has been unable to work throughout the pandemic, resulting in a loss of income for her. She is also heavily pregnant and lives at home with her partner full time. Evie had contacted Citizen's Advice looking for assistance with a benefit check to find out if there was any entitlement to make a claim for anything. A benefit check was completed but unfortunately due to her partner's earnings from work they had no benefit entitlement.

##### **The Solution**

Evie was assisted with looking at any business grants that she may have had any entitlement to and was advised of the "*Newly Self-Employed Hardship Fund*". CAB found that she would be entitled to make a claim for this so Evie applied and received a **£4,000** payment. Evie was also advised that she would be able to make a claim for maternity allowance once she was further along into her pregnancy and that CAB would be able to assist with this application. Further to this the client was advised that once she had her baby we would complete a further benefit check as she may have further benefit entitlement at this point.

##### **The Impact**

Evie was very grateful for the support received and would be in contact in the future once further along in her pregnancy for further support. She said she felt comfortable seeking advice from CAB and appreciated their expertise and friendly service. She can now relax and enjoy her pregnancy without the financial worry and knows she has people she can turn to.

### **Provision of national social security supports**

The UK and Scottish Governments provided a number of hardship grants to families, including:

- An additional £20 per week to Universal Credit client. In East Renfrewshire, this related to around 1,860 residents.
- Hardship payments for children eligible for Free School Meals. These payments were issued at Christmas 2020 and Spring 2021 and were £100 per child on each occasion. These payments were made for approximately 2,000 children each time.
- 94 people were paid from the Scottish Government's Newly Self-Employed Hardship Fund totalling £188,000.

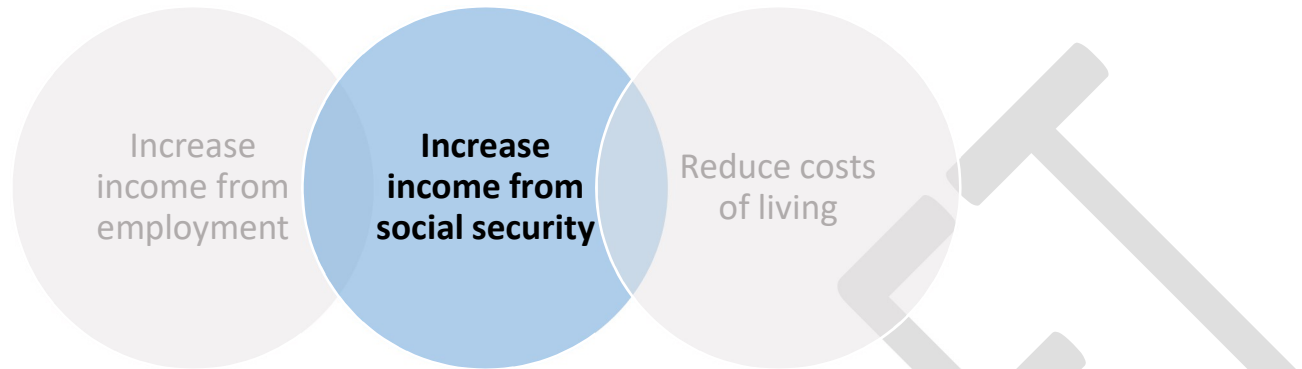
In addition, we reviewed our Scottish Welfare Funding processing and granted applications deemed 'medium priority' (previously only high priority applications were processed).

### **Provision of new, local financial security supports**

As part of the local humanitarian response to the pandemic, there were a number of short-term social security supports established. These included;

- 'Topping-up' the national Family Hardship Christmas payment by £25 for all eligible pupils in receipt of a Free School Meal, and also extending this to an additional 400 pupils in receipt of Clothing Grants but not FSMs.
- Provision of shopping vouchers for households in financial need. During 2020/2021 we provided over £4,000 of vouchers to 28 families.
- A discretionary fund was established to provide one-off payments of up to £250 to residents who had financial support needs as a result of COVID-19 but were not eligible for alternative funds such as the Scottish Welfare Fund. Between December 2020 and March 2021, approximately £22,000 was paid to around 100 families.
- During winter 2020/2021 East Renfrewshire was a recipient of the Scottish Government's Winter Plan for Social Protection Funding for Vulnerable Children. The funding allocated to East Renfrewshire - £209,718 - was specifically targeted at the most vulnerable families known to HSCP Children and Families social work teams. Many of the children and young people were either looked after, care experienced, or involved in child protection processes. Social Workers were provided with funding to support over 100 of the most vulnerable families they work with. They had an average of £300 per family to spend at their discretion but in partnership with the families and dependent on the needs of the household. These spends included provision of items such as replacement white goods, household and garden furniture, bike, trikes and play items. Also sports items and materials, such as footballs, goalposts, punching bags and boxing gloves, to help reduce stress and isolation. Overall the funding also prevented family breakdown and children and young people being received into care.
- Additional funding to established community organisations facing increased demand such as the Back to School Bank and Dunterlie and Thornliebank Food Shares.

Future Actions 2021-2022



These actions are as accurate as possible at the time of writing. However, it is important to remember that actions will be subject to review as community planning partners further establish their recovery and renewal plans and once the impact of COVID-19 is more fully understood and priorities ahead are reshaped. Maximising income from benefits and entitlement will be key to mitigate impacts of anticipated rises in unemployment and under employment.

<p><b>Change required:</b> All parents involved in the PACE employability programme are offered financial inclusion support</p>	<p><b>What we will do:</b> Employ a 1 year temporary Income Maximisation Officer to support all PACE clients  <b>Lead:</b> Money Advice and Rights Team  <b>Resources:</b> c.£30,000 for 1 Grade 7 post  <b>Target Groups:</b> recently redundant, people on furlough and those facing redundancy</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Number of clients accessing services</li> <li>• Number of clients having a positive outcome</li> <li>• Verified financial gain</li> </ul>
<p><b>Change required:</b> Improved knowledge of financial wellbeing within school leavers</p>	<p><b>What we will do:</b> Deliver the UK Government’s financial inclusion plan  <b>Lead:</b> Education Department / Money Advice and Rights Team  <b>Resources:</b> within existing resources  <b>Target Groups:</b> school pupils</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Number of participants</li> <li>• Feedback from events</li> </ul>



	<p><b>What we will do:</b> Provide bespoke training on employability, positive options and financial well-being to school pupils  <b>Lead:</b> Money Advice and Rights Team / Education Department / Street League  <b>Resources:</b> within existing resources  <b>Target Groups:</b> older school pupils</p>	<p><b>How we will measure progress</b></p> <ul style="list-style-type: none"> <li>• Number of training attendees</li> <li>• Feedback from training</li> <li>• Number of pupils with a positive destination following training</li> </ul>
<p><b>Change required:</b> Improved parental access to benefits and income maximisation information and advice, including new referral pathways</p>	<p><b>What we will do:</b> Provide debt and benefit advice in local communities through a Community Hub.  <b>Lead:</b> ERC Money Advice, Social Security Scotland, Citizen’s Advice and Neilston Development Trust.  <b>Resources:</b> Staff from each agency  <b>Target Groups:</b> Low income families living in and around Neilston</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Number of families seeking assistance</li> <li>• Number of clients having a positive outcome</li> <li>• Verified financial gain</li> </ul>
	<p><b>What we will do:</b> Develop a GP referral pathway to money advice services  <b>Lead:</b> ERC Money Advice and Rights Team  <b>Resources:</b> within existing resources  <b>Target Groups:</b> all priority groups</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Number of GP referrals</li> <li>• Number of clients having a positive outcome</li> <li>• Verified financial gain</li> </ul>
	<p><b>What we will do:</b> Produce digital resources aimed at residents more able to self-serve. ‘How to guides’ will be added to the Internet page along with links and descriptions to other services.  <b>Lead:</b> MART, CAB and Barrhead Housing Association  <b>Resources:</b> within existing resources  <b>Target Groups:</b> all priority groups, particularly new social security claimants</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Page ‘hits’</li> <li>• Social media post ‘reach’</li> </ul>

	<p><b>What we will do:</b> Financial Assessments/Income maximisation for all foster and adoption families in East Renfrewshire Council</p> <p><b>Lead:</b> Health and Social Care Partnership / Money Advice and Rights Team</p> <p><b>Resources:</b> within existing resources</p> <p><b>Target Groups:</b> Care experienced families</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Number of clients accessing the service</li> <li>• Verified financial gains</li> </ul>
	<p><b>What we will do:</b> Provide non English speakers with access to volunteer interpretation services for assistance in claiming Social Security</p> <p><b>Lead:</b> Voluntary Action East Renfrewshire / Money Advice and Rights Team</p> <p><b>Resources:</b> within existing resources</p> <p><b>Target Groups:</b> non-English-speaking residents, residents with English as a second language</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Number of clients accessing the service</li> <li>• Client feedback</li> <li>• Verified financial gain</li> </ul>

## Chapter 3: Costs of Living

### Workstream

The Costs of Living group was newly formed to support this identified area of need as there was no existing 'natural home' for it. The group membership includes several East Renfrewshire Council departments including Economic Development, Housing Services, Education Department and Early Years Services. The group also includes members from partner organisations including Citizens' Advice Bureau, Home Energy Scotland and Citrus Energy.

### Lived experience feedback

The ever-increasing cost of living due to the COVID-19 pandemic was at the forefront of our engagement with frontline workers. They described the difficulties faced by parents as a result of families having to spend more time in the house due to; home-schooling, homeworking and the stay-at-home instructions ordered by the government.

**The cost of food** was the main concern surrounding the increased cost of living due to the coronavirus pandemic. As families were spending more time in the house, they found that they were eating a lot more and grocery bills became a financial stress for parents. Frontline staff said that they dealt with a higher volume of parents seeking support to cover food costs. Many people engaged in the Equalities Survey identified food poverty as a symptom and result of the cost of living within East Renfrewshire. They all spoke about the reliance families in poverty may have on food banks or food larders.

**Fuel costs** for parents were also a vital issue raised. The frontline staff we engaged with noted that fuel poverty was one of the most common issues they had to find solutions for and felt that parents were extra anxious and strained over the winter lockdown and home-schooling during this time.

**The cost of summer** is another topic which is currently causing a lot of parents' stress and financial anxiety, according to our lived experience engagement. Children being off school and the activities that come with this is a strain on many families every year, but last year as most facilities were still closed or restricted this took the burden off parents who struggle with this financial ask. However, this year, staff have found that parents are feeling additional pressure to be able to give their children an active and fun summer, due to facilities being closed for so long.

The cost for community activities, in particular for children in poverty, was highly discussed in the Equalities Survey. Respondents spoke of parents in poverty who struggle to pay for cultural activities such as football or dancing due to the costs in East Renfrewshire, which affects children's development and experiences. This pressure is further heightened by many households' income reducing since March last year and the increasing cost of living they're experiencing (as previously discussed).

**Digital Poverty.** Due to home-schooling, the highest cost of the school day in the last year has been ensuring children have suitable devices and broadband so that they can continue to participate in their education to the best of their abilities. Several respondents in the Equalities Survey recognised the unfair disadvantage poverty places young people at within education. In particular, digital inclusion was a key intersecting theme, with multiple respondents noting that families in poverty lack the access to devices/broadband, meaning that children's online education can suffer as a consequence.

### Action taken

During 2020/2021 the Community Planning Partners across East Renfrewshire have taken action to reduce the costs of living, including;

#### **Increasing the availability of affordable housing to vulnerable families**

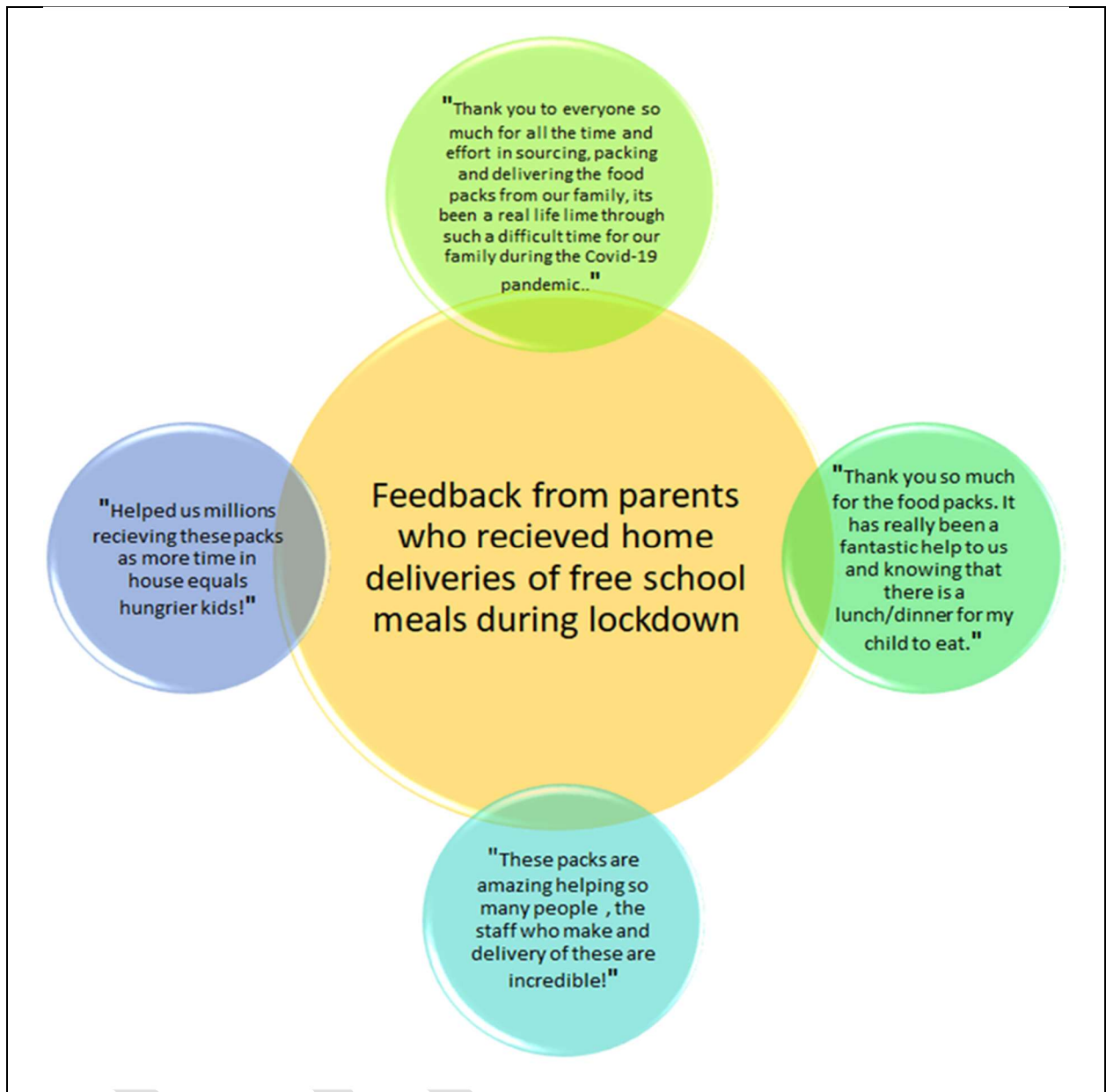
East Renfrewshire Council's Housing Department is undertaking an ambitious new build programme in 2018-2024, which aims to build 362 new units overall in Barrhead, Newton Mearns, Maidenhill and Malletsheugh. To date, 45 units have been completed and 23 of these are aimed specifically at families with a further 206 family homes to be developed. The Housing Department will continue to target the affordable housing to particular vulnerable individuals or groups.

#### **Increasing the support and advice surrounding food poverty**

Throughout the pandemic East Renfrewshire Community Planning and third sector partners have worked extensively on the provision of free and low-cost food, including, but not limited to:

- Establishing a Food Hub to deliver weekly food parcels to those in financial need, distributing around 4,000 food parcels over a six-month period involving around 50 staff and volunteers
- Delivering approximately 1,300 weekly free school meal food parcels to all entitled pupils throughout lockdown and school holidays.
- Providing supermarket vouchers to households in need through MART and Citizens' Advice Bureau.
- Delivering emergency food parcels to homes via ERC Community Wardens
- Providing a volunteer run shopping service through the Community Hub
- Delivering hot meals through a number of third sector organisations
- Supporting 2 Food Shares to re-open when restrictions allowed
- Supporting the establishment of a Food Larder Network with 3 active larders at this time
- Creating a Food Dignity Network including connections with community growing spaces & gardens for community wealth building

These provisions supported families during times of crisis and are now working to develop a sustainable, community-led approach to tackling food poverty.



### **Reducing the impact of fuel poverty for vulnerable families by providing support and advice**

Fuel poverty is something which has become an ever-increasing issue as a result of COVID-19, as families are spending more time in the house due to the closure of schools or have had their income reduced as a result of furlough/redundancies.

At a Health Board level, NHS Greater Glasgow and Clyde has seen a major increase in staff using our fuel poverty and staff money worries programme (320% increase since last year, 781 staff used this service so far in 2020/21).

Barrhead Housing Association worked in partnership with Citizen's Advice Bureau to provide emergency fuel payments to tenants in need. Between May 2020 and March 2021, almost £20,000 was distributed to 257 East Renfrewshire residents who were struggling with fuel debt or costs.

Many residents were supported by the national supports provided by Home Energy Scotland. However, we identified there would be a gap in national provision between April 2021 and August 2021, so in March East Renfrewshire Council Humanitarian Group worked in partnership with Citizen's Advice Bureau to establish a local provision of emergency payments. The impact of this initiative will be included in next year's report.

In addition, NHS Greater Glasgow and Clyde has provided energy clinics offering online or telephone appointments to staff to access fuel support advice. This had a 320% increase in usage compared to last year, with 1060 staff using the service during 2020-2021.

### **Reducing the cost of the school day**

School Equalities Coordinators participated in a training event on child poverty in March 2021. The event focused on sharing practice, building greater understanding of strategies to reduce costs and re-evaluating the local context following the pandemic. A follow-up session in May 2021 will develop approaches to auditing the cost of the school day and using Pupil Equity Funding to reduce costs.

Many partners are making increased referrals to the East Renfrewshire Back to School Bank. The Back to School Bank provides children, in situations of poverty and hardship, with a brand-new school uniform, gym kit, school bag, stationery. The children remain anonymous and the school bank operates on a referral system with local support agencies, schools and third sector organisations. The Back to School Bank has seen an increase in demand over the past year and in recognition of this, East Renfrewshire Humanitarian Group have allocated funds from the Scottish Government's Supporting People Funding. This funding provided 50 uniforms including the additional items required for increased outdoor learning and changes of clothes due to COVID-19.

### **Reducing the cost of digital access**

We have issued over 1,500 devices to families in financial need and these have been supported with connectivity where required. Through the Scottish Government Connecting Scotland programme we have issued devices to around 400 families through community links and a further 600 to families through schools. In March 2021, the Education Department provided an additional 700 devices to pupils in recognition of the additional pressures on larger families during home learning, and these devices were allocated based on equity related factors.

Adult Learning Services have also trained a team of Digital Champions who support families to get online and gain confidence using the devices to support their children's learning, their own learning journey including completion of accredited courses, attending college courses and searching and applying for work. Many of the parents that we are supporting also require support to improve their own literacy and numeracy skills.

In addition, as part of their annual 'Digital Refresh' programme, the Education Department have invested heavily in Promethean interactive panel devices and laptop and desktop PCs, ensuring that our schools have access to a wide range of devices that are up to date and fit for purpose. Through a multi-agency approach and a focus on equity and excellence, schools have been able to quickly identify which pupils require digital support and provide this efficiently, so that young people are not digitally excluded and can continue to receive the highest possible standard of education.

### Case Study: Schools and Digital Poverty

#### **Barrhead Cluster**

All schools gathered information regarding level of need (devices/Mifi) through phone calls or online form with initial focus on families who required devices during last period of remote learning and vulnerable families. Schools have built upon the practice that evolved from March-June 2020 and staff confidence and capacity has increased. Digital leaders/ICT Coordinators in each school have delivered a programme of CLPL on aspects such as Google Meet, Loom, Screencastify and Google Classroom and produced associated support materials. ICT coordinators/Digital leaders in all schools are providing a high level of ongoing support for families

#### **Woodfarm Cluster**

Schools used a range information to identify pupils who had no access or limited access to digital devices, and families continue to be consulted periodically to ensure that all learners continue to have the necessary technology and other practical equipment to engage. Learning from the experiences of the first school closure, all schools continued with contingency planning and developed detailed remote learning policies during August to December 2020. This included consultation with parents, learners and staff.

#### **St Luke's Cluster**

There has been a strong focus on equity and excellence with all settings and schools identifying quickly pupils who required access to digital devices and Mifi to support their online learning. Systems were put in place to allow families to borrow devices such as Chromebooks and laptops to enable them to participate along with their peers. Where digital accessibility has remained a challenge, pupils have been invited into the hub to re-engage with their learning. The digital capacity and confidence of staff is good and improving at a significant pace.

### **Increasing the provision of affordable childcare**

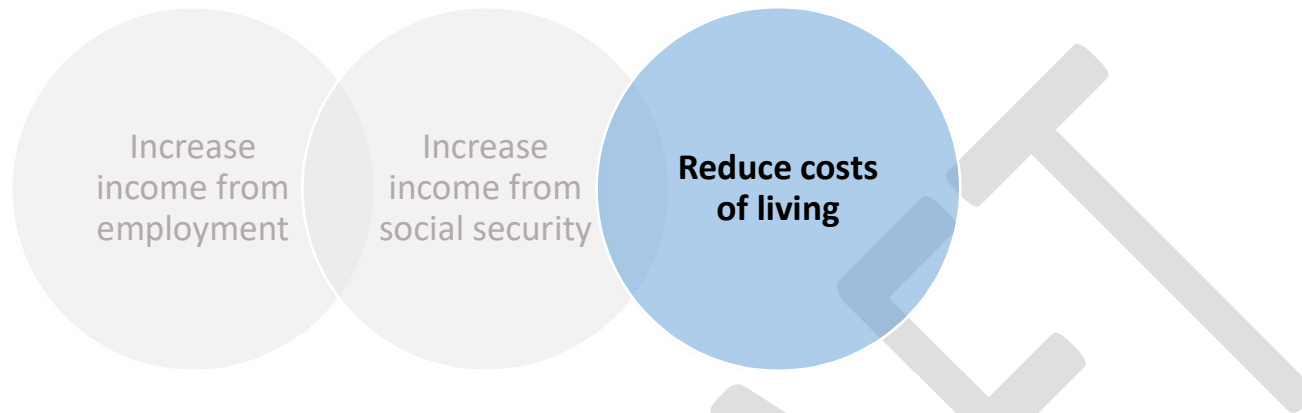
Pandemic restrictions meant that the Scottish Government removed the legislative requirement to deliver 1140 hours of funded Early Learning and Childcare from August 2020. However, East Renfrewshire Council were mindful that families would have been depending on the offer of 1140 hours from August 2020 both in terms of childcare needs and reducing family expenses. It was recognised that during this period of unexpected financial stress and concern for many families, it was crucially important to enable them to plan ahead with knowledge of how their early learning and childcare needs would be met and without additional financial concerns. As such the decision was made to implement 1140 hours from August 2020 as planned, but with reduced flexibility and without the provision of lunches.

In a recent consultation families reported that the new hours suited their work and family life, relieving financial pressures and reducing the amount of time grandparents were being asked to provide childcare.

In addition to 3 and 4 year olds, all eligible two year olds were also offered 1140 hours of ELC from August 2020. 120 families have benefitted from this provision, an increase of 63% on the previous year. As well as providing Early Learning and Childcare for eligible and vulnerable 2 year olds, where there was capacity to do so we were also able to support working families with the offer to purchase nursery places at a considerably reduced cost, compared to commercial provision. A further 122 children and families in this age group benefitted from this service, including keyworkers who required the provision during the lockdown period in January 2021.

The cost of childcare in LA ELC settings continues to be the lowest in Scotland at £2.25 per hour.

Future Actions 2021-22



<p><b>Change required:</b> Reduced energy costs for vulnerable families</p>	<p><b>What we will do:</b> Employ a fuel poverty officer to develop advice and guides to support those struggling to manage the costs of their household fuel  <b>Lead:</b> East Renfrewshire Council  <b>Resources:</b> £35,000  <b>Target Groups:</b> Workless households, low income households, lone parents</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Number of people receiving energy advice</li> <li>• Increase in the number of people with affordable household fuel costs</li> </ul>
<p><b>Change required:</b> Increased provision of affordable housing options to vulnerable groups</p>	<p><b>What we will do:</b> Work with local Housing Associations to consider their allocation policy in line with the priority groups  <b>Lead:</b> Housing Department and local Housing Associations  <b>Resources:</b> Within existing resources  <b>Target Groups:</b> Low income families</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Increase in the number of vulnerable families accessing affordable housing provision</li> </ul>



<p><b>Change required:</b> Reduced cost to families of school attendance and participation</p>	<p><b>What we will do:</b> Develop a Social Justice Strategy with a focus on resources, equity, participation, diversity and rights. This will incorporate our approaches to Pupil Equity Funding, Cost of the School Day and Closing the Poverty Related Attainment Gap. Reporting will include a requirement to report on impact of interventions to reduce CoSD</p> <p><b>Lead:</b> Education Department</p> <p><b>Resources:</b> School PEF awards</p> <p><b>Target Groups:</b> Families in receipt of Free School Meals, other groups of children and young people identified by schools as experiencing poverty-related inequality</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• % school PEF Plans and Reports detailing planned interventions and positive impact on reducing the cost to families of attendance and participation in school</li> <li>• Outcomes of Cost of the School Day audits across the authority area will be evaluated and used to plan next steps</li> </ul>
	<p><b>What we will do:</b> Work with equalities coordinators on CoSD including discussion on the clothing grant, Dressing for Excellence Policy and increased national provision of Free School Meals to P4 and P5 pupils</p> <p><b>Lead:</b> Education Department</p> <p><b>Resources:</b> School PEF awards</p> <p><b>Target Groups:</b> Families in receipt of Free School Meals, other groups of children and young people identified by schools as experiencing poverty-related inequality</p>	<p><b>How we will measure progress</b></p> <ul style="list-style-type: none"> <li>• Clothing grant allocation revised (and amended if required)</li> <li>• Renewed Dressing for Excellence Policy</li> </ul>
<p><b>Change required:</b> Reduced cost to families of Early Learning and Childcare</p>	<p><b>What we will do:</b> Provide a hot meal for all eligible children attending an Early Learning and Childcare setting in East Renfrewshire, irrespective of their attendance pattern</p> <p><b>Lead:</b> Education Department</p> <p><b>Resources:</b> Within existing resources</p> <p><b>Target Groups:</b> Children aged 2, 3, 4 and 5 attending Early Learning and Childcare settings as part of their funded entitlement</p>	<p><b>How we will measure progress</b></p> <ul style="list-style-type: none"> <li>• Increase in the number of children and families accessing free food entitlement</li> <li>• Reduced food bill costs to families of children attending nursery</li> </ul>
<p><b>Change required:</b> Reduced cost to families of the pregnancy pathway</p>	<p><b>What we will do:</b> Work in partnership to look at how the cost of attending services during family can be reduced and how families can be supported to reduced costs of purchasing items for a new baby from the learning within this report.</p> <p><b>Lead:</b> NHS GGC</p> <p><b>Resources:</b> Within existing resources</p> <p><b>Target groups:</b> Children &lt;1, other groups</p>	<p><b>How we will measure progress:</b></p> <ul style="list-style-type: none"> <li>• Reduced costs to families during pregnancy</li> </ul>

## Child poverty mitigating actions

It should be noted that this report outlines the changes to tackle the three drivers of poverty and therefore reduce the level of child poverty in East Renfrewshire. In addition to this, we recognise the importance of additional actions to mitigate the impact of child poverty. The wider Children's Services planning landscape includes a range of such actions, including under the Children and Young People's Plan 2020-2023 which includes a priority to increase social and economic opportunities.

### Protection of Vulnerable Children and Young People

Throughout the last very challenging year HSCP Children and Families social work teams have operated as near to normal as has been possible. During the lengthy periods of tighter restrictions and lockdowns they have ensured weekly contact with vulnerable families by phone, doorstep, and when assessed as necessary, by home visits too. They have supported families access early years provision and school hub placements, and also actively encouraged regular and daily attendance at these establishments. This has ensured a very high proportion of at risk children and young people have had contact with trusted agencies and professionals each week during the lockdown periods especially. As a result vulnerable pupils' attendance at school hubs has been among the highest in Scotland at over 50% on average per week, with on average over 70% of children/young people have experienced weekly contact with a children's professional. The ongoing data sharing between health and education colleagues to ensure all vulnerable families have information to access practical, emotional and financial support has been undertaken to minimise incidents of crisis and family breakdown, and ultimately has kept children safe. This includes women/mothers experiencing domestic abuse and families affected by significant parental mental health concerns and/or addictions. Close working with partners in Police, Women's Aid, and Recovery Services has also reduced risks and prevented even more children being received into care settings.

### Provision of Learning Hubs during school closure periods

Throughout school closure periods, we have provided School Hub places for vulnerable children, including those experiencing poverty. During the initial school closure period between March and August 2020, seven learning hubs were established for vulnerable children and children of key workers. From March to June 2020 the number of children and young people attending the learning hubs increased from just over 300 to nearly 700 with the number of vulnerable children attending increasing from 24 to 228.

When schools closed in December 2020 the Education Department took the decision to offer hub provision in each ELC setting and school. This decision was based on the previous self-evaluation and attendance data in June when numbers of vulnerable children attending hub provision significantly increased when the provision was in their own setting. The number of children attending hubs increased to on average 1511 children and young people attending with over 600 vulnerable children attending. These placements ensured that children had a structure and routine to their day, were able to access fresh, hot meals and had educational support.

*"Despite the school being in lockdown the pupils themselves have asked to attend the HUB as they seek the stability of school and a safe place to work." Teacher*

### Health, wellbeing and resilience supports

Over the past year, Health and Social Care staff have maintained regular contact with families experiencing poverty to support their health, wellbeing and resilience. This has included phone calls and home visits for vulnerable families, allocation of Educational Hub places for those in need and emotional and wellbeing support for both children and parents.

Adult Learning Services ran an English as a Second Language (ESOL) for Parents course which included delivering family play packs, supporting children with learning and working in partnership with Family First. We provided an online ESOL for Parents course on a weekly basis and set up an ESOL for Parents Hub to share information and offer support. Within this provision, 33 parents were supported to engage and improve their English language using online learning, WhatsApp groups and distance learning options. We created our own videos for the Syrian Refugee parents to offer ideas of games to make and play with children. We offered ways to keep children motivated and provided links to websites, You Tube videos, and the BBC school programmes.

#### Case Study: Digital support

Referred by Family First, one parent was isolated and struggling to support her 11yr old with homework. Initially, I supported over the phone with numeracy learning. However, after we had applied for a Chromebook, through the Connecting Scotland initiative, I set the device up and helped the mum to create her first ever email address. It was then possible to send attachments with worksheets and learning links. It has been a big learning curve for mum to learn from scratch how to use the Chromebook. However, she is now sending and responding to emails, opening attachments and has taken part in her first online learning experience for National Numeracy Day on Microsoft Teams.

We are planning a 'Summer of Play' for 2021 as a response to the impact of COVID-19 and how it has compounded issues of health, wellbeing and resilience. This will address inequities in access to activities and support. The Summer of Play programme aims to provide support for those children and young people who may otherwise struggle to access such experiences during the holidays.

In addition to providing activities and support for children and young people, it will address the impact COVID-19 has had on levels of poverty by reducing the cost of living through the provision of free childcare during the sessions and address holiday hunger through the provision of a healthy lunch.

## Conclusion

East Renfrewshire Community Planning Partnership has continued to keep a strong focus on child poverty and our role in both prevention and mitigation actions. We have engaged with those with lived experience of poverty, both directly and through frontline staff feedback, to inform and drive the required step-change in our area. Further, we have sought to increase the level and quality of data we collect to best identify the priority target groups.

As previously acknowledged, planning of any future actions at this point is challenging under the current climate. We still cannot be sure what the longer-term impacts of the pandemic will be and how the profile of poverty in East Renfrewshire might change. As a CPP, we will continue to monitor data and listen to lived experience feedback and use this to shape our decision making, actions and resources.

Child Poverty will remain a priority in East Renfrewshire and we will continue to monitor and drive step-change to response the immediate, medium and longer term needs of families in our area.

## Annex 1: Full profile of East Renfrewshire

Our analysis of the available datasets identifies the scale of child poverty in East Renfrewshire, compared to the benchmarking authorities, and Scotland as a whole. The data profile looks at differences in East Renfrewshire communities. We would expect this profile to change as we see more data becomes available in relation to the impact of COVID-19, particularly around the ‘four harms’.

### General

East Renfrewshire has a proportionately large population of children living in the area and a proportionately low level of child poverty in comparison to the national average.

**East Renfrewshire has the highest proportion of children in any local authority in Scotland. And this is expected to grow**

East Renfrewshire has a population over 95,500<sup>1</sup> and this is continually growing and is expected to grow at an average rate of around 600 people a year until 2028<sup>2</sup>. Based upon National Records of Scotland (NRS) figures, this increase will be proportionally, the fourth largest of any local authority in Scotland.

There are 19,525 individuals aged between 0 and 15, this is the highest proportion of children in any local authority in Scotland. One in every five people living in East Renfrewshire is a child.

Migration has a large impact on the population of East Renfrewshire and especially the child population. In 2018/19 nearly 500 more children (0-14) migrated into the area than left<sup>3</sup>, further adding to the number of children in the population. These levels of migration were the highest levels of any local authority.

**The proportion of children living in poverty in East Renfrewshire is the (joint) lowest in Scotland.**

There are around 3,000 children living poverty within East Renfrewshire. This amounts to 16% of children living in East Renfrewshire<sup>4</sup>. This is lower than the Scottish average and comparable with East Renfrewshire’s family group in the Local Government Benchmarking Framework<sup>5</sup>

**Child poverty rates are higher in some ward areas than others**

In Barrhead, Liboside and Uplawmoor Ward has the highest rate of child poverty; whilst Clarkston, Netherlee and Williamwood Ward has the lowest. Poverty rates are very much influenced by housing costs therefore the overall rates are reported as poverty level ‘after housing costs’. Housing data is not available at this level therefore the measures at ward level are ‘before housing costs’ therefore they are not comparable with the overall measures and we should assume the true levels of poverty

<sup>1</sup> ONS mid-year population estimates 2019

<sup>2</sup> NRS 2018-based Population Projections by Council Area in Scotland

<sup>3</sup> NRS Total Migration to or from Scotland

<sup>4</sup> End Child Poverty 2019

<sup>5</sup> These are local authorities that have similar characteristics, having similar levels of relative deprivation and affluence. These authorities are paired together for comparison over areas such as children, social work and housing.

are higher than those reported. With that caveat in mind, the before housing cost child poverty levels by ward are as follows:

Barrhead, Liboside and Uplawmoor	21%
Newton Mearns North and Neilston	12%
Giffnock and Thornliebank	9%
Newton Mearns South and Eaglesham	8%
Clarkston, Netherlee and Williamwood	5%

**There are fewer young mothers in East Renfrewshire than the Scottish average**

There were 59 children born in 2018 to mothers who were under the age of 25, this accounted for 7% of all births in East Renfrewshire. This was the lowest rate amongst the LGBF group authorities, along with being lower than the Scottish Average of 17%<sup>6</sup>

**The number of lone parent households is predicted to increase in the coming years**

Within East Renfrewshire there are over 11,650 households with children. Around 2,400 of these are lone parent households, a priority group highlighted by the Child Poverty Act as being at greater risk of poverty. It is projected that lone parent households will make up a greater proportion of the households in East Renfrewshire by 2026 growing to 6%<sup>7</sup>, which is higher than the average Scottish increase.

### Income from employment

Generally, residents of East Renfrewshire are economically active, with low unemployment rates and low proportion of workless households.

**East Renfrewshire remains a generally economically active local authority. However, over the past year we have seen a rise in unemployment, like the rest of the country.**

There are around 57,000 individuals in East Renfrewshire of working age and 77% of these individuals are economically active. Black and Minority Ethnic groups are less likely to be economically active than East Renfrewshire as a whole, at 73%, however both are lower than the Scottish rate of 78%<sup>8</sup>.

There are 1,600 people who are unemployed who are of working age which is an increase of approximately 400 people compared to the previous year. However, this remains the lowest rate of the LGBF groups.

14.3% of households in East Renfrewshire are 'workless' meaning there is no individual over the age of 16 in the household who is employed. There is no reliable data available to identify how many of these households have children living in them, however the Scottish figure is 11.1%<sup>9</sup> and it is assumed that the rate in East Renfrewshire is significantly lower than the Scottish average.

<sup>6</sup> NRS Vital Events – Births

<sup>7</sup> NRS Household projections for Scotland, 2018-2028

<sup>8</sup> ONS Annual Population Survey 2020

<sup>9</sup> ONS Annual Population Survey 2020

Over a third of children in East Renfrewshire come from mixed households (where a household contains at least one person aged 16 to 64, where at least one person aged 16 and over is in employment and at least one other is either unemployed or inactive), the second highest rate in Scotland<sup>10</sup>. Local knowledge suggests this could be due to a common family dynamic of one high-earner parent and one stay-at-home parent, however there is no data available to evidence this. This type of household could be particularly vulnerable to poverty should their circumstances change, for example a relationship breakdown or loss of employment which many may have experienced in the past year.

**East Renfrewshire residents receive the highest average weekly full time pay in Scotland. However, residents are unlikely to be employed locally as those working in East Renfrewshire have the lowest weekly pay in the benchmarking group, with many workers earning less than the living wage.**

The average weekly full time pay of residents in East Renfrewshire is £815, the highest in Scotland, and the average part time pay for residents is £257, which is also the highest in Scotland. However, we recognise that these residents are not employed locally as compared to the other LGBF groups, East Renfrewshire ranks as having the lowest weekly pay for both full time and part time workers. The average weekly pay for those working within the authority for full time workers is £487 and for part time workers is £165.<sup>11</sup> Further, 31% of employees over 18 earn less than the living wage in East Renfrewshire, this is the lowest rate against the LGBF local authorities and is more than double the Scottish average of 15.2%<sup>12</sup>.

There are 3,300 individuals in East Renfrewshire who have no formal qualifications, this translates to 5.7% of the working age population. This is lower than the Scottish average of 8.0% and is the ninth lowest rate in Scotland<sup>13</sup>.

### Income from social security and benefits in kind

**East Renfrewshire residents are less likely than the Scottish average to receive income from social security and benefits.**

There are 2,096 children in low income families within East Renfrewshire. Of these, 880 children are in families where there is a lone parent<sup>14</sup>. Nearly 2070 individuals are claiming for out-of-work benefits, this rate in East Renfrewshire (4%) is lower than the Scottish average of 6%<sup>15</sup> and 410 of these claimants were between the ages of 16 and 24. Overall, there are 15,425 children in families that are registered for child benefit, which equates to 79% of all children in East Renfrewshire however this is among the lowest proportion when compared to other Scottish local authorities<sup>16</sup>.

<sup>10</sup> ONS Annual Population Survey 2020

<sup>11</sup> ONS Annual Survey of Hours and Earnings 2020

<sup>12</sup> Annual Survey of Hours and Earnings Scotland, 2020

<sup>13</sup> ONS Annual Population Survey 2020

<sup>14</sup> DWP Households Below Average Income, 2019

<sup>15</sup> ONS Claimant Count April 2021

<sup>16</sup> HMRC Child Benefit Statistics, 2020

Within East Renfrewshire 7.4% of all primary pupils from P4 to P7 were registered for free school meals, this increased from 6.9% in 2019 and is lower than the Scottish average of 21.3%. In secondary schools 7.4% of pupils are registered for free school meals, which is, again, lower than the Scottish average of 17%, however this figure has been rising every year since 2018 when 6.2% of pupils were receiving free school meals<sup>17</sup>.

East Renfrewshire has a £100 school uniform grant which parents/carers can apply for. We have an automated system to issue this grant each subsequent year without having to reapply. In East Renfrewshire 430 young people receive an Education Maintenance Allowances, across Scotland over 31,000 receive an EMA<sup>18</sup>.

### Costs of living

**The costs of living in East Renfrewshire are higher than average, particularly in relation to housing costs. Average house prices, average local authority rent and average council tax paid are all comparatively high.**

The average property price in East Renfrewshire in 2021 has increased by 11.5% since early 2020 to rise to £250,935. This average is the second highest of Scotland's local authorities behind only the City of Edinburgh, with the average house price there being £280,940<sup>19</sup>. The average weekly local authority rent for a property in East Renfrewshire is £76.86, which is the 7th highest weekly rent for a Scottish local authority<sup>20</sup>. This average is affected by the proportion of larger properties within the housing stock in the area. Anecdotally, we are aware of a high private rental market across the authority, with associated high weekly costs. However, there is no data available at a local level to evidence this as private rent statistics are broken down into Broad Rental Market Areas, with East Renfrewshire being part of Greater Glasgow.

Overall, East Renfrewshire had the 12<sup>th</sup> lowest rates for council tax across Scotland across all bandings, however nearly three quarters (73.7%) of East Renfrewshire's houses are classified as being band D or above, the highest proportion in Scotland, with the Scottish average being 41.2%. The average amount of council tax that is paid in East Renfrewshire is £1,573, the highest price paid in Scotland<sup>21</sup>.

There are a wide range of activities available to children in East Renfrewshire. On average art, drama and sports activities, run by East Renfrewshire Culture & Leisure, cost £45.50 for a three month class and there are classes that are paid for on arrival, which cost between £3.15 and £5<sup>22</sup>. On average there is a 30% discount in these prices for concessions. There are also a wide range of more expensive privately run activities, and we believe this to be a thriving market, however there is no available data to evidence this.

<sup>17</sup> Scottish Government Pupils Census 2020

<sup>18</sup> Scottish Government, Education Maintenance Allowances 2018

<sup>19</sup> UK House Price Index Scotland, January 2021

<sup>20</sup> Housing Revenue Account Statistics 2019-2020

<sup>21</sup> Council Tax by Band 2019-20, Scottish Government

<sup>22</sup> East Renfrewshire Culture and Leisure



The Active Schools programme delivered over 7,200 activity sessions in the 2018/19 academic year involving 8,200 individual children in East Renfrewshire<sup>23</sup>. The number of sessions and the number of participants has increased compared to those observed in the previous three academic years.

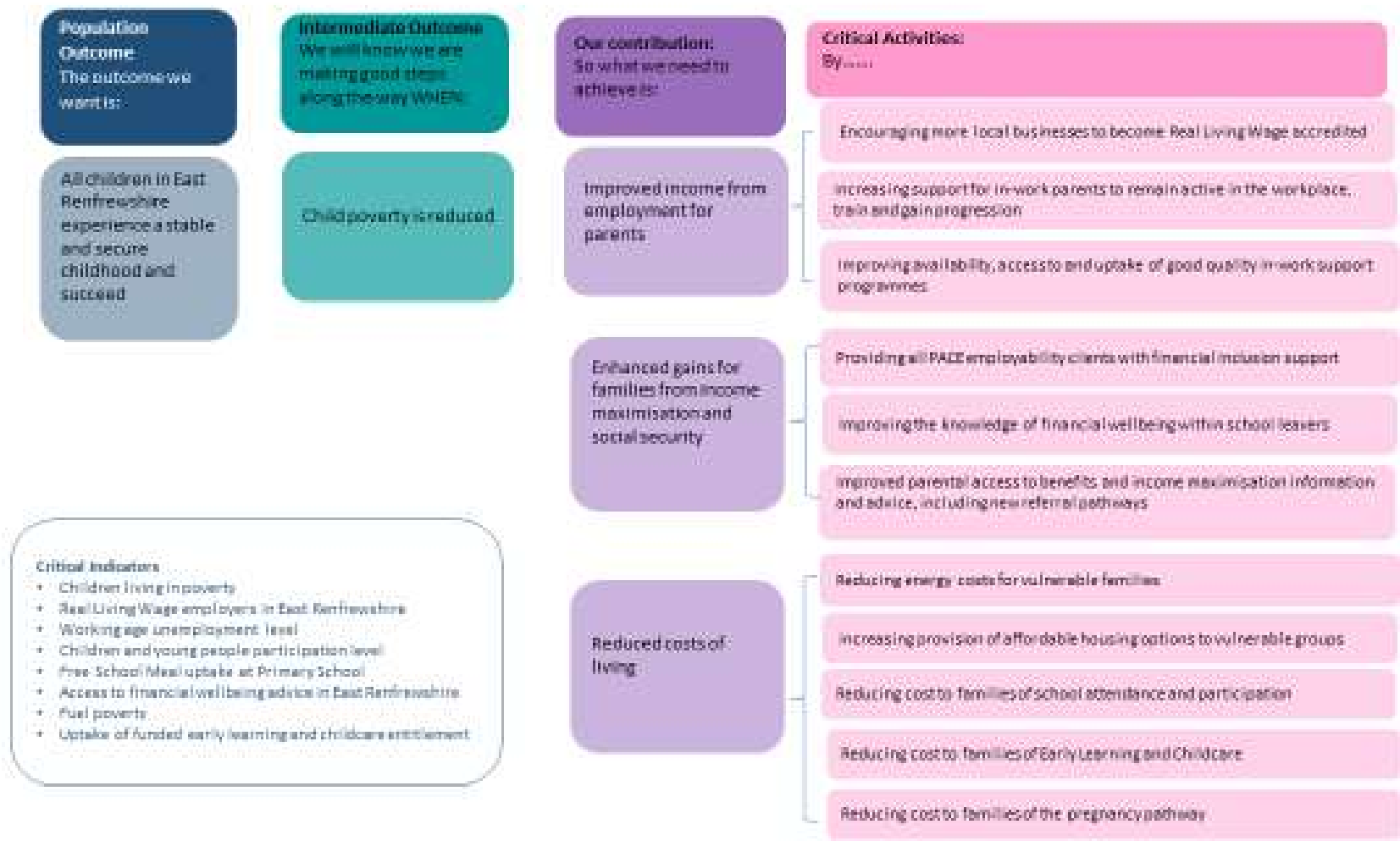
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<sup>23</sup> Local Authority Active Schools data 2018-2019.

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Annex 2: Future Actions 2021-2022



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## Annex 3: Agreed long term objectives for NHSGGC and associated local authorities

NHSGGC and the 6 associated Local Authorities have agreed the following high level approaches:

### 1. Role as an employer

- Increase family friendly working approaches
- Attaining and maintaining Living Wage Employer Accreditation
- Parents as a priority group for interventions with staff who have money and debt worries
- Parents as a priority group in our Employment and Health approach
- Parents as a priority group for recruitment initiatives
- Child poverty a feature, as appropriate of Learning and Education programmes
- Child poverty outcomes in community benefit clauses

### 2. Role as a service provider (Children and Families Settings)

- Ensure every opportunity is used to maximise income and reduce outgoings
- Develop innovative co-location models (e.g. with Social Security Services Scotland, Department of Work and Pensions)
- Ensure engagement with people with lived experience of child poverty to inform planning and review
- Analysis, where possible, of reach of interventions by Child Poverty Act priority groups (i.e. children of lone and/or young parents, children with disabilities and/or children of parents with a disability and black and minority ethnic children and also kinship carers)

### 3. Role as a partner

- Leadership on child poverty at Community Planning Partnership Boards
- Influencing, from local and regional perspectives, key national partners (e.g. SSS, DWP, Health Scotland)
- Influencing, from a child poverty perspective, housing policy
- Influencing, from a child poverty perspective, transport policy

In addition, NHSGGC will -

- Ensure child poverty is comprehensively addressed in the Children and Families Universal Pathway
- Develop child poverty, as appropriate, as a 'golden thread' in Acute health improvement programmes
- Provide public health data for use in Acute and CPP areas

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EAST RENFREWSHIRE COUNCIL30 June 2021Report by Deputy Chief ExecutiveSTRATEGIC END YEAR COUNCIL PERFORMANCE REPORT 2020-21**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Council performance at end-year 2020-21 based on performance indicators in the [Outcome Delivery Plan \(ODP\) 2020-23](#) as well as reflecting some key areas of the Council's response to supporting residents and communities during the pandemic. An end-year complaints report is included.

**RECOMMENDATIONS**

2. It is recommended that Council:
- (a) Scrutinises and comments on the summary of the Council's performance at end-year 2020-21 at Annex 1 and;
  - (b) Scrutinises and notes the end-year complaints report attached at Annex 2.

**BACKGROUND AND CONTEXT**

3. The Council sets out its contribution to the partnership outcomes in the [Community Plan](#) through the content of the Outcome Delivery Plan (ODP). The ODP is a three year plan, updated annually which sets out the Council's critical activities and critical indicators for the 3 year period 2020-23. It conveys what the Council is doing to contribute to the delivery of the agreed Community Planning local outcomes. The Council is responsible for ensuring that the money we spend contributes towards achieving these outcomes and we work in partnership with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust to deliver our outcomes. The review of the ODP was delayed in 2020 due to the pandemic and the ODP 2020-23 plan was not approved by Council until October 2020.

4. As a result of Covid-19 this has been a very atypical year with large variations across communities' and individuals' lived experience during the pandemic. Services were also operating at different levels, as the Council focused on essential services and the safety of, and support for, the most vulnerable. As a result comparative changes in indicator values from the previous year should be treated with caution, given the impact and extenuating circumstance of the pandemic. Preliminary data has been included for a small number of results from the Citizen's Panel. The Panel survey this year focused on gauging perceptions on the impact of the pandemic. There is ongoing research and engagement to better understand the impact on Covid-19 on our communities.

5. Performance updates on strategic indicator set included in Annex 1 have a latest data update, for most this will be for end-year 2020-21. Note some indicators have a time lag and the latest data will be 2019-20 e.g. educational attainment, or occasionally more historic. Indicators relating to expected primary achievements at Curriculum for Excellence levels have no new update given that data on teacher judgements was not collected due to the pandemic.

6. Reporting on our performance against the strategic indicators in the ODP alone does not capture the extent and impact of the challenges Council staff faced during April 2020 to March 2021, with many working under very challenging circumstances and beyond their role to maintain existing services while also establishing and delivering new services. With the first wave of the pandemic hitting in March 2020 the Council focused on the delivery of essential services, supporting the most vulnerable, including those in the 'shielding' category, responding to and implementing government guidance. Over the year new services have been created to administer household and business grants, create and distribute food packages, undertake wellbeing calls, roll out digital devices, offer financial support and, of course, enable testing and vaccination delivery.

7. Throughout the pandemic HSCP staff have been in front-line roles working with those most vulnerable and at risk. Our Education staff have faced significant uncertainty and huge operational and logistical challenges of meeting rapidly changing scenarios and requirements for educational delivery and qualification arrangements at very short notice. Much of this work has been achieved through unprecedented levels of remote and agile working. Our annual performance report in September will provide details on some of stories behind the Council's response to during the pandemic. Annual department level performance reports for 2020-21 will also provide information on services' responses to the pandemic and will be presented to Cabinet, Education Committee and the Integrated Joint Board in the autumn. Regular updates to the Emergencies Committee in [May](#), [June](#), [October](#) and [December](#) in 2020 also provided further detail on the Council's response to the pandemic.

## COVID-19 RESPONSE

8. During the COVID-19 outbreak the HSCP adapted services and continued to support the most vulnerable families and individuals in East Renfrewshire, particularly those where there are public/child protection issues or an identified risk of harm. Services continue to shift the balance of care and have one of the highest proportions of children being looked after in the community in Scotland. During the pandemic our care experienced young people have a voice through our Champions Board with ongoing participation and engagement. To further support the needs of our young people during the pandemic period, HSCP worked in partnership with Education and other stakeholders to establish the Healthier Minds Service aligned to school communities.

9. During the year there have been extended periods of closure for schools and nurseries due to the impacts of the pandemic. Throughout the periods of closure, geographical hubs were established to support the childcare of key workers and children from more vulnerable households. Funding was provided to support our most vulnerable children and young people through the provision of free school meals during school holiday periods and a winter and spring hardship payment for eligible pupils. Over 200,000 free school meals packs were delivered during periods of lockdown and in cases where eligible children and young people had to self-isolate. In addition funding to support Education recovery and Digital Inclusion has been provided which is being utilised to employ additional temporary staff as well as the provision of 773 devices, 51 connectivity solutions to support remote learning where required.

10. Business Gateway and the Council's employability services provided a dedicated support to businesses who required advice, direction and support, not to grow, but to survive. To help support local businesses the Scottish Government provided additional funding, managed by local councils. This included the relaxation of Non Domestic Rate payments for retail, hospitality and leisure properties and the provision of grants to small



businesses and to those that have recently registered as being self-employed. During 2020/21 the Council distributed around 3000 grants worth £20 million to local businesses. This has ensured that the vast majority of local businesses have survived during the pandemic.

11. The Council and the HSCP worked with and supported Voluntary Action East Renfrewshire to establish a Community Hub connecting vulnerable and isolated households to a range of community supports (e.g. shopping service; welfare calls; prescription deliveries; and digital support) many of which are delivered by volunteers. The Council was also asked to establish support arrangements for vulnerable local people including a 'shielding' service to support those with the most high risk medical conditions. We established a local helpline, email address, web content and social media encouraging 'shielding' residents to get in touch with the Council. We also proactively made phone calls to each 'shielding' resident to discuss what support they had available from family and friends and assess any residual needs, including food, prescriptions and other support including befriending and digital support.

12. Temporary food provision for the most vulnerable in our community was also established using our allocation from the Scottish Government's Food Fund, which also funds the free school meals. The Council has also been responsible for various funding streams associated with financial hardship and support for isolation, with significant further funding available in 2021/22 which is currently being planned. A range of hardship payments to vulnerable families has also been implemented. Through the Connecting Scotland Programme over 2,000 devices have been issued to households across East Renfrewshire to empower people digitally, with additional digital support being provided for people in receipt of devices.

13. During the pandemic we have focused our services on supporting those at greatest risk in both community and residential settings. This saw additional staff support through redeployment and recruitment for care at home and our care homes. There has been increased collaborative working with the third/community sector and additional support given to partner provider organisations, particularly our care home providers. During the year we have successfully delivered the flu and COVID-19 vaccination programmes to housebound residents and our care home populations.

14. The pandemic significantly affected how health and social care was provided to the most vulnerable in our community. Throughout the pandemic our focus has remained on continuing to provide essential care and support to those identified as most vulnerable or in the greatest need. During the crisis period, the HSCP enhanced its collaborative working arrangements with partner providers, the third sector and community groups to ensure effective support continued in the community. Support to care homes was increased and care homes were given priority access to medication and provided with additional care home liaison nursing, occupational therapy and social work review support.

15. New services were also set up including a Personal Protective Equipment (PPE) Distribution Hub and a Community Assessment Centre. A mobilisation plan was produced which detailed local responses to the pandemic within East Renfrewshire and also took account of the impact across NHS Greater Glasgow and Clyde.

## **OTHER STATUTORY REPORTING**

16. We have a statutory duty to report on complaints. An end-year summary report on complaints is attached at Annex 2.

17. We also have a statutory duty to report on a suite of benchmarking indicators that make up the national Local Government Benchmarking Framework (LGBF), to enable comparative performance analysis with other local authorities. LGBF data for year 2019-20, which presented a pre pandemic position on performance, was reported to Cabinet on 3 June 2021. A full set of comparative results can also be accessed via the [MyLocal Council Tool](#).

18. The Community Plan Annual Progress report and Fairer East Ren progress reports for 2020/21 are also on today's meeting agenda.

19. The 2017-21 Equality and Human Rights Mainstreaming Report provides details on progress to meet our equality outcomes and mainstream equalities, in line with the requirements of the 2010 Equality Act. It also presents the new set of equality outcomes for 2021-25. This report is available on our [website](#).

## **COUNCIL PERFORMANCE**

20. Of the 50 indicators in the plan, there has been an update available for 38 of these indicators in the last year. It was agreed by Council in October 2020 that due to the impact of COVID, targets would not be set for the ODP for the year 2020-21 and indicator values would be viewed as establishing baselines and reset for the period 2021-24. Proposed three year targets are included for most indicators in the new ODP 2021-24 which is also being considered at today's meeting.

21. Despite the focus on the response to COVID and the impact on the means and methods of service delivery, East Renfrewshire Council has continued to achieve excellent performance results across many areas including educational attainment, reducing recurrence of reports of anti-social behaviour, and maintaining support for local businesses through economic development activities in addition to helping business survive through the distribution of COVID business recovery grants. The ever changing nature of local lockdowns and new grant programmes has posed significant challenges for staff in the distribution of crucial grants. Excellent household waste recycling rates continue to be maintained with 2020-21 rates to be verified by Scottish Environment Protection Agency (SEPA) in September 2021 and street cleanliness rates remained above the national average.

22. As well as educational attainment, education results show continued excellent results in primary and secondary school exclusion rates, and children reaching expected milestones by entry to primary school. The gap between the most and least deprived children achieving 5 or more awards at SCQF level 5 continues to reduce. Although impacted by COVID and associated restrictions, there were 1252 awards achieved by young people in the academic year ending June 2020 and our street work with young people was extended to cover all communities rather than narrowly targeted areas of East Renfrewshire

23. Despite the additional challenges of providing key Health and Social Care services during the pandemic all those that required a protection plan had one in place and there was an improvement in the outcomes of women who had experienced domestic abuse. HSCP services also continued to support older people and people long term conditions. In the social health care Talking Points survey, that asks if people's needs are being met, 91% of respondents felt they were living where or as they wanted to live. The percentage of those whose care need reduced following re-ablement reduced significantly from 67% in 2019-20 to 31% in 2020-21. Earlier discharges from hospital and people being discharged with the same level of support during the pandemic are likely to have impacted on levels of need during the year with a subsequent impact on outcomes achieved. We continued to develop

our support for unpaid carers in collaboration with our local Carers' centre and have continued to see high levels of carers (91%) reporting that service quality of life was maintained.

24. 39 units were added to the affordable housing supply in 2020-21 including 34 new build affordable homes, plus 5 properties purchased by local residents through LIFT Open Market Shared Equity Scheme. 7 of these new builds were built to an accessible standard. As a result we are still on track to meet the cumulative target of 225 units by 2022, although the effects of COVID may impact on the delivery of affordable housing and this is being closely monitored. The overall condition of our road network very slightly declined from 35.5% of the network requiring maintenance last year to 36.4% in 2020-21, however the Council has seen a considerable improvement in relation to the condition of A class and B class roads over recent years. Our City Deal expenditure against the Capital Plan was lower than anticipated at £1.8 million in 2020-21. Delays were due to the pandemic coupled with slow responses from statutory bodies, however works are due to start on site in 2022.

25. The latest Citizens' Panel survey showed that despite the challenging year 67% of respondents remained satisfied with Council services, and 88% were satisfied with public parks and open spaces. As would be expected, due to the very limited opening of libraries and sports centres, attendances at these venues were significantly lower than in previous years.

26. Sickness absence across the Council improved from 10.1 days per FTE in 2019-20 to 8.2 days per FTE in 2020-21, and the rate can be attributed to both long and short term absence. These figures do not include any absences related to COVID. We are currently moving towards the inclusion of some level of COVID absence in our sickness performance indicators, and therefore we may see the impact of this in next year's absence figures.

27. The Council still performs well across the majority of the ODP indicators in what has been the most challenging of years. In the remaining areas where there is scope for building on levels of performance, services are assessing targets as part of plans for renewal. Departments will continue to closely monitor progress and take appropriate action. The focus is now on recovery whilst still responding to the challenges of COVID before moving to a renewal phase. We also want to retain some of the positive lessons learned during the pandemic in order to build towards achieving previous performance levels, particularly in areas where services were most affected by the impact of COVID.

## **COMPLAINTS**

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

29. The volume of complaints received has decreased from the corresponding period in 2019-20 – down by 15.6% from 1,313 to 1,108. The Council narrowly missed the SPSO target for responding to frontline complaints (5 days) recording an average of 5.1 days, and missed the target for investigation complaints (20 days) recording an average of 24.7 days. The Council's response to the pandemic heavily impacted the response to complaints especially in the first quarter as there was a focus on essential services along with the humanitarian response to the impact of Covid-19. The rate for all complaints upheld remains similar to last year – down by 3% points to 35%.

30. Evidence shows that the Council is continuing to use complaints information to inform service improvements across the organisation. Some of these are targeted at improving the

efficiency of services along with improving the customer experience with the introduction of online booking systems. Others include improved communication with customers around changes, especially those enforced by COVID-19.

## **PUBLICATION OF END YEAR PERFORMANCE INFORMATION**

31. Information in this report will be published on the [Council's website](#) where additional performance information can also be found, including departmental and benchmarking reports.

## **FINANCE & EFFICIENCY**

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

## **CONSULTATION**

33. There have been various consultations in 2020-21 and services across the Council continue to consult with customers and communities as part of service delivery and redesign. Staff had to be creative about consultation methods with digital means being used more to replace face to face contact. Key examples included consultation with families around early year education provision which confirmed methods of delivery were appropriate and responsive to family needs. Extensive consultation took place to develop our new equality outcomes for 2021 – 2025.

## **PARTNERSHIP WORKING**

34. This report summarises performance of the Council towards the outcomes within the Community Plan. Results could not have been achieved without continued excellent partnership working, including with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust. This was even more evident this year with extensive collaborative working for example with the voluntary sector as part of the humanitarian response to the pandemic and supporting Voluntary Action East Renfrewshire's Community hub.

## **IMPLICATIONS OF REPORT**

35. 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 service plans and equality impact assessments carried out where appropriate.

## **CONCLUSION**

36. This report details the performance of the Council at end-year 2020-21. The Council is performing well across the majority of the ODP indicators considering the additional services created and resources required to respond to the pandemic, however COVID-19 has, and will continue to have, an impact on future performance and delivery of services. Despite growing challenges the Council's aim remains unchanged - making people's lives better and achieving positive outcomes for all of our communities.

## RECOMMENDATIONS

37. It is recommended that Council:

- (a) Scrutinises and comments on a summary of the Council's performance at end-year 2020-21 (Annex 1) and;
- (b) Scrutinises and notes the end-year complaints report attached at Annex 2

16 June 2021

## REPORT AUTHORS

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Councillor Tony Buchanan  
(Leader of the Council)

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Office: 0141 577 3107/8

## BACKGROUND PAPERS

- Local Government Benchmarking Framework 2019-20, Cabinet 3 June 2021
- Outcome Delivery Plan 2020-2023, Council 28 October 2020
- Strategic End-Year Performance Report 2019-20, Council 24 June 2020

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Outcome Delivery Plan 2020 - 2023

**Strategic End-Year Performance Report 2020-21**

The following report provides an update of Council performance data at end-year 2020-21. The information contained in this report includes indicators in the Outcome Delivery Plan 2020-23.

**Data notes**

Indicators included in Annex 1 have a latest data update, the most recent being end year 2020-21. Some indicators have a time lag and the latest data will not be the current year, e.g. some health and education data. Of the 50 indicators in the plan, there has been an update available for 38 indicators in the last year.

**Targets**

It was agreed by Council in October 2020 that due to the impact of COVID, targets would not be set for the ODP for the year 2020-21 and would be reviewed and reset for the period 2021-24. 3 year targets have been set for most indicators in the new ODP 2021-24, to be considered at Council on 30 June.

**Key**

The key below details what each of the symbols mean within the report.

<p><u>Performance note</u></p>	<p><u>Latest value</u></p>	<p>Trend Chart</p> <table border="1"> <caption>Approximate data from Trend Chart</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>33</td> <td>45</td> </tr> <tr> <td>2010/11</td> <td>33</td> <td>45</td> </tr> <tr> <td>2011/12</td> <td>35</td> <td>45</td> </tr> <tr> <td>2012/13</td> <td>33</td> <td>45</td> </tr> <tr> <td>2013/14</td> <td>32</td> <td>36</td> </tr> <tr> <td>2014/15</td> <td>36</td> <td>36</td> </tr> <tr> <td>2015/16</td> <td>35</td> <td>36</td> </tr> </tbody> </table>	Year	Value	Target	2009/10	33	45	2010/11	33	45	2011/12	35	45	2012/13	33	45	2013/14	32	36	2014/15	36	36	2015/16	35	36
Year	Value	Target																								
2009/10	33	45																								
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2011/12	35	45																								
2012/13	33	45																								
2013/14	32	36																								
2014/15	36	36																								
2015/16	35	36																								

# ODP 1 Council Performance



All children in East Renfrewshire experience a stable and secure childhood and succeed.

## Percentage of children subject to child protection who have been offered advocacy

The average to date for 2020/21 Q1, Q2 and Q3 is 63%.  
The COVID pandemic and lockdown continued to impact on our ability to engage with children and young people the way we did under pre-lockdown conditions. We continue to see more consistent offer of advocacy to children subject to child protection and an overall improvement in practice. Across Q1, Q2 and Q3 59 out of 95 children who have been subject to child protection and/or had an Initial/Review Child protection Case Conference).

63%

HSCP-ADV-01 Percentage of children subject to child protection who have been offered advocacy

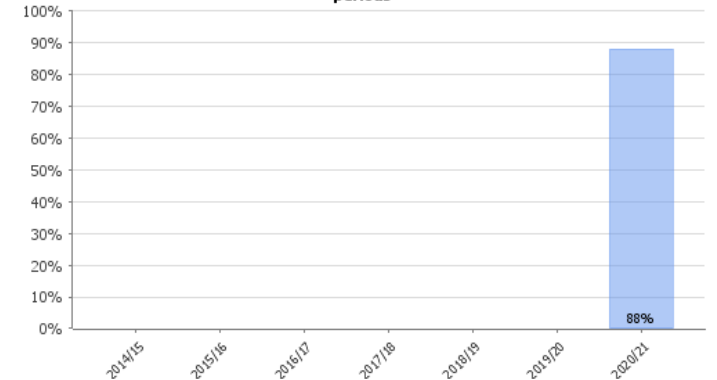


## Percentage of children with child protection plans assessed by the multi-agency team as having an increase in their scaled level of safety at three monthly review periods

Average annual outturn based on Quarters 3 and 4 only for 2020-21. Review Case Conferences mainly saw an increase in the safety of the child, however for one the risk increased and the child was accommodated.

88%

HSCP-SoS-01 Percentage of children with child protection plans assessed by the multi-agency team as having an increase in their scaled level of safety at three monthly review periods

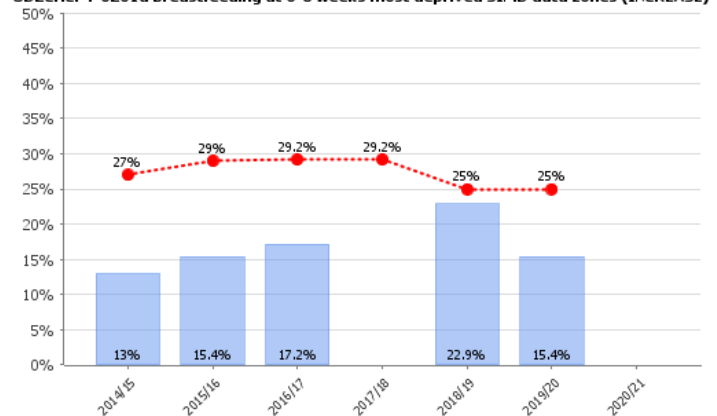


## Breastfeeding at 6-8 weeks most deprived SIMD data zones

2019/20 data. 15.4% of infants living in our most deprived areas (SIMD 1) were exclusively breastfed at the 6-8 week child health review. We tend to see variation in the breast feeding rates across years as was the case for 2019-20 and there may be further variations for the year of the pandemic. Children & Family Team are aware of this and continue to prioritise and fully support all breast feeding mothers with a focus on those living within SIMD 1 & 2. The antenatal pathway within the Universal Pathway commences in July 2021 with home visits commencing late August. This will enable early discussions with pregnant women particularly around infant feeding which we hope will lead to an increase in interest in breast feeding particularly in SIMD 1 & 2.

15.4%

OD2CHCP4-0201d Breastfeeding at 6-8 weeks most deprived SIMD data zones (INCREASE)

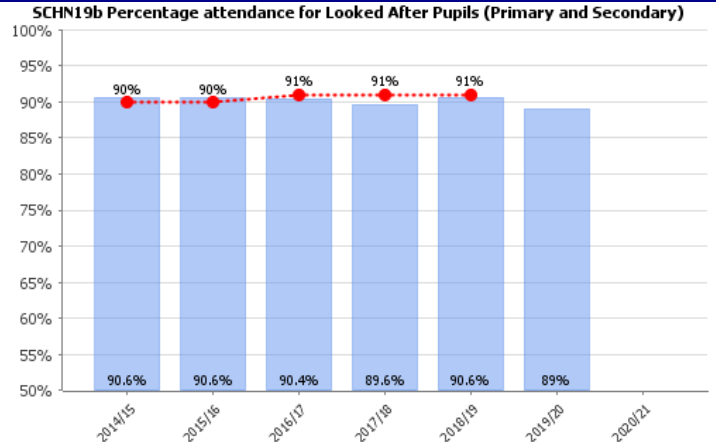




**Percentage attendance for Looked After Pupils (Primary and Secondary)**

2019-20 data.  
Attendance rates of looked after children and young people attending our Primary and Secondary schools decreased slightly in 2019-20 to 89%. Procedures for regular checks on attendance data will continue to be strengthened. Quality Improvement Officers will include the attendance of looked after children on their agendas at pastoral meetings with head teachers.

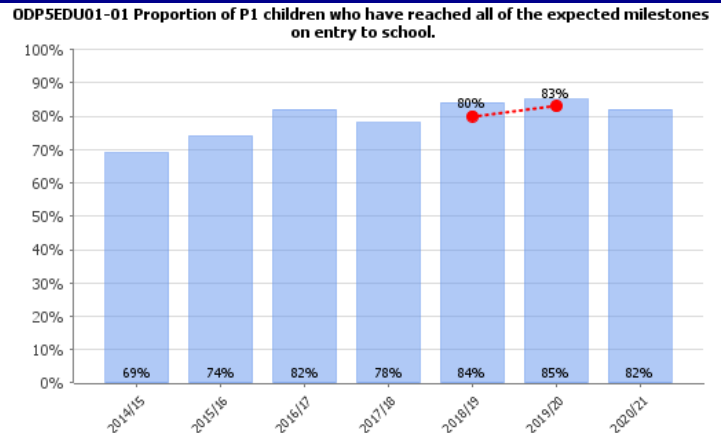
89%



**Proportion of P1 children who have reached all of the expected milestones on entry to school**

2020-21 data.  
Following an increasing trend over the previous three years, there was a slight decrease in the proportion of children attaining their developmental milestones; perhaps not unexpected given the impact of school/ELC closures due to COVID. Despite the impact of COVID-19, developmental milestone attainment in 2020/21 was the third highest recorded since 2013-14. Cohort size 1183.

82%



## ODP 2 Council Performance

East Renfrewshire residents are healthy and active and have the skills for learning, life and work.

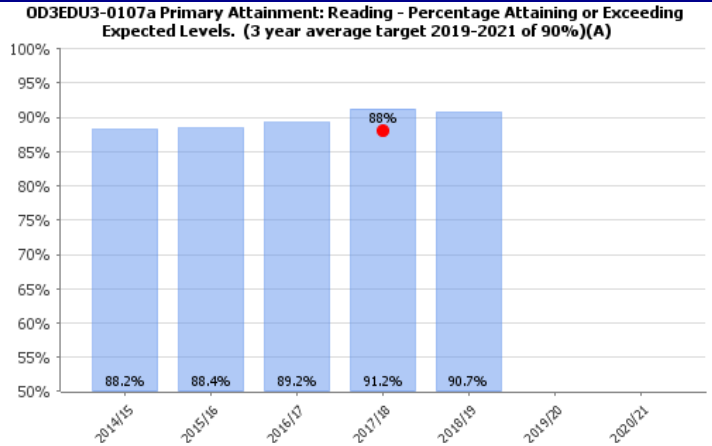


### Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2019-2021 of 90%)

2018/19 data.

In 2019-20, the Scottish Government did not collect Curriculum for Excellence levels in Reading.

90.7%

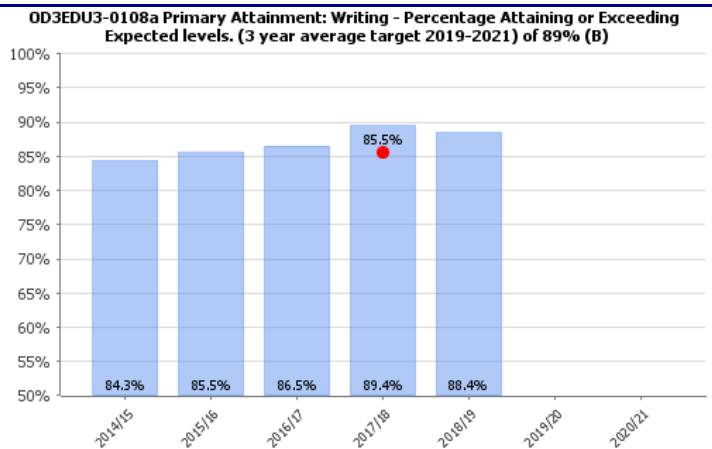


### Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. (3 year average target 2019-2021) of 89%

2018/19 data.

In 2019-20, the Scottish Government did not collect Curriculum for Excellence levels for Writing.

88.4%

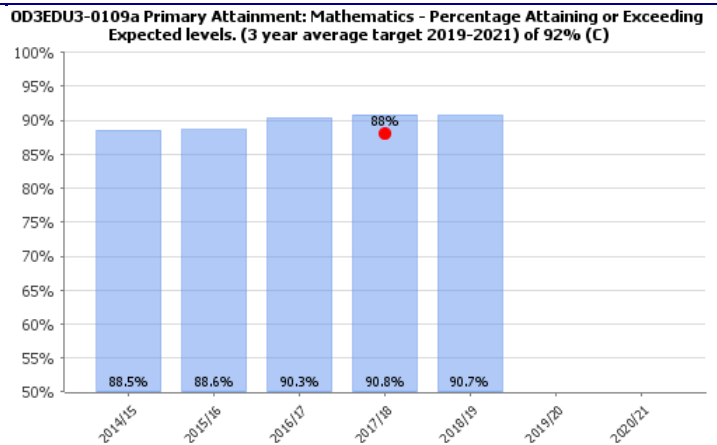


### Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2019-2021) of 92%

2018/19 data.

In 2019-20, the Scottish Government did not collect Curriculum for Excellence levels in Mathematics.

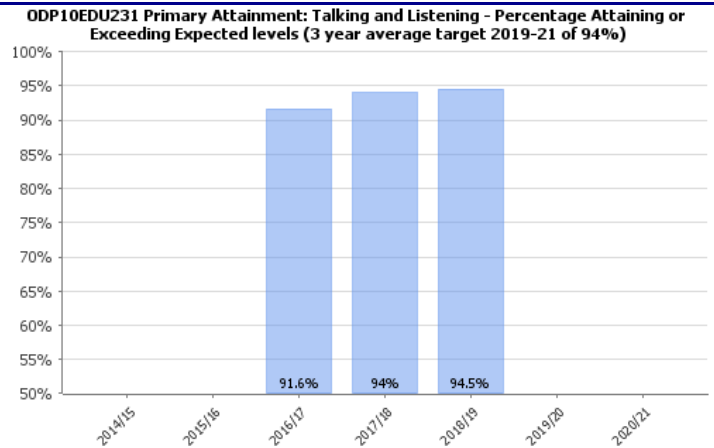
90.7%



**Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels (3 year average target 2019-21 of 94%)**

2018/19 data.  
In 2019-20, the Scottish Government did not collect Curriculum for Excellence levels in Talking and Listening.

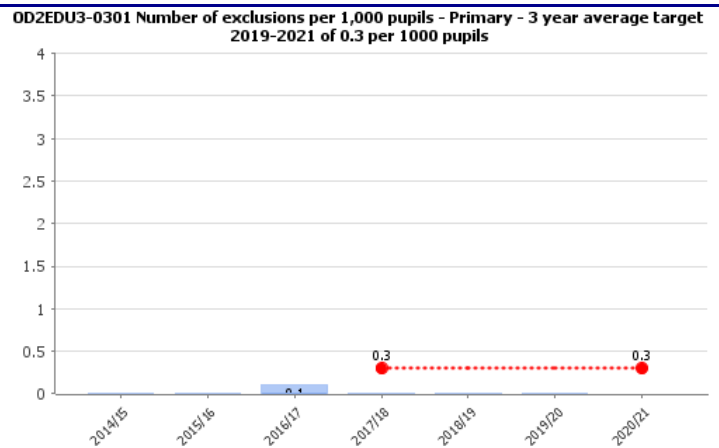
94.5%



**Number of exclusions per 1,000 pupils - Primary - 3 year average target 2019-2021 of 0.3 per 1000 pupils**

2019/20 data.  
In 2019/20 there were no temporary exclusions within the primary sector; there have been no exclusions recorded in 6 of the last 8 years. East Renfrewshire compares very favourably to the national value of 8.1 incidents per 1000 pupils (latest published data for 2018-19). The department has set a challenging three year average target of 0.3 incidents per 1000 pupils for 2019-21 and is on target to achieve this.

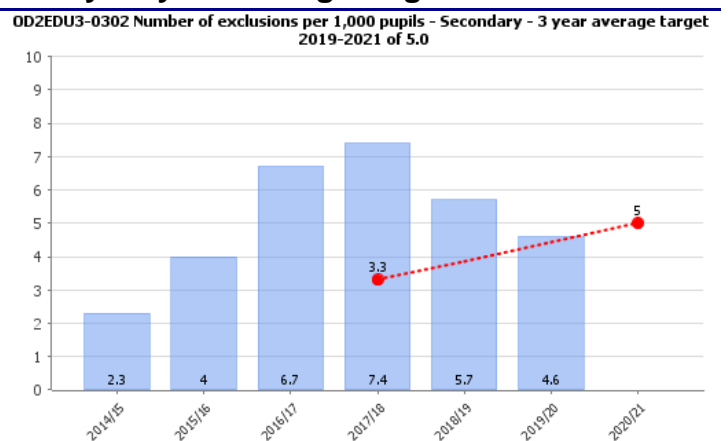
0



**Number of exclusions per 1,000 pupils - Secondary - 3 year average target 2019-2021 of 5**

2019/20 data.  
Although the school year was cut short due to COVID, in 2019-20 the number of exclusions in the secondary sector did decrease to 4.6 incidents per 1000 pupils. The ERC performance compares very well with the national figure of 39.6 incidents per 1000 pupils (latest published data for 2018-19). The Council has set a very challenging three year average target of 5 incidents per 1000 pupils for 2019-21 and is slightly above this for both sessions thus far.

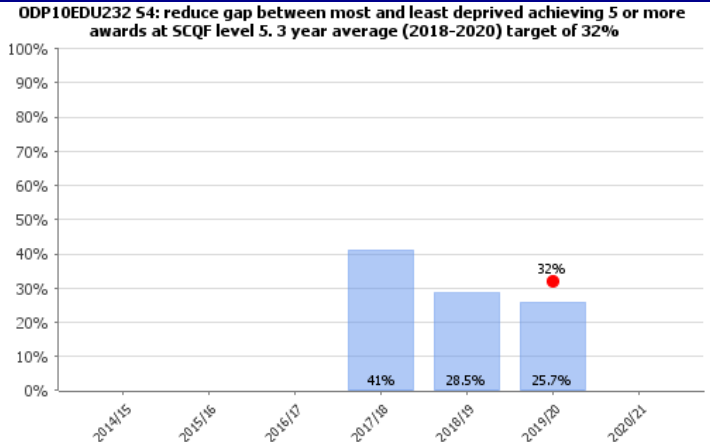
4.6



**S4: reduce gap between most and least deprived achieving 5 or more awards at SCQF level 5. 3 year average (2018-2020) target of 32%**

2019/20 data.  
The gap between the proportion of young people achieving 5 or more SCQF level 5 qualifications in SIMD deciles 9 and 10 compared to deciles 1&2 reduced further by 2.8% in 2019/20 to 25.7%. There were 126 pupils in SIMD deciles 1 and 2 and 813 in deciles 9 and 10 in 2019/20.

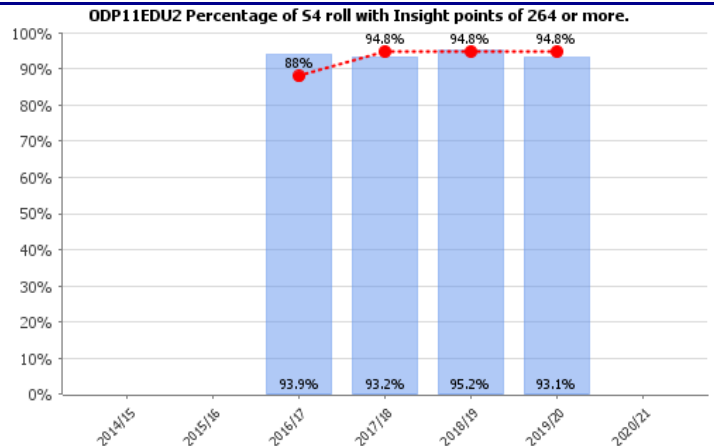
25.7%



**Percentage of S4 roll with Insight points of 264 or more**

2019/20 data.  
The percentage of S4 pupils with total Insight point scores of 264 or more (equivalent to eight "Pass" awards at National 4) increased to 93.1% in 2020. Cohort size 1440.

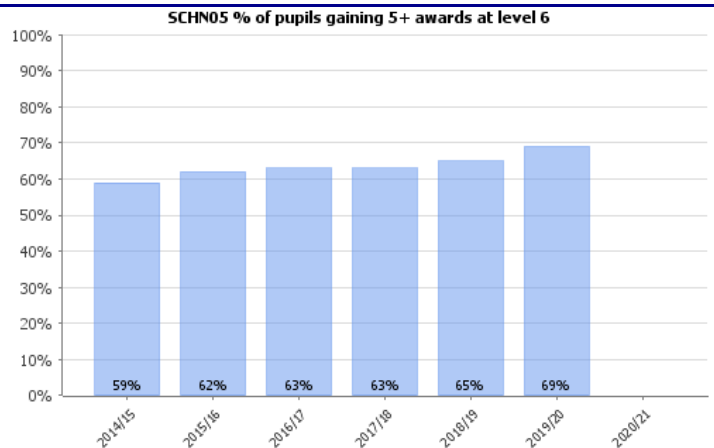
93.1%



**Percentage of pupils gaining 5+ awards at level 6**

2019/20 data.  
The proportion of children achieving 5 or more awards at SCQF level 6 increased by 4% this year to 69%; the national value for this measure is 31% below. The Council have been ranked 1st for this measure since 2011-12 and has remained at least 18% above the Virtual Comparator over the past five years. The Council has a three year (2019-2021) target of 65%. Cohort size 1347.

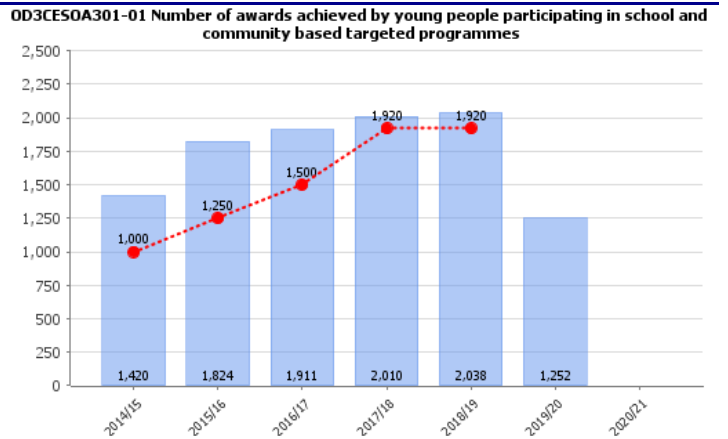
69%



**Number of awards achieved by young people participating in school and community based targeted programmes**

2019/20 data.  
 COVID has impacted on performance in the 2019/20 and 2020/21 academic years. Data not yet available for school year ending June 2021.

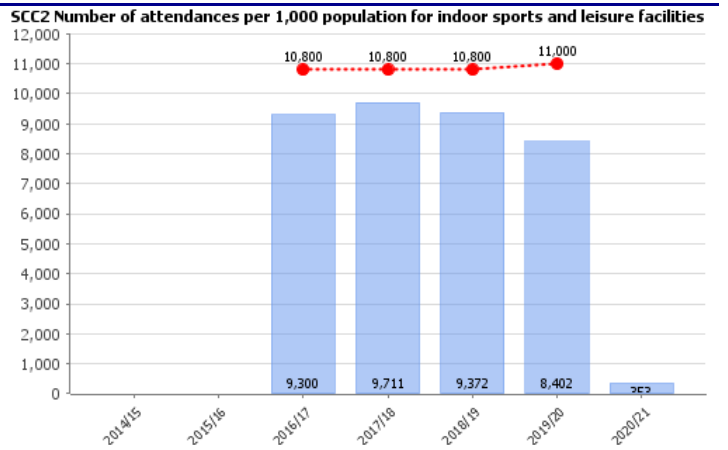
1,252



**Number of attendances per 1,000 population for indoor sports and leisure facilities**

2020/21 data.  
 Venues had limited operation during 2020/21 through a brief opening period during September- November which was further impacted by capacity constraints to adhere to social distancing and general COVID regulations.

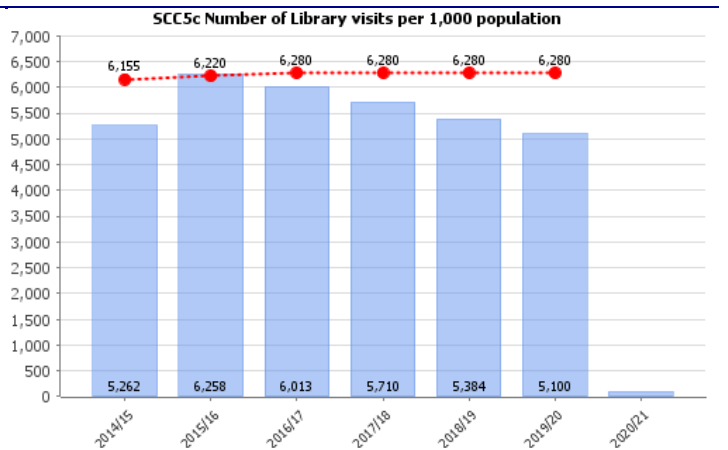
353



**Number of Library visits per 1,000 population**

2020/21 data.  
 Limited operations during the year, with smaller libraries closed throughout the period. During the short period when open (including click and collect service only), there was restricted access to adhere to COVID regulations.

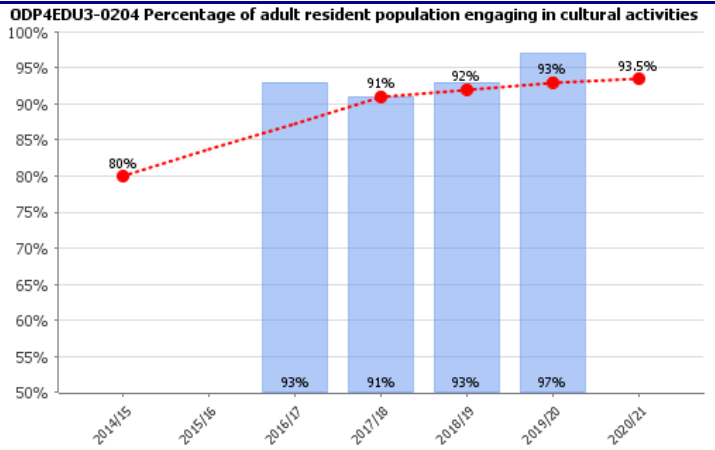
98



**Percentage of adult resident population engaging in cultural activities**

2019/20 data.  
 Most recent data for 2019/20 shows a large majority of respondents engage in cultural activities - 97%. Baseline is 422 respondents.

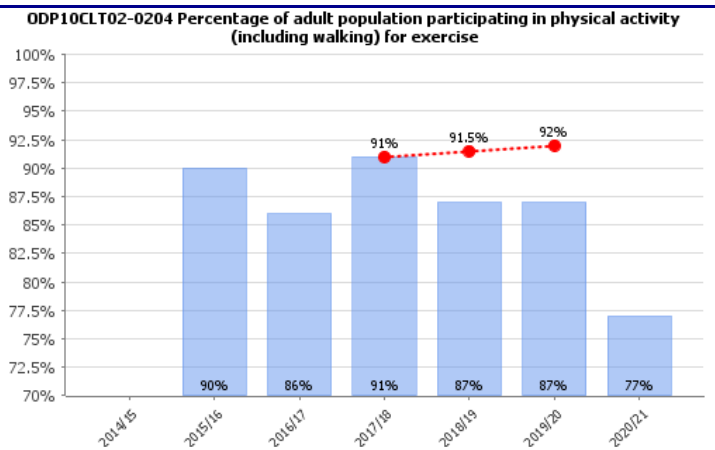
97%



**Percentage of adult population participating in physical activity (including walking) for exercise**

2020/21 data.  
 In a challenging year in which many leisure facilities were forced to close for long periods due to COVID, there was a notable decrease in adults who participated in physical activity for exercise. Baseline 382 respondents.

77%



## ODP 3 Council Performance

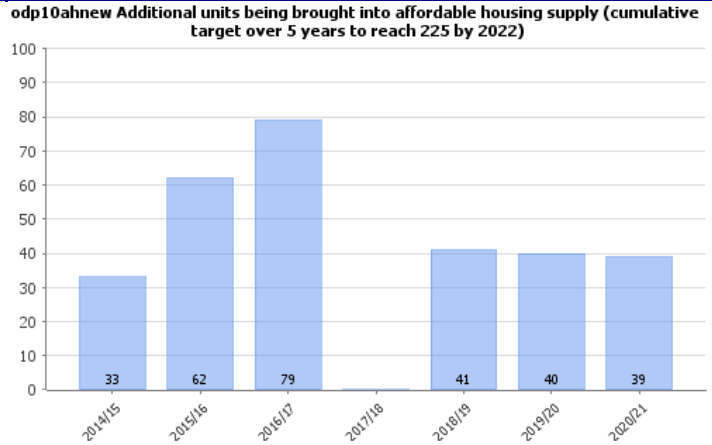
East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents



### Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022)

2020/21 data.  
34 new build registered social landlord (RSL) affordable homes by Link Housing Association (5) and Sanctuary Housing Association (17), Barrhead Housing Association (12), plus 5 properties purchased second hand by local residents through LIFT Open Market Shared Equity Scheme. 7 new builds built to accessible standard (21% of those built).

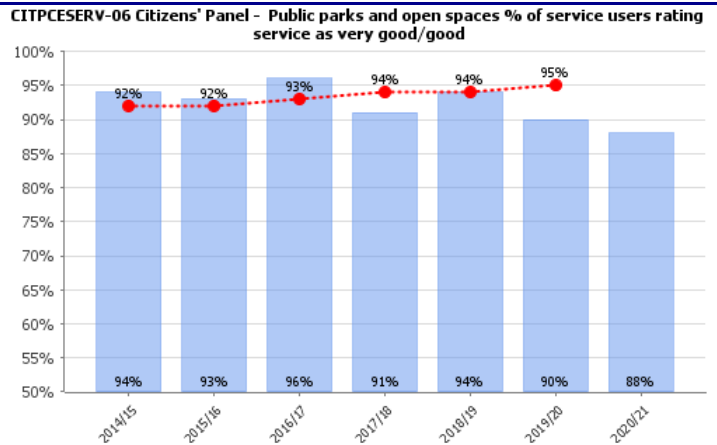
39



### Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good

2020/21 data.  
Panel data indicated that 88% of respondents were satisfied with public parks and open spaces, retaining a majority positive rating despite the extenuating circumstances of the pandemic. Baseline respondents - 511.

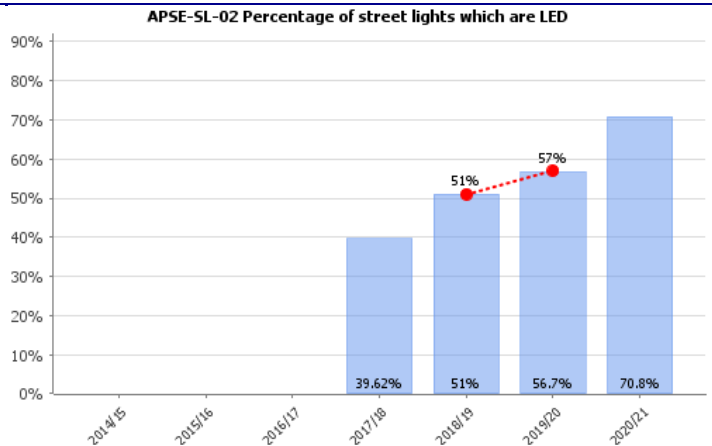
88%



### Percentage of street lights which are LED

2020/21 data.  
Target exceeded. 10,811 of 15,274 total lighting units.

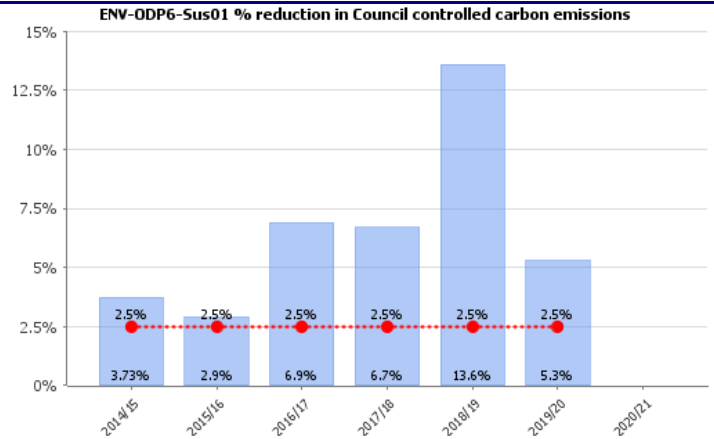
70.8%



**Percentage reduction in Council controlled carbon emissions**

2019/20 data.  
Data not available at end year. Awaiting data from external consultant.

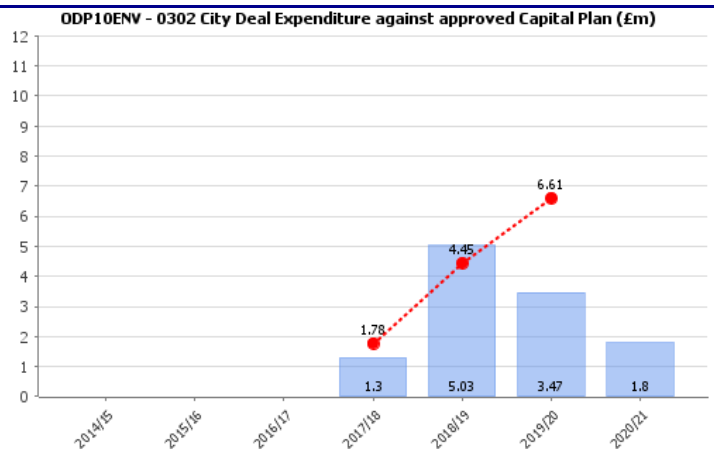
5.3%



**City Deal Expenditure against approved Capital Plan (£m)**

2020/21 data.  
£1.8m. Considerably lower than anticipated due to delays in projects. Delays were due to the pandemic and slow responses from statutory bodies. No works are due to start on site until 2022.

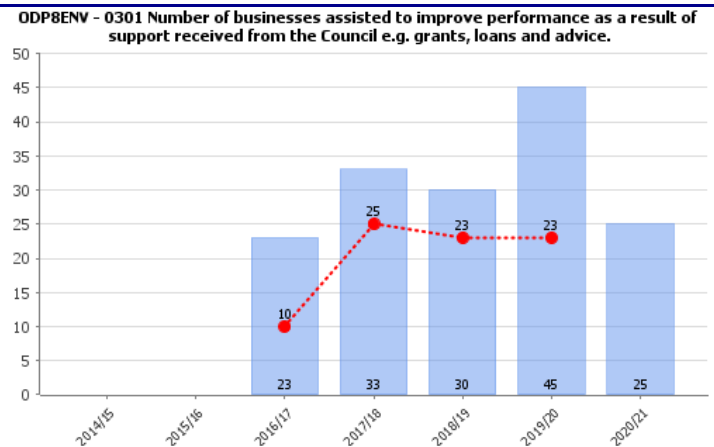
£1.8m



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

2020/21 data.  
Target exceeded. 25 Business Development Grant applications submitted. 1,500 individual businesses supported through Covid-19 Grants. Since March 2020 the Economic Development team have processed 2962 payments to the value of £19,489,510. The ever changing nature of local lockdowns and new grant programmes has posed a significant staffing resource issue for the team.

25

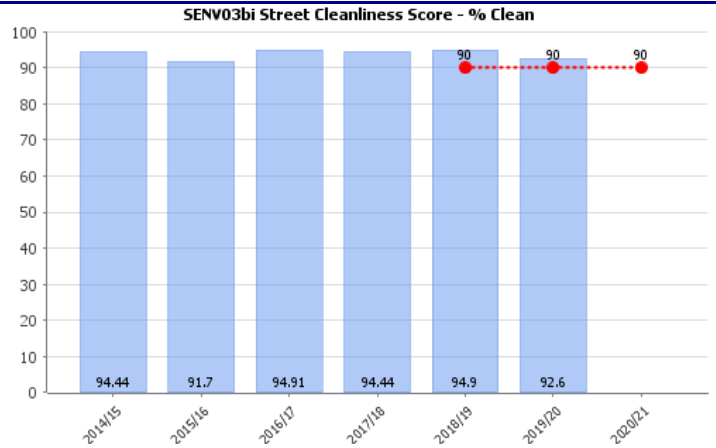




**Street Cleanliness Score - % Clean**

2019/20 data.  
 Target exceeded. We continue to allocate resources and target our well-known litter hotspots following investment in new fleet during 2019/20. Our score remains above the national average, although there was a slight decrease in 2019/20, this decline is reflective of the trend nationally. ERC ranked 16th for 2019/20. (National average 92.2).

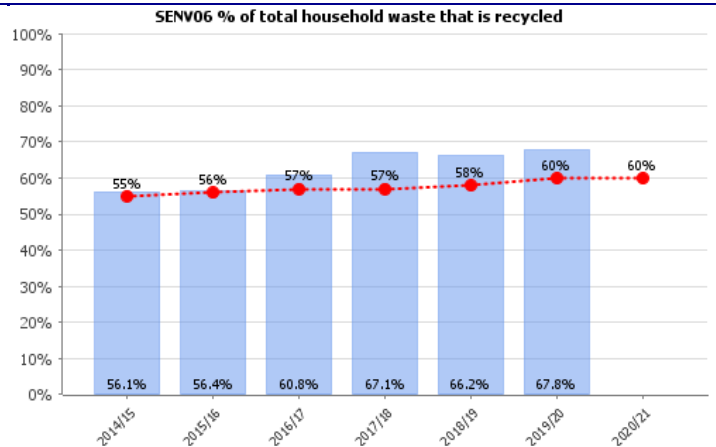
92.6%



**Percentage of total household waste that is recycled**

2019/20 data.  
 East Renfrewshire Council remained the top recycling council in Scotland for the fourth year in a row. Maintaining above average levels of recycling compared to all other Councils and consistently sitting above the target of 60% as set by the Scottish Government.

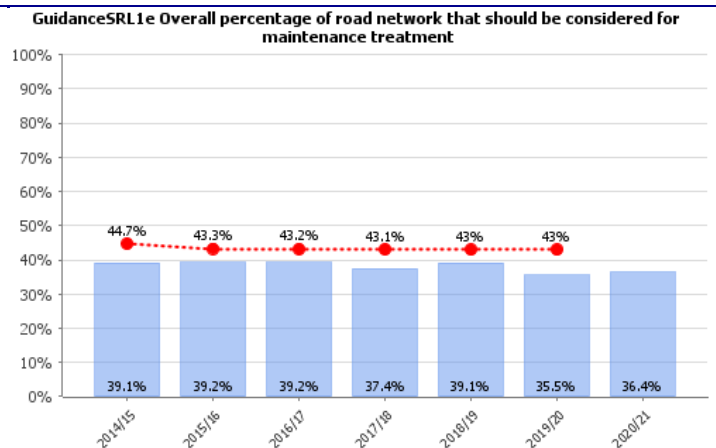
67.8%



**Overall percentage of road network that should be considered for maintenance treatment**

2020/21 data.  
 The Council has seen a considerable improvement in relation to the condition of A class and B class roads over recent years (second and ninth best in Scotland respectively for 2020). However, our overall performance is brought down in relation to C class and Unclassified roads. Additional capital resources of £3m per year from 2019/20 - 2023/24 have been allocated. For 2021/22 road improvements will be concentrated on C class and Unclassified roads.

36.4%



# ODP 4 Council Performance

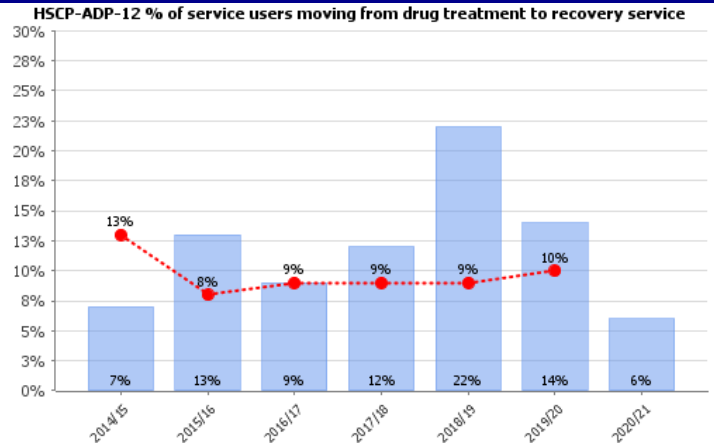
East Renfrewshire residents are safe and live in supportive communities



## Percentage of service users moving from drug treatment to recovery service

2020/21 data.  
19 individuals of the 2020-21 referral caseload were transferred to the recovery team over the course of the year. The team had 351 referrals between 1 April 20 - 31 March 2021 which equates to 6%. This is a lower percentage than in previous years of monitoring this indicator. Due to the impact of COVID the Community Addictions Service was focused on ensuring individuals supported and stable in their treatment as emergency changes were made. The recovery team also had significantly reduced staffing from 4 to 1 staff member during this period.

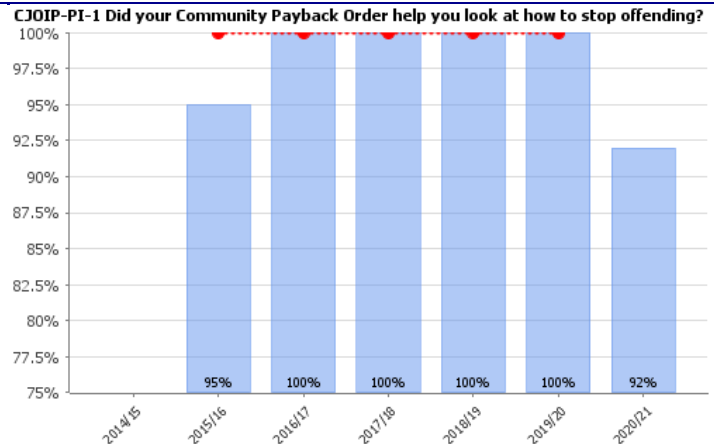
6%



## Did your Community Payback Order help you look at how to stop offending?

2020/21 data.  
Due to the COVID-19 pandemic, unpaid work was suspended on 23rd March 2020. As a result, just 44 Community Payback Orders were completed compared to 205 in the previous year (a 79% reduction). 13 survey forms were returned for those completing CPOs in 2020/21 with a 92% positive response.

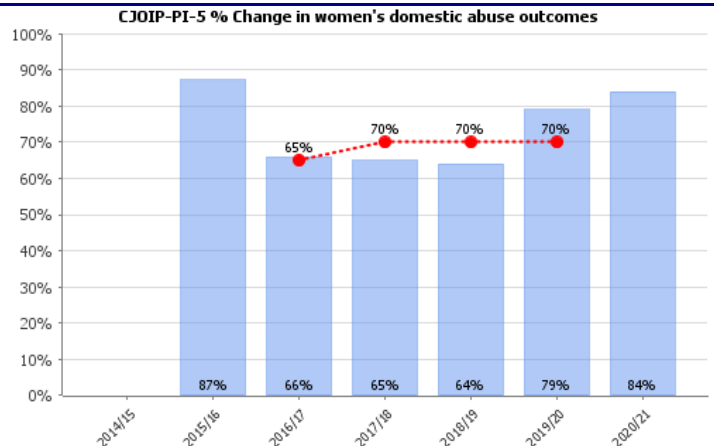
92%



## Percentage Change in women's domestic abuse outcomes

2020/21 data.  
From April 2020 – March 2021, East Renfrewshire Women's Aid service reported significant change and improvement for women across all reported outcomes 114 reviews were completed with 84% of women assessed noting improvement in progress in their outcomes overall. Reduction in risk is reflected in the significant increases in the areas of safety with 89% improvement, health & wellbeing 80%, and empowerment and self-esteem 80%.

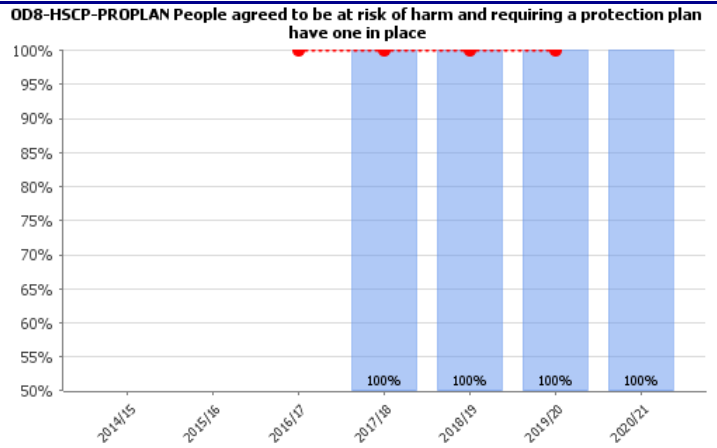
84%



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

2020/21 data.  
All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place.

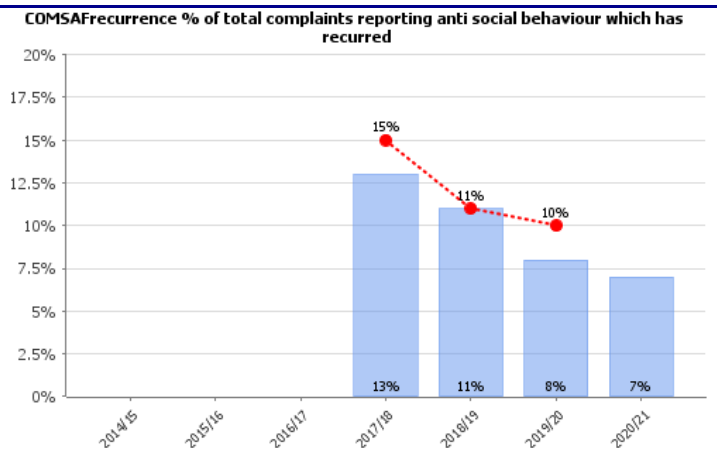
100%



**Percentage of total complaints reporting anti-social behaviour which has recurred**

2020/21 data.  
ASBO calls have decreased during the pandemic. There were a total of 307 noise calls of which 121 calls were classified as anti-social behaviour. 22 calls were to residents who had previously reported issues with their neighbours. Community Safety work closely with partner to reduce instances of anti-social behaviour and engage with repeat offender in order to moderate their behaviour.

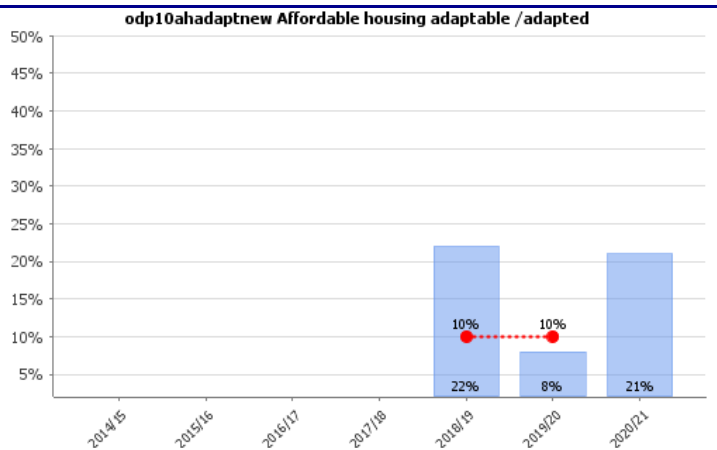
7%



**Affordable housing adaptable /adapted units**

2020/21 data.  
7 of 34 new homes built for affordable housing in 2020/21 were built to accessible standard. This equates to 21% of homes built in this year.

21%

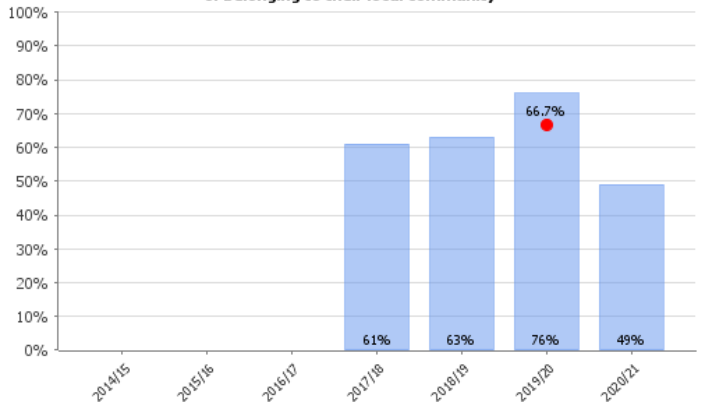


**Percentage of respondents who agree/strongly agree that they feel a strong sense of belonging to their local community- Citizens' Panel**

2020/21 data.  
 Although this figure is low, the current pandemic has negatively impacted on how residents are feeling. However, this rate should also be considered in conjunction with responses to another open-ended question in the panel survey, where a stronger sense of community was the most commonly mentioned positive change seen during the pandemic that they would like to retain. (430 responses)

49%

CP C1TP-C1104 % of respondents who agree/strongly agree that they feel a strong sense of belonging to their local community



## ODP 5 Council Performance



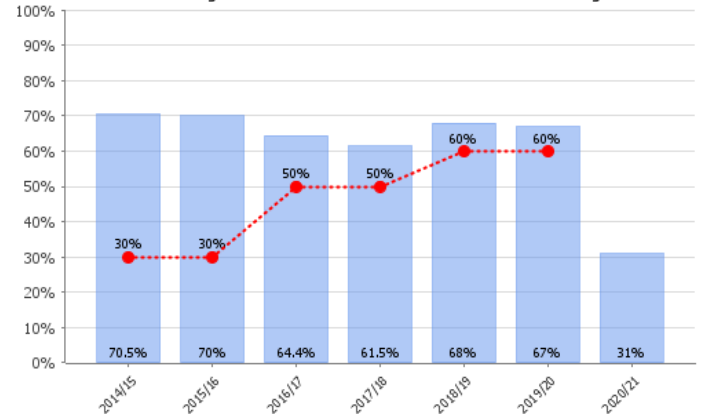
Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives

### Percentage of those whose care need has reduced following re-ablement

2020/21 data.  
Of the 237 re-ablement discharges, 73 were discharged with a reduced or no service in 2020/21. Additionally 22 people were re-admitted to hospital and a further 19 died or were transferred out of the authority. Performance in this regard has significantly decreased on the 2019/20 (67%) outturn. Earlier discharges from hospital and people being discharged with the same level of support during the pandemic are likely to have impacted on levels of need during the year with a subsequent impact on outcomes achieved. This is the result of increased levels of frailty and greater complexity at the point of hospital discharge during the pandemic and additional resource pressures on the service.

31%

OD2CHCP6-0102 Percentage of those whose care need has reduced following re-ablement

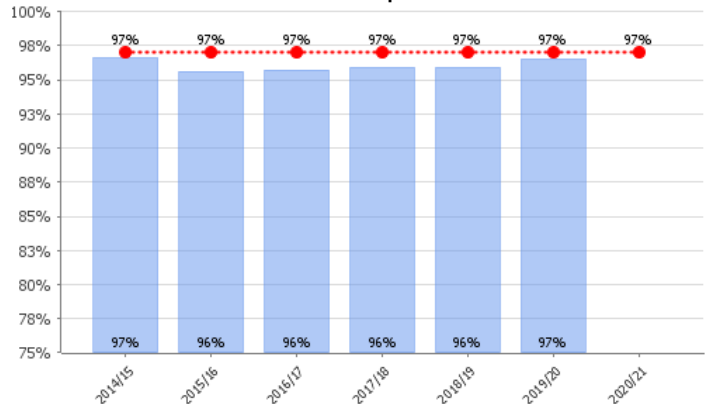


### Percentage of people aged 65+ who live in housing rather than a care home or hospital

2019/20 data.  
Latest data released May 2021. Indicator is still under development by Scottish Government and may change in future. Due to different configurations of services, figures for the hospital/hospice categories may not be comparable across partnership areas. Figure comprises 91.6% of people living unsupported at home, with a further 4.9% being supported to live at home.

97%

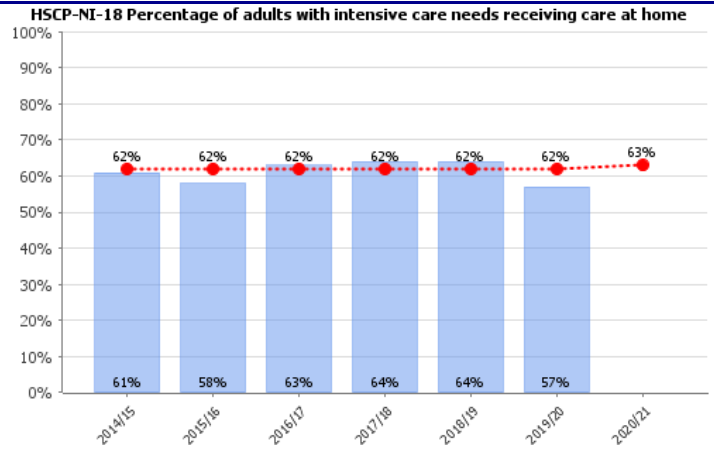
HSCP-MSG-Home Percentage of people aged 65+ who live in housing rather than a care home or hospital



**Percentage of adults with intensive care needs receiving care at home**

2019/20 data.  
 Data relates to all adults receiving personal care at home against care home residents and those receiving continuing care in acute settings. Updated reporting in care home resident numbers in 2019/20 impacting on performance for this indicator. In the reporting period we continued to develop our re-ablement approach and invested in more occupational therapists to support this. The aim of re-ablement is to maximise individuals' ability to care for themselves. (Source: Public Health Scotland).

57%



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

2020/21 data.  
 In 2020/21 of the 663 valid responses 601 reported their needs met. This year's figure is up on 2019/20 (88%).

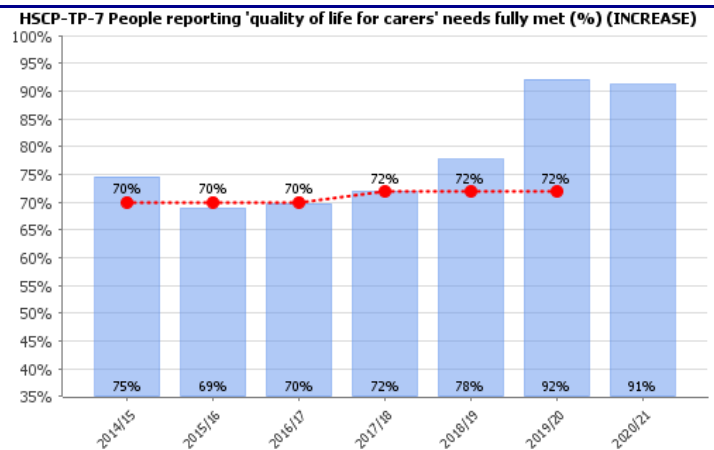
91%



**People reporting 'quality of life for carers' needs fully met (%)**

2020/21 data.  
 In 2020/21 of the 154 valid responses 141 reported their needs met. This year's figure is similar to 2019/20 (92%).

91%

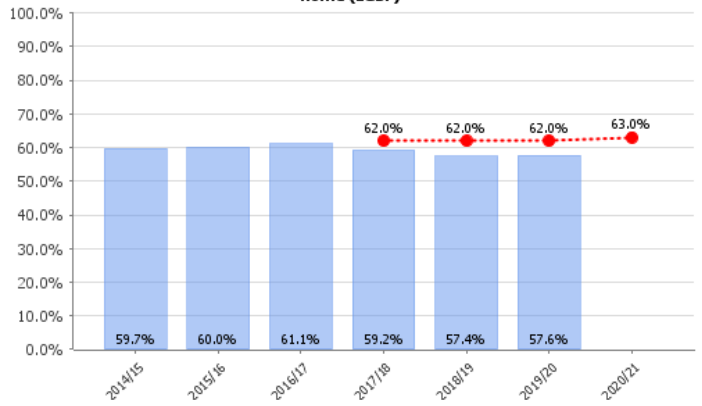


**% of people aged 65 or over with long term care needs receiving personal care at home (LGBF)**

2019/20 data.  
 The LGBF data shows that our performance has improved slightly compared with the previous year (57.4%). The provision of quality care at home to support people to live independently and well in their own homes remains a key priority for the partnership and ongoing improvement of our care at home services continues.

57.6%

SW03a % of people aged 65 or over with long term care needs receiving personal care at home (LGBF)



# Customer, Efficiency, People- Council Performance



## Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council

2020/21 data.

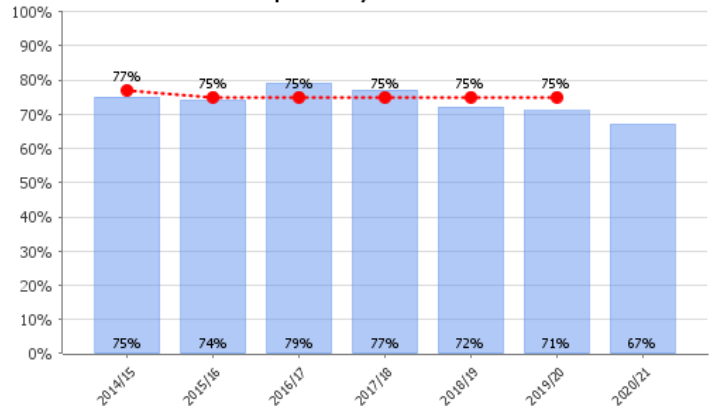
In an extremely challenging year, overall satisfaction levels with Council services have held firm with only a small reduction on the previous year. (Baseline - 493 respondents).

National results from the Scottish Household Survey (SHS) on satisfaction with public services have declined since 2011.

The Council's 20/21 satisfaction rating of 67% compares well against the most recent national rating from the SHS in 2019 52.6%, prior to the impact of Covid-19.

67%

CitP002 - SOA 00 % of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.



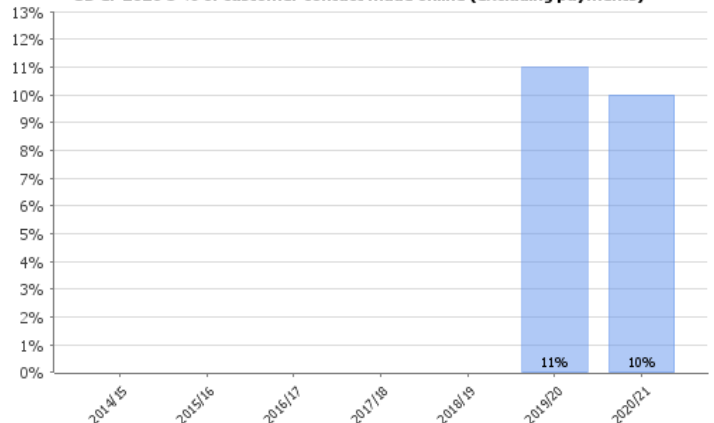
## Percentage of customer contact made online (excluding payments)

2020/21 data.

10% equates to 24,565 contacts. This is a decrease in demand of 968 for general online services compared to this time last year, this is due to the limiting of and prioritisation of services due to the pandemic i.e. the withdrawal of special uplifts for most of the year. However we did see more online transactions from some services such as Registration certificates, Blue Disabled Parking Badges and National Entitlement Card applications.

10%

OD CF 2020 5 % of customer contact made online (excluding payments)



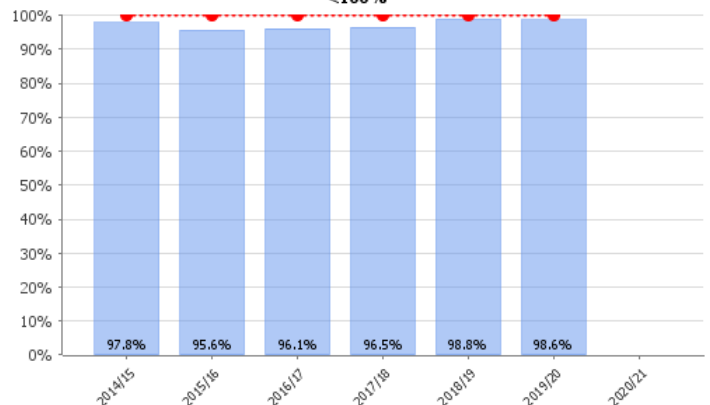
## Actual Council revenue outturn against revised revenue budget. Target <100%

2019/20 data.

Actual expenditure vs budgeted is monitored and managed throughout the year. The final position will be known in June 2021. Target is <100%.

98.6%

OD3FINC8-0109 Actual Council revenue outturn against revised revenue budget. Target <100%

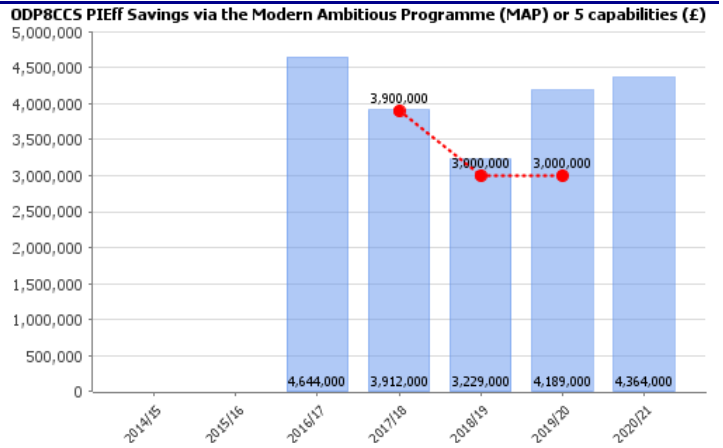




**Savings via the Modern Ambitious Programme (MAP) or 5 capabilities (£)**

2020/21 data.  
£4.364 million in savings for 202/21.

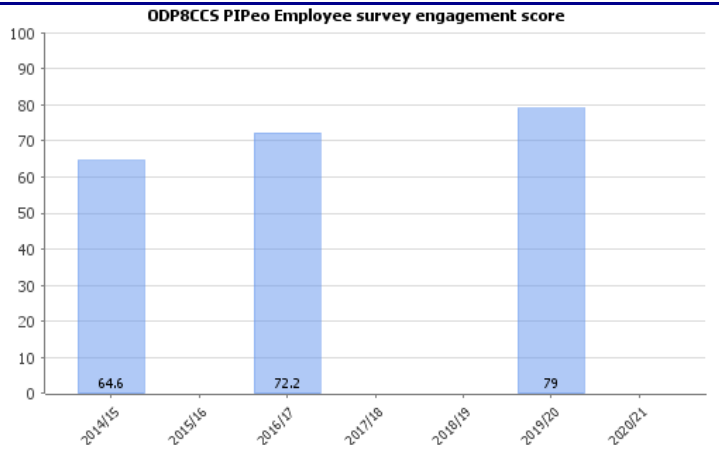
£4,364,000



**Employee survey engagement score**

2019/20 data.  
Awaiting confirmation of next employee survey.

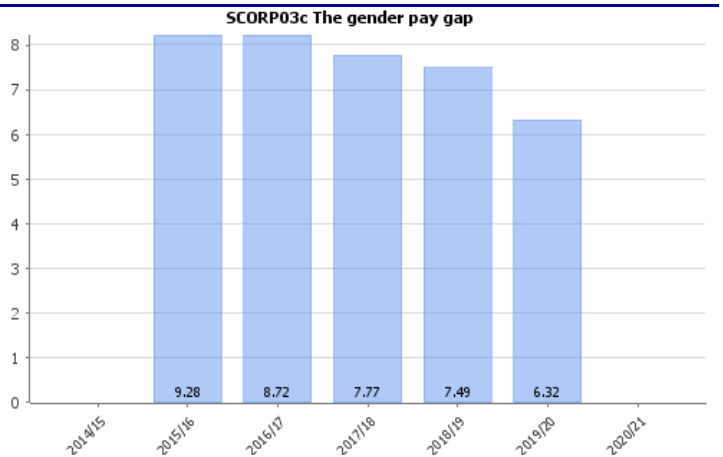
79



**The gender pay gap (%)**

2019/20 data.  
The Council continues to demonstrate commitment to equalities as demonstrated by the reduction in the gender pay gap from 7.5% to 6.3% in 2019/20.

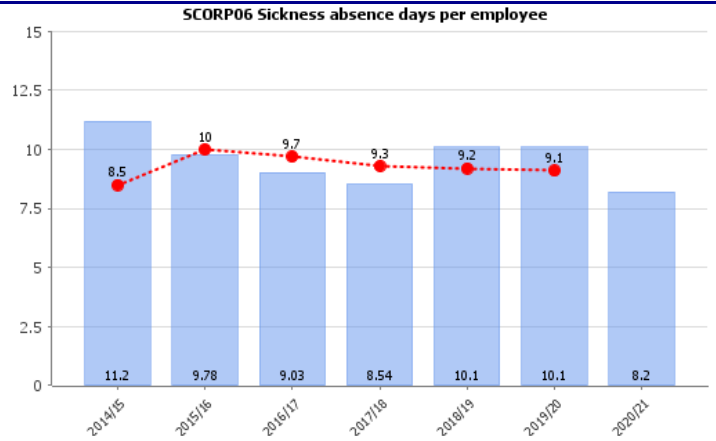
6.3%



**Sickness absence days per employee**

2020/21 data.  
 Performance for 2020/21 shows an improvement in sickness absence overall across the Council compared to the previous year. These figures do not include any absences related to COVID. We are currently moving towards the inclusion of some level of COVID absence in our sickness performance indicators, and therefore we may see the impact of this in next year's absence figures.

8.2



## End-Year complaints 2020/2021

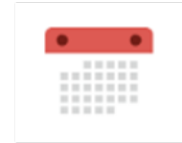
All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. During 2020/21 we received 1,108 complaints, which represented a decrease of 15.6% on the previous end-year figure of 1,313. Most complaints continue to be received by Environment Department – 66%. The data shows that we have missed the 5 day target to respond to frontline complaints with an average time of 5.1 days taken to respond and this is an increase from 4.4 days in 2019/20. The average time to respond to direct investigation complaints was above the 20 day target at 24.7 days. The Council's response time has been heavily impacted by Covid-19, especially at the start of the pandemic as resources were focussed the running of essential services and setting up the humanitarian response. As a result of complaints monitoring over the year, a number of improvement actions have been implemented and additional resources have been put in place to help improve delivery across Council services.



1,108 complaints received  
11.6 per 1,000 population ↓



66% received by  
Environment Department ↑



5.1 days frontline  
24.7 days for investigation ↓↓



34.9 % upheld at frontline ↓



67.3% of complaints resulted in  
further information being  
provided ↑



### Improvements

- The communication between the Housing Maintenance Team and tenants has been improved.
- The introduction of a new digital online booking system has been introduced for civic amenity sites.
- Roads have improved communicated with customers around changes made during the pandemic making it easier for people to walk, cycle and wheel while assisting social distancing in streets and spaces.

Note – arrows indicate direction of change from 2019-20.





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# End Year Complaints Report 2020/21<sup>1</sup>

Complaints Received per 1000 of the Population				
Description	2019/20	2020/21	Change	Notes
Number complaints received per 1,000 population.	13.9	11.6	-2.3	A total of 1,108 complaints were received in 2020/21, a decrease of 205 from 2019/20.

Complaints Closed at Stage one and Stage two			
Description	2019/20	2020/21	Change
Number complaints closed at stage one as % of all complaints	88.9% (1,135)	91.6% (1,135)	+2.7% pts
Number complaints closed at stage two as % of all complaints	9.3% (119)	6.1% (66)	-3.2% pts
Number complaints closed at stage two after escalation as % of all complaints	1.8% (23)	2.1% (23)	+0.3% pts

Complaints Not Upheld/ Partially Upheld/Upheld			
Not Upheld	2019/20	2020/21	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	51% (575)	49.8% (492)	-1.2% pts
Number complaints not upheld at stage two as % of complaints closed at stage two	44% (52)	54.5% (36)	+10.5% pts
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	65% (15)	65.2% (15)	+0.2% pts
Partially upheld	2019/20	2020/21	Change
Number of complaints partially upheld at stage one as % of complaints closed at stage one	11% (123)	13% (129)	+2% pts
Number complaints partially upheld at stage two as % of complaints closed at stage two	23.5% (28)	36.4% (24)	+12.9% pts
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	4% (1)	21.7 (5)	+17.7% pts
Upheld	2019/20	2020/21	Change
Number of complaints upheld at stage one as % of all complaints closed at stage one	38.5% (437)	37% (365)	-1.5% pts
Number complaints upheld at stage two as % of complaints closed at stage two	32.5% (39)	9.1% (6)	-23.4% pts
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	30% (7)	13% (3)	-17% pts

The average time in working days for a full response to complaints at each stage					
Description	2019/20	2020/21	Change	SPSO Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	4.4	5.1	+0.7	5	
Average time in working days to respond to complaints at stage two (investigation)	20.4	24.7	+4.3	20	
Average time in working days to respond to complaints after escalation (investigation)	15.5	17.2	+1.7	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	19.6	22.8	+3.2	20	

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.

<b>Complaints at each stage closed within set timescales</b>			
<b>Description</b>	<b>2019/20</b>	<b>2020/21</b>	<b>Change</b>
Number complaints closed at stage one within 5 working days as % of stage one complaints	82.6% (937)	76.4% (754)	-6.2% pts
Number complaints closed at stage two within 20 working days as % of stage two complaints	65% (78)	63.6% (42)	+0.5% pts
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	82.6% (19)	82.6% (19)	same
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	67.8% (97)	68.5% (61)	+0.7% pts

<b>Where extensions to the 5 or 20 working day timeline were authorised</b>			
<b>Description</b>	<b>2019/20</b>	<b>2020/21</b>	<b>Change</b>
% of complaints at stage one where extension was authorised	0.5% (6)	0.7% (7)	+0.2% pts
% of complaints at stage two where an extension was authorised	1.7% (2)	3% (2)	+1.3% pts
% of escalated complaints where extension was authorised	0 (0)	0 (0)	same

<b>Model Complaint Handling Procedure - Core Performance Measures</b>
<p>The Local Authority Complaint Handlers Network, in collaboration with the Scottish Public Services Ombudsman (SPSO), have implemented a new set of standardised measures to gauge satisfaction of customers with the complaints process. The work has been done to transfer from the old complaints system, Lagan, to a new complaints management system, Goss, and this will be live as of the June 2021.</p>

### **Improvement Actions 2020/21**

Complaints information is closely monitored to ensure we learn from complaints and make service improvements. In 2020/21, service improvement actions included the following:

- Housing reviewed and reintroduced neighbourhood inspections.
- A new online booking system has been introduced for civic amenity sites.
- The Housing repairs planning team has implemented a new process to keep customers informed of progress.
- The Roads team have made more information available around the introduction of pop-up cycle lanes as part of the scheme to protect public health.

EAST RENFREWSHIRE COUNCIL30 June 2021Report by Chief ExecutiveOUTCOME DELIVERY PLAN 2021-2024**PURPOSE OF REPORT**

1. The purpose of this report is to present the Council's draft Outcome Delivery Plan (ODP) 2021-2024 (Annex 1) to Council for approval.

**RECOMMENDATIONS**

2. It is recommended that Council:
- (a) Considers and approves the content of the Outcome Delivery Plan 2021-2024 (Annex 1) and;
  - (b) Notes that targets have been reintroduced to the plan this year for the majority of indicators, re-baselined to reflect the impact of COVID-19.

**BACKGROUND AND CONTEXT**

3. The Community Plan sets out the Community Planning Partnership's (CPP) vision for all of East Renfrewshire's communities. The Community Plan incorporates Fairer East Ren, (the Local Outcomes Improvement Plan required under the Community Empowerment Act). Fairer East Ren is focused on tackling inequalities and closing the gap between communities in East Renfrewshire. It identifies how partners will work together to reduce socio-economic inequality and this is set out in a number of themed delivery plans. In early 2021, the Community Planning partners reviewed these plans to consider the impact of COVID-19. The relevant thematic groups have considered the strategic and intermediate outcomes, progress indicators and critical activities from our previous plans and updated them accordingly for 2021-2022. The revised Fairer East Ren diagrams will be approved by the CPP Board in autumn. A further review will take place later in 2021 to develop the three year plans for 2022-2025. A set of the revised driver diagrams for Fairer East Ren (our LOIP) have been annexed in the updated Outcome Delivery Plan for information.

4. The Outcome Delivery Plan (ODP) is the Council's contribution to the Community Plan with additional organisational outcomes on Customer, Efficiency and People. The ODP is a rolling three year plan, updated annually. Since the current Community Plan was approved in June 2018, a light touch approach has been taken to reviewing the ODP each year. The ODP 2020-23 had been drafted and was nearing completion pre COVID-19, and had been due to be considered at Cabinet in April 2020. Due to the pandemic it was further developed and not formally approved by Council until October 2020.

5. A light touch review of the ODP has been carried out in 2021 to take into account recovery planning and the impact of COVID-19 across the Council family. Departments, East Renfrewshire Culture and Leisure Trust, and the Health and Social Care Partnership (HSCP) have reviewed and updated the ODP mapping diagrams to reflect the change in work priorities as a result of the impact of the pandemic. Whilst the outcomes and intermediate outcomes have remained the same, critical activities have been revised to reflect work to address the

impact of COVID-19 on our communities and recovery and renewal planning. The greatest change to activities in the plan is within Outcomes 4 and 5, and the organisational outcomes.

6. Targets for indicators in the ODP were not included in the plan for the year 2020-21 due to the pandemic and have now been reviewed and reset based on new baseline data. 2 indicators have been removed from the ODP reducing the number of indicators to 48. Targets have been included for the 3 year period for the majority of indicators. The Education Department is currently reviewing and developing new targets which will support schools to measure progress towards building back fairer and better, post COVID-19.

## REPORT STRUCTURE

7. The ODP structure remains as follows:

### **Strategic Outcomes 1 – 5**

Under each strategic outcome are intermediate outcomes (i.e. steps along the way), a streamlined set of critical indicators to monitor performance and key planned critical activities being undertaken to achieve the intermediate outcomes.

### **Customer, Efficiency and People outcomes**

This section focuses on aspects of activity based on the effectiveness of the organisation.

### **Finance Information – Spending Plans**

This section sets out each department's revenue spending plans over the next year. Figures beyond 2021-22 are indicative and may change based on developments nationally. Figures for the Capital budget and Housing Revenue Account are also listed.

8. As the ODP is a strategic council-wide plan it cannot cover the extensive range of planned activity to be undertaken across the Council over the next three years. It is supported by a range of service strategies and operational plans which underpin the delivery of our strategic outcomes.

9. To set the ODP indicators in context, trend data has been included for previous years where available and indicator graphs contain the latest available data. Following the national approach school attainment and exclusion in the plan refers to the relevant academic year rather than the financial year. 2020-21 data for these indicators is not available at this time and will be reported at a later date.

## PERFORMANCE MONITORING

10. Performance against the targets in the plan will be recorded and monitored and data will be scrutinised as part of the Council's mid and end year performance reporting cycle and discussed at Directors' review meetings with the Chief Executive.

## FINANCE AND EFFICIENCY

11. Section three of the ODP sets out the financial data for the period of the plan including department budgets. Any future developments of the corporate planning arrangements must be integrated with any changes in the approach to revenue resource allocation.



## IMPLICATIONS OF THE PROPOSALS

12. A full-scale Equality Impact Assessment (EIA) of the Community Plan and ODP was completed in 2018 to ascertain and address any potential equality issues. This assessment covers the lifetime of the Community Plan, ODP and the strategic outcomes contained within. It was agreed by the Corporate Management Team in 2019 that the potential for integrating the new Fairer Scotland Duty with equality impact assessment would be explored and the ODP could provide an opportunity for testing this. The Fairer Scotland Duty requires public bodies to actively consider how they could reduce inequalities of outcome caused by socio-economic disadvantage in any major strategic decision they make. Additional analysis of the ODP was undertaken in 2019 to consider socio-economic disadvantage.

13. A new integrated impact assessment template (incorporating the Fairer Duty assessments) has been developed and a pilot assessment is being undertaken jointly with the ODP and the Fairer East Ren plans. It is expected that this will be published in late July 2021. As the ODP is a high level strategic document, the expectation continues to be that other plans and strategies will also undertake equality impact assessment and where relevant, Fairer Scotland assessment.

## CONCLUSION

14. The approach to developing the ODP continues to demonstrate that the Council has a clear sense of strategic direction and the plan is integrated with the Community Planning Partnership's Community Plan. The Council faces ongoing challenges as we seek to continue the recovery and concurrently move towards the renewal of our services. The Council is managing the implications of any resurgences and planning for the significant budgetary implications of COVID-19, whilst also seeking to plan for potential longer term opportunities in a renewal phase.

## RECOMMENDATIONS

15. It is recommended that Council:

- (a) Considers and approves the content of the Outcome Delivery Plan 2021-2024 (Annex 1) and;
- (b) Notes that targets have been reintroduced to the plan this year for the majority of indicators, re-baselined to reflect the impact of COVID-19.

Lorraine McMillan, Chief Executive  
16 June 2021

## REPORT AUTHOR

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## BACKGROUND REPORTS

Community Plan, Council, 27 June 2018  
Review of Outcome Delivery Plan, CMT, 16 June 2020  
Draft Outcome Delivery Plan, Council, 28 October 2020

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East Renfrewshire Council  
**Outcome  
Delivery  
Plan 2021–2024**

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## Introduction

East Renfrewshire Council is committed to improving the lives of local people, promoting equality and fairness, and enhancing the area in which we live, now and for the future. This is our Outcome Delivery Plan (ODP). It covers the time frame 2021-2024 and 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”***

Our focus is on delivering better outcomes for all our customers and residents across East Renfrewshire, while managing the significant challenge of increasingly complex local service demands against a backdrop of decreasing public sector funding. In this challenging climate, exacerbated by the global impact of COVID-19, we need to focus on renewal, work smarter, be more resourceful, and find innovative solutions to meet the challenges ahead. A main area of focus for us is to reduce inequalities through early intervention and preventative approaches. We build these approaches across all areas of service delivery so that we can make a difference to the lives of our residents. We are also working towards a more sustainable future, and are embracing technology to improve the capability of our organisation, our employees and our services. We also strive to be the best Council we can be by putting our values at the heart of everything we do. Our values are ambition, kindness and trust.

We work with our Community Planning Partners to deliver on our strategic outcomes. These outcomes describe what life will be like for our children, young people, adults and older people when we achieve our ambitions. There are currently five priority areas that are consistent throughout our strategic planning. These are:

- Early years and vulnerable young people
- Learning, life and work
- Economy and environment
- Safe, supportive communities
- Older people and people with long term conditions

East Renfrewshire’s Community Planning Partnership articulates our shared vision for East Renfrewshire, our five strategic outcomes and the priorities of our partnerships:

- The **East Renfrewshire Community Plan** is a long term high level plan setting out our vision for our communities over the next 10 years.
- **Fairer East Ren** is the name of the Local Outcomes Improvement Plan (LOIP) as required under the Community Empowerment (Scotland) Act 2015. This plan is incorporated within our Community Plan and is has recently undergone a review to produce a one year transitional plan 2021-22, with a more extensive term review to establish a three year plan starting later this year. Focusing on tackling inequalities across East Renfrewshire, we are delivering on action plans for each of the Fairer East Ren themes with our community planning partners.

We are also working with our partners including community organisations/groups in Auchenback, the Arthurlie/Dunterlie/Dovecothall area of Barrhead, Neilston and Thornliebank to identify specific needs, priorities and aspirations and to respond to them, as required by the Act. We are taking this approach as parts of these communities experience poorer outcomes compared to East Renfrewshire as a whole. A set of the driver diagrams for Fairer East Ren (our LOIP) have been annexed (pages 64-68).

## **Our Outcome Delivery Plan**

Our Outcome Delivery Plan outlines the key contributions Council departments will make to the delivery of the Community Plan and Fairer East Ren. Our ODP presents the planned key activities to be carried out by Council departments in partnership with the Health and Social Care Partnership (HSCP), East Renfrewshire Culture and Leisure Trust (ERCLT) and local communities, to help deliver our strategic outcomes. We are a high performing council with a reputation for excellence and continuously improving services. We have identified key areas where we need to excel as an effective organisation if we are to continue our success going forward. These are our five capabilities, embedded throughout everything we do and are reflected across the critical activities in the plan. The capabilities are prevention, empowering communities, data, evidence and benchmarking, modernising how we work, and digital.

As well as the capabilities, the cross cutting themes of equalities and sustainability are woven through the plan, and we work to reduce all forms of inequality so that no one is disadvantaged or left behind in East Renfrewshire. The 2017- 2021 progress report on Mainstreaming Equalities, Employment and Equalities Outcomes was approved by Cabinet in April 2021 alongside a new set of equality outcomes for 2021-25 to enable the Council to fulfill its equality duties. There are also partnerships for equality between the Council, local equality and other community groups, supported by partners like Voluntary Action East Renfrewshire. Developing a joint approach engaging with our communities on resourcing, implementing, monitoring, and evaluating our policies is the best and most transparent way of achieving our outcomes while realising the efficiencies we need to make.

## **COVID-19 Pandemic**

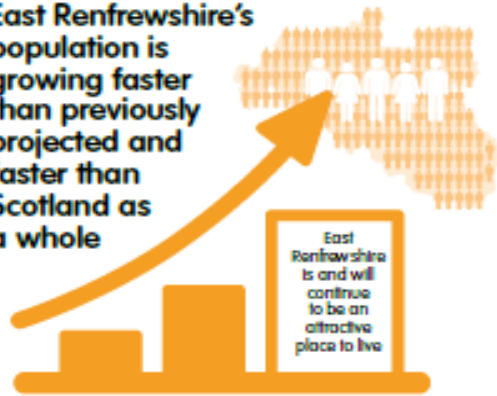
The impact of the virus outbreak and associated restrictions continues to present significant potential risks for people. The strong partnership working in place across East Renfrewshire has formed an essential part of the response to COVID-19 to keep people safe, continue to provide essential services and shape services for the future. We are proud of the immense work across people in all services who have and are continuing to pull together to share their efforts and skills and ensure that the most vulnerable in our communities are supported.

As we now work on recovering from this pandemic, we want to continue building resilience within and across communities. The future will bring ongoing challenges as we seek to continue the recovery of our services; manage the implications of any resurgences; manage and plan for the significant budgetary implications of COVID-19, whilst also seeking to plan and deliver potential longer term opportunities in the renewal phase which this plan covers.

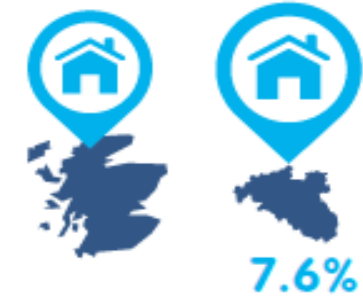


EAST RENFREWSHIRE'S POPULATION – WHAT TO EXPECT

East Renfrewshire's population is growing faster than previously projected and faster than Scotland as a whole



The number of people living in East Renfrewshire is projected to increase by 7.6% by the year 2026 (this is higher than previous projection of 5.7% and higher than the Scottish rate of growth of 3.2%)



The increase in East Renfrewshire will be as a result of more people moving into the area

The two age groups that will grow the most



Children and young people aged 0-15 years

Older people aged 85+

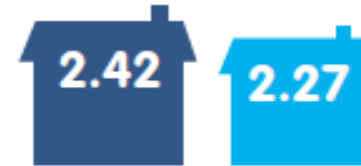
More houses are being built for three reasons



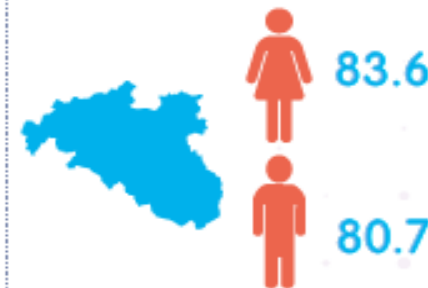
Demand will increase for services



East Renfrewshire currently has the highest average household size in Scotland, but this is projected to shrink as more people live alone

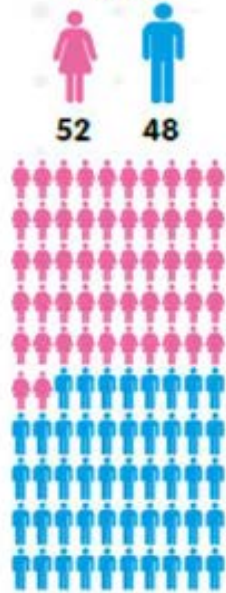


East Renfrewshire has the highest life expectancy at birth for both females and males in Scotland.

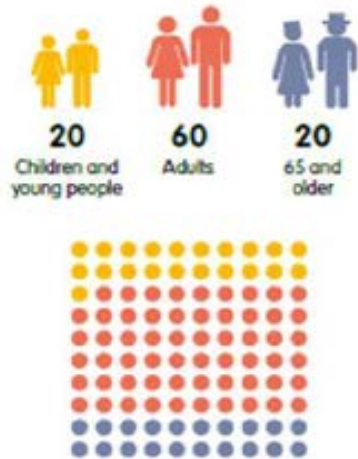


IF EAST RENFREWSHIRE HAD 100 PEOPLE

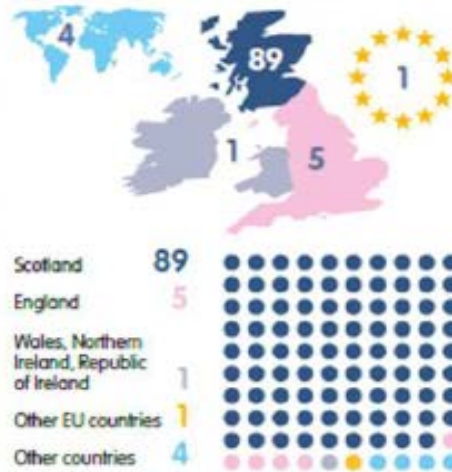
Gender



Age



Country of birth



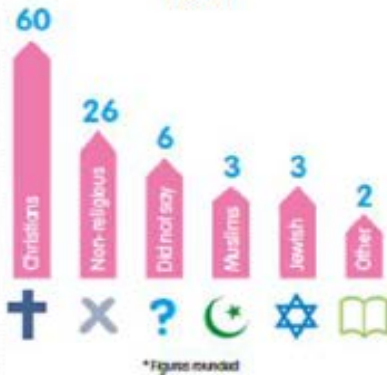
Household size



Health



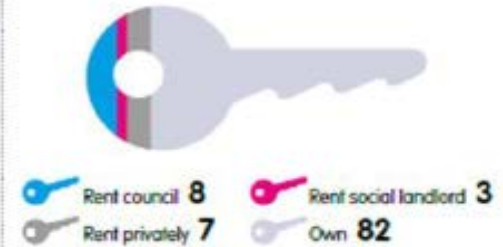
Faith



Travelling to work



Tenure

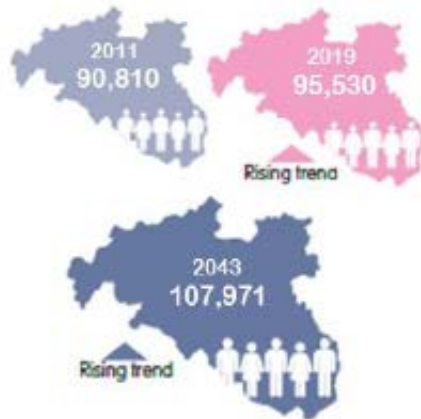


Where people live



EAST RENFREWSHIRE FAST FACTS

Population



Where people live



Life expectancy



New homes planned up to 2029



Economically active: 77%  
Economically inactive: 23%



Extra moving into East Renfrewshire 2019



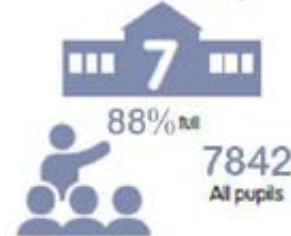
Early learning



Primary



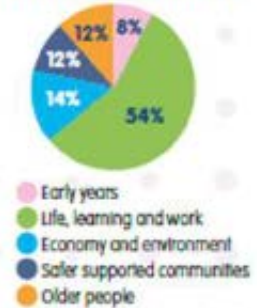
Secondary



ASN School



How money is spent on our key priorities



### Demographic Context

Our Outcome Delivery Plan takes into account the demographics and needs of the local area and sets out how the Council is going to work to improve outcomes for local people over the period 2021-2024. In the latest mid-year 2019 estimates, the population of East Renfrewshire was 95,530, and the overall population of the area is expected to rise. This has implications for many services that cater for a broad section of the public, including waste management and roads maintenance, education, housing, transport and social care services. East Renfrewshire has the second highest life expectancy in Scotland and is also one of Scotland's most ethnically and culturally diverse areas with significant Muslim and Jewish communities.

### Local Area

East Renfrewshire is situated to the south of the city of Glasgow. It covers an area of 67 square miles; 85% of which is rural land with the remaining area comprising mainly residential suburbs. The towns of Barrhead and Neilston and the village of Uplawmoor lie to the west of the authority. Newton Mearns Giffnock, Thornliebank, Clarkston, Netherlee and Stamperland are located to the east, together with the smaller villages of Busby, Eaglesham and Waterfoot.

### Deprivation

Although East Renfrewshire is a relatively prosperous area, it does have pockets of deprivation. The Scottish Index of Multiple Deprivation is an accessible tool for understanding deprivation. East Renfrewshire has the highest percentage of data zones of all the Scottish Local Authorities classed as being in the 20% least deprived in Scotland. Seven of the 122 data zones (population units) in East Renfrewshire are classed as being within the 20% most deprived in Scotland, this represents 6% of data zones in East Renfrewshire. They are located within Barrhead, Auchenback and Neilston. Two of the data zones are classed as being within the 10% most deprived in Scotland and one of these is classed as being within the 5% most deprived. Reducing inequalities arising from socioeconomic disadvantage is a corporate priority. The Council, along with partners across sectors, uses a 'locality' approach in these areas of East Renfrewshire. This means all those responsible for providing services and looking after assets there are thinking about the unique challenges; are taking a whole neighbourhood view; and are planning together, and with the people who live there to support inclusive growth and thriving places.

## **Our commitment**

Our focus is on delivering better outcomes and futures for all our customers and residents across East Renfrewshire. Our ultimate aim is making people's lives better. We want to maintain the area's reputation as one of Scotland's most sought after places to live - safe, green and family friendly- with a wealth of opportunity. We have refreshed our Vision for the Future which seeks to continue an ongoing dialogue on the long-term ambitions for the work of East Renfrewshire Council over the next 10 years and beyond. The aim is to develop this vision over time, in conversation with a range of stakeholders and in tandem with important processes such as Local Development Planning and wider City Region work. The aim had been to have a particular initial focus on the themes of the environment and building communities and this has widened to consider broader discussions around renewal.

The shifting demographics of the area have many implications such as: changing housing needs, increased demand on care services, and a higher concentration of children entering education. East Renfrewshire is already one of the most ethnically and culturally diverse communities in the country and these trends are expected to continue. The impact of the COVID-19 pandemic continues and presents ongoing challenges to our communities, the role of the third sector and community resilience and how we deliver our services in tandem with persistent financial and economic challenges.

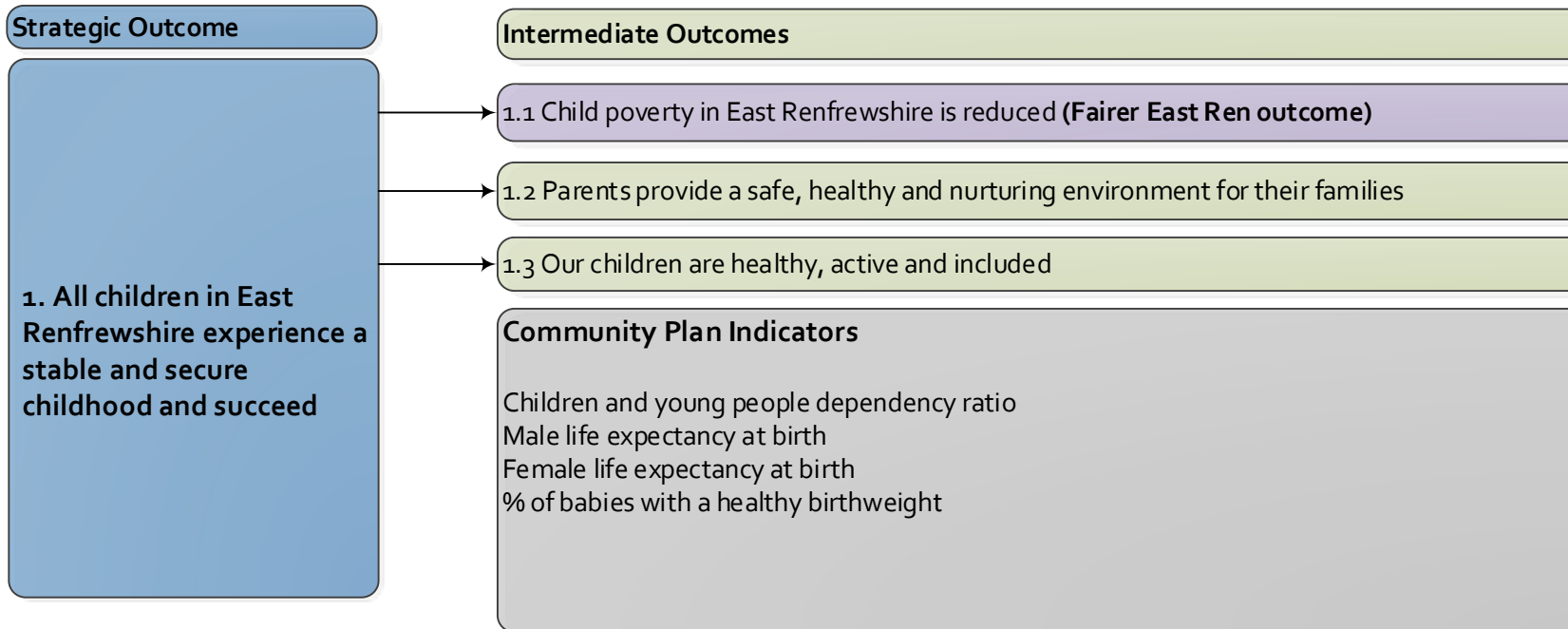
The Council must continue to strive to deliver high quality services and we are committed to delivering excellence in our drive to improve services and be more efficient. We need to continue to spend money wisely, share resources and compare our approach with others to find innovative solutions to do more with less. Our change programme - Modern Ambitious Programme (MAP) – is helping us to do this. MAP incorporates a wide range of projects across departments and HSCP as well as cross-cutting programmes for Core Systems, Digital and Data. Preventative approaches to service delivery will also continue to be expanded across services to assist in anticipating need and intervening early to help prevent potential issues arising.

The plan has a range of performance indicators and high level critical activities that set out how we will work to improve outcomes for local people, and sets out our contribution to achievement of our outcomes. In light of the pandemic and the subsequent focus on recovery, targets for indicators in the ODP were not included in the plan for the year 2020-21. Targets have now been reviewed and reset based on new baseline data for the majority of indicators in the 2021-24 plan. The Education Department is currently reviewing and developing new targets which will support schools to measure progress towards building back fairer and better, post COVID-19.

## S1

## SECTION 1

## All children in East Renfrewshire experience a stable and secure childhood and succeed





## STRATEGIC OUTCOME 1

### Early years and vulnerable young people

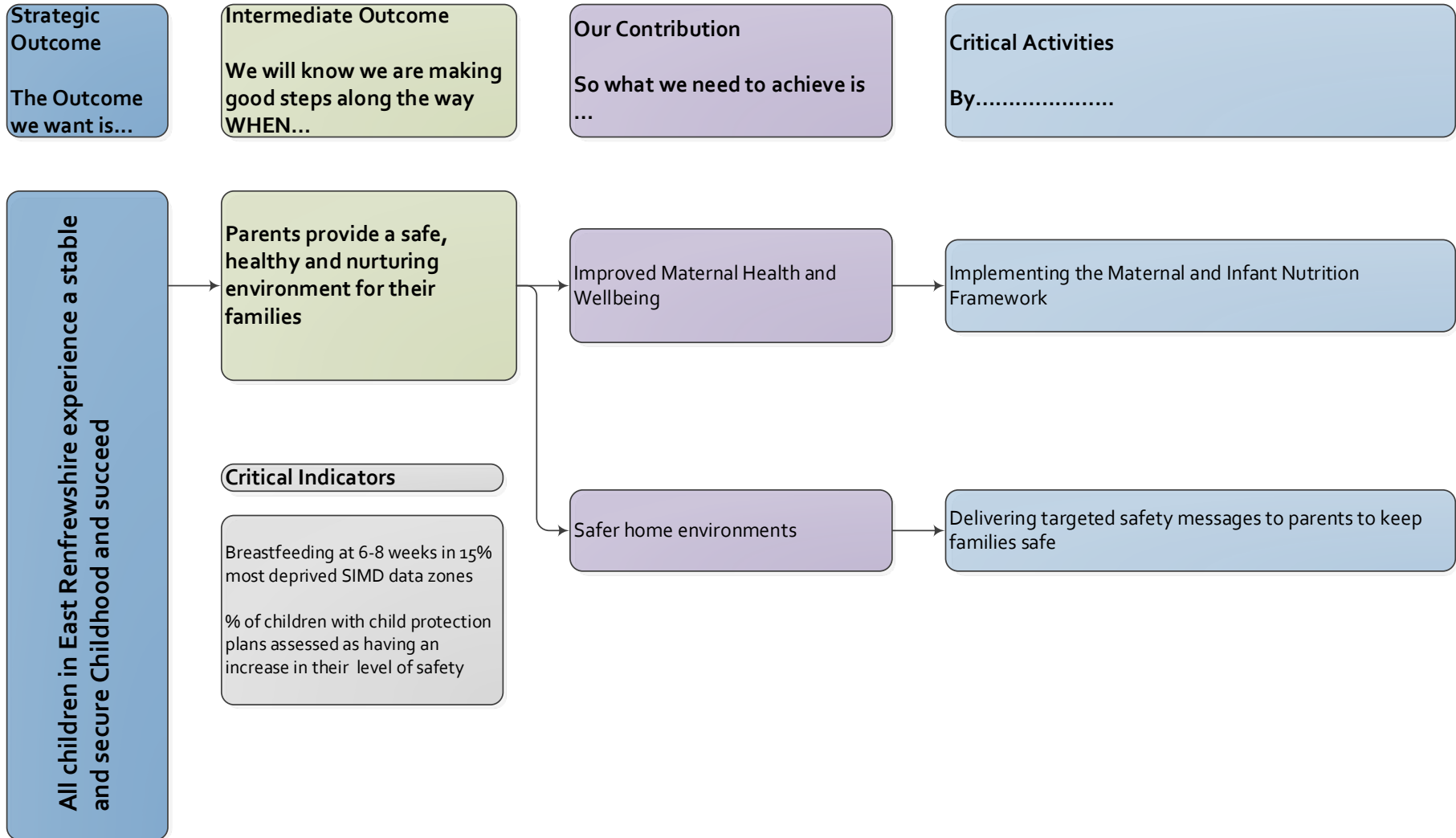
East Renfrewshire has an ambitious Early Years plan which focus on prevention and early intervention. We know that the earliest stages of life are crucial to a child's development and life chances. Attainment, health, well-being and resilience are all strongly influenced by this. Action taken later is likely to be more costly and less effective. This is why Education services, the Health and Social Care Partnership (HSCP) and other key Council services including Youth Services, Housing and Employability are collaborating with our most deprived communities to improve pre-birth support, support families to become confident parents and build resilient communities for children to grow up in. One of our priorities is to continue to develop community networks and assets that support children's play and develop parental skills. This community asset approach will continue to be a focus as we support children and families with renewal from COVID-19, in particular how they rebuild, reconnect and re-engage with their community and services.

We want to demystify and challenge misconceptions about looked after children and young people and strengthen awareness of the barriers that they face whilst offering opportunities to develop policy and practice to overcome these. Moreover, we aim to reduce stigma and ensure that the our looked after young people flourish and become all that they can be so that they move into adulthood and beyond, achieving their aspirations.

Early years nursery provision is a priority area for the Council. We have excellent nurseries, and from August 2020 we have provided an offer of 1140 hours ahead of the statutory duty to do so. This offer will support children and families in East Renfrewshire with recovery and renewal from Covid-19. Our ambitious infrastructure programme is nearing completion. Almost £25 million has been spent on 6 new buildings; Busby Nursery, Eaglesham Nursery, Crookfur Family Centre, Cross Arthurlie Nursery, Overlee Family Centre and Glenwood Family Centre. With the exception of Overlee Family Centre, all buildings are now open with children attending. Overlee Family Centre will open to children in August 2021. These new facilities have enabled us to increase flexibility for 3 and 4 year olds and better meet the needs of families. We also ensure provision for 2 year olds and provide for our increasing population by commissioning more places from funded providers.

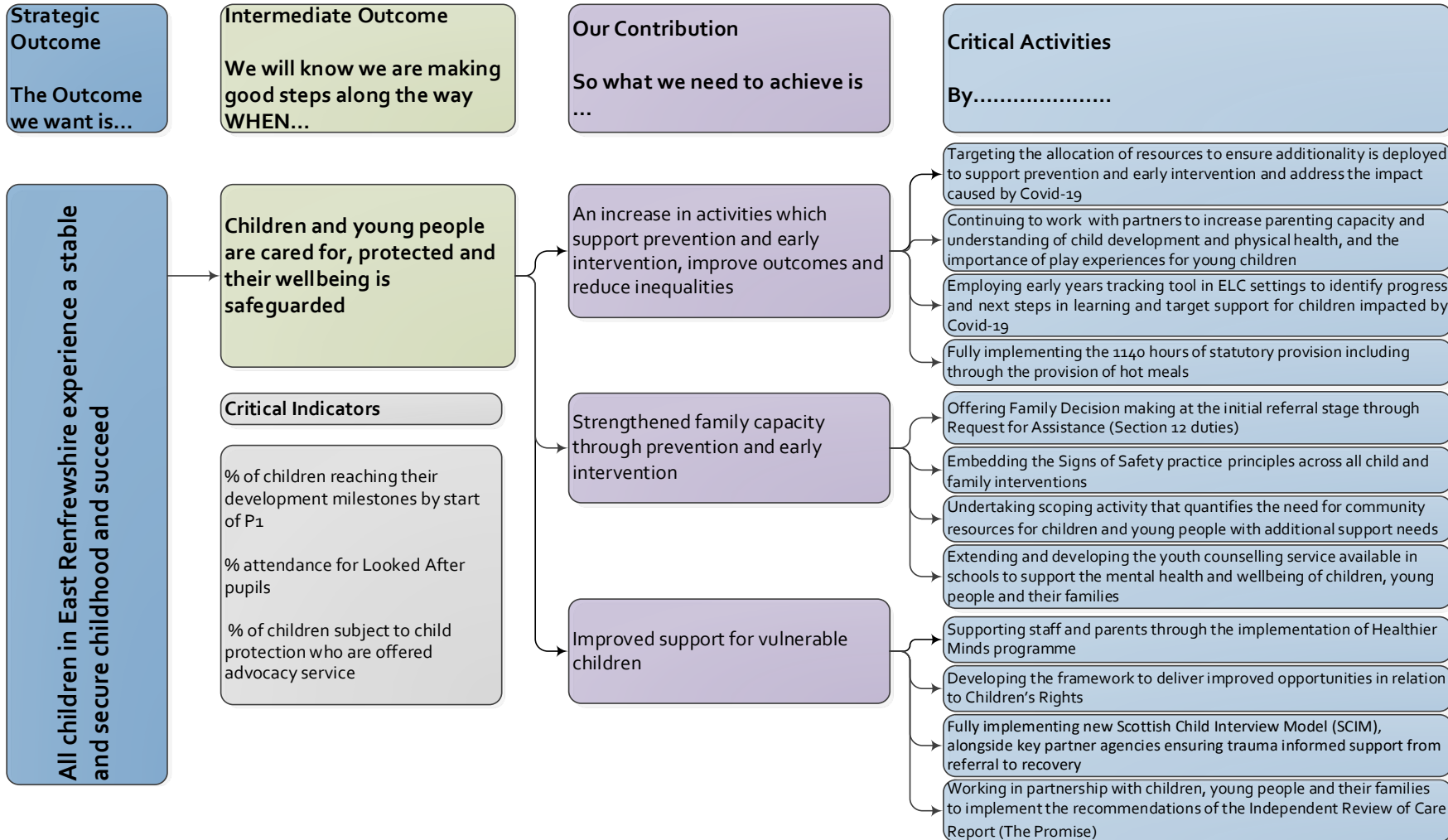
# 1.2

## Parents provide a safe, healthy and nurturing environment for their families



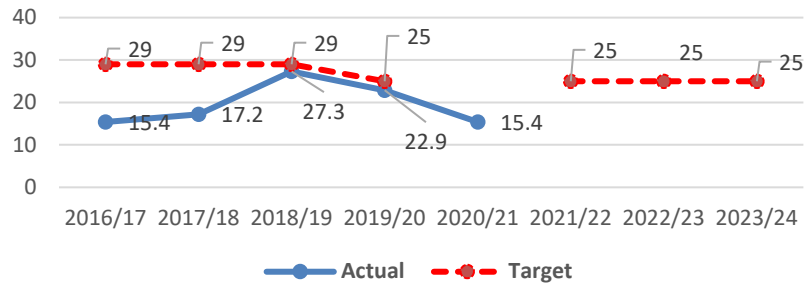


# 1.3 Children and young people are cared for, protected and their wellbeing is safeguarded

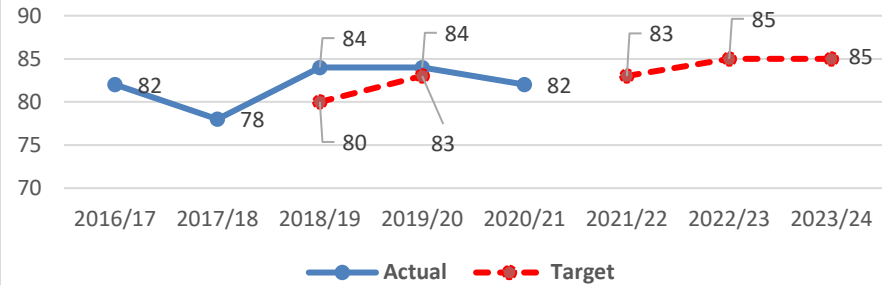


## Outcome 1 indicators

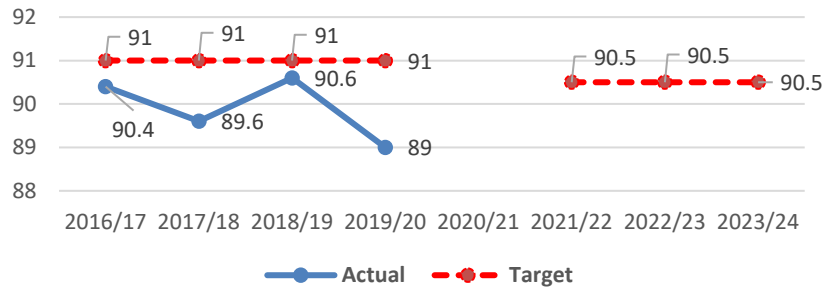
**Breastfeeding at 6-8 weeks most deprived SIMD data zones**



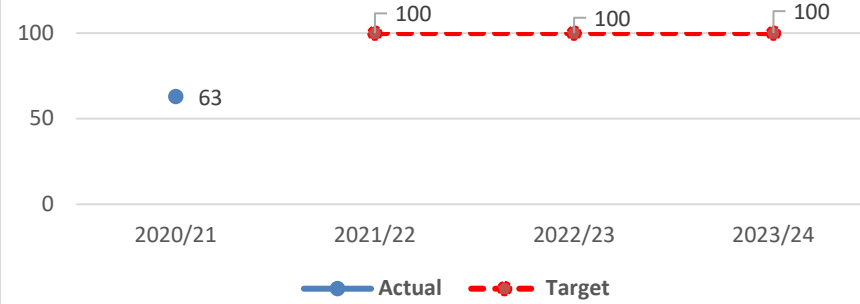
**% of P1 children who have reached all of the expected milestones on entry to school**



**% attendance for Looked After Pupils (Primary and Secondary)**

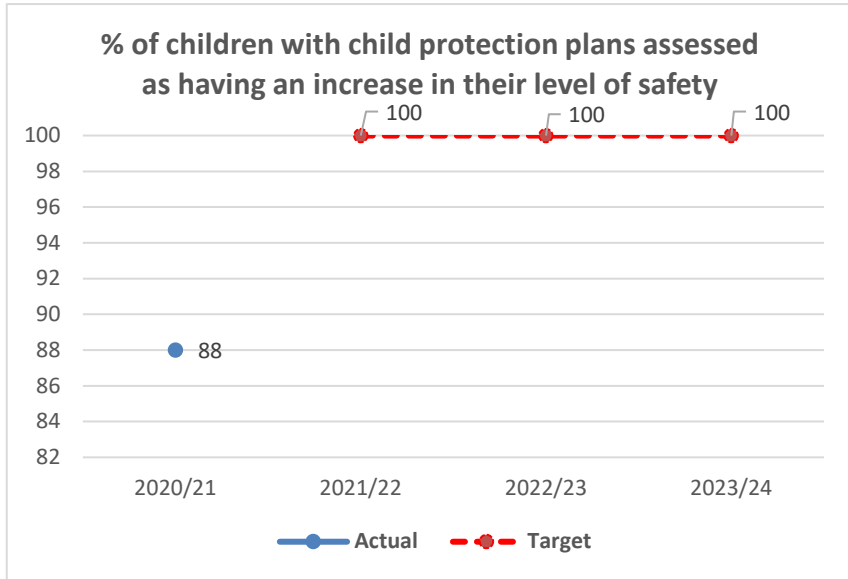


**% of children subject to child protection who are offered advocacy service**



The Education Department is currently reviewing and developing new targets which will support schools to measure progress towards building back fairer and better, post COVID-19

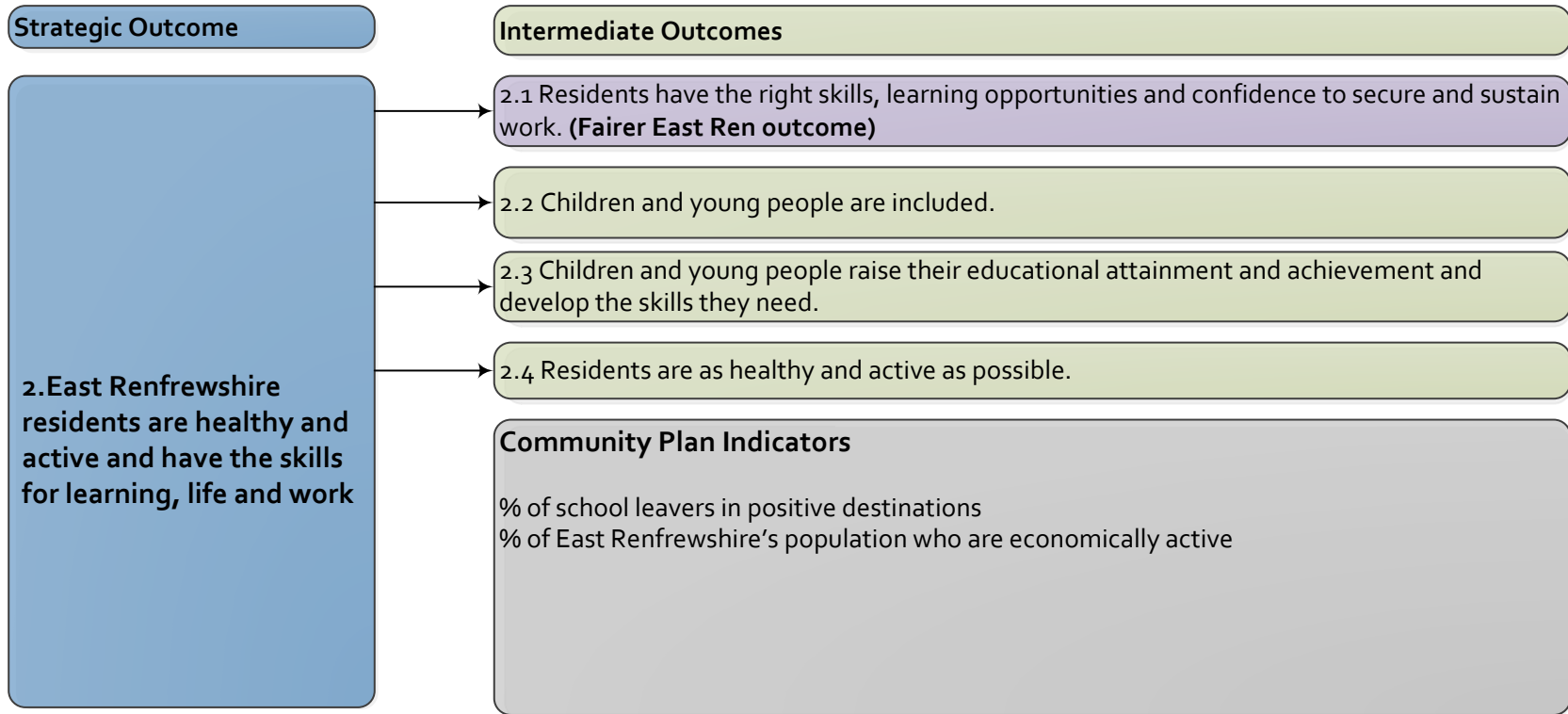
Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24



The Education Department is currently reviewing and developing new targets which will support schools to measure progress towards building back fairer and better, post COVID-19

Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24

**S2** SECTION 2  
 East Renfrewshire residents are healthy and active and have the skills for learning, life and work





## STRATEGIC OUTCOME 2

### Learning, life and work

East Renfrewshire's vision for education is *Everyone Attaining, Everyone Achieving through Excellent Experiences*. Underpinning our vision is a clear focus on raising the bar for all groups of learners whilst closing the attainment gap between our most disadvantaged and most affluent young people. We have exceptional performance in terms of closing the gap, our young people from the most deprived areas regularly outperform their peers across Scotland, and attainment of our children and young people from the most deprived backgrounds has improved over the last 5 years. East Renfrewshire remains the highest attaining mainland council area as measured by national examinations. Our schools continually support and develop our children and young people's skills, capabilities, and drive, to be successful learners who contribute economically and socially to their communities.

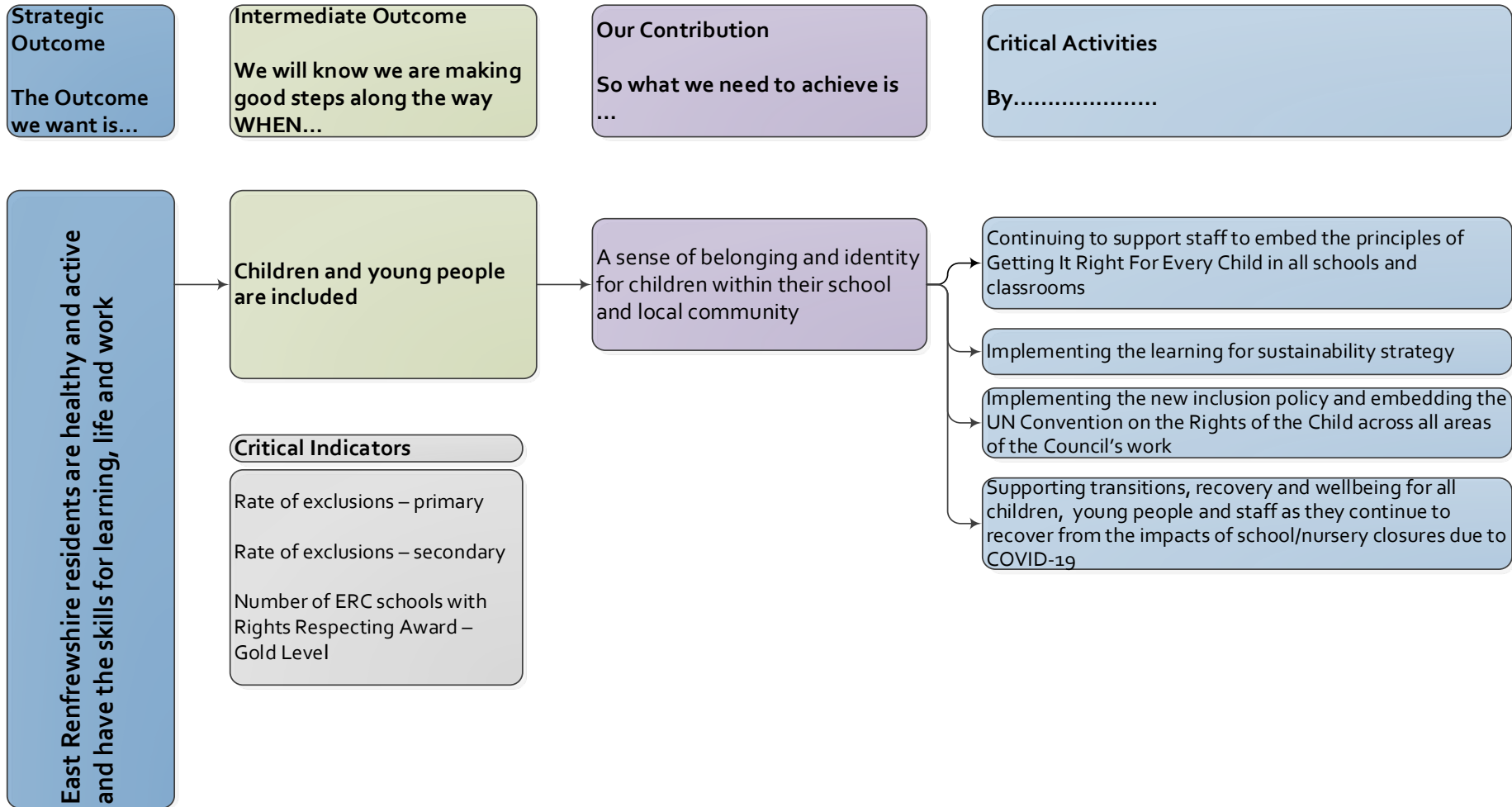
As a result of the COVID-19 pandemic, the decision was taken to close all schools and local authority early learning centre settings across Scotland to children and young people, with the exception of critical provision to protect key groups. However, for many children, the disruption caused by school closures will have had a negative impact on their learning and wellbeing. Now that schools have reopened it is likely that even those children with very high levels of engagement in home learning will have been affected and the attainment gap will have widened; not only because some will have continued to make progress, but many will have lost the learning they had secured prior to school closures. Within our schools and across the authority we have strong evidence of the strategies and interventions that have made the greatest difference in relation to delivering excellence and equity. We know that a single catch-up strategy will not be sufficient to address learning loss and wellbeing. Decisions about the most appropriate interventions and approaches will be based on evidence from research, effective self-evaluation, including analysis of data and robust measures of impact and progress. We offer a range of awards through our youth work programmes, in the community and in schools, to recognise young people participation and achievements. As we move through the renewal phase of youth work, the needs of young people post COVID-19 will influence how services are designed and delivered. This will allow us to appropriately support young people as they transition through key life stages.

Our Work EastRen service helps residents to secure and sustain meaningful employment, training or education in conjunction with a range of partners. It is the vision of the service to have full employment and opportunities for all residents of East Renfrewshire and we use Community Benefits as an effective tool to assist our local residents into training and employment. We prepare our local residents to take advantage of upcoming employment opportunities coming from the Glasgow City Region programme and other local development opportunities. The team have achieved significant progress in creating long term employment opportunities for our local residents. The Scottish Government's 'No-One Left Behind Employability Funding Stream' helps people of all ages to gain skills and confidence. It is there to help people prepare for employment, training, education and/or volunteering. The Parental Employability Support Fund will provide intensive employability support for parents in work, helping to tackle in work poverty, and enhance links between local employability services and the expansion of Early Learning and Childcare in East Renfrewshire. The new PACE (Partnership Action for Continuing Employment) will provide employability support to those residents who

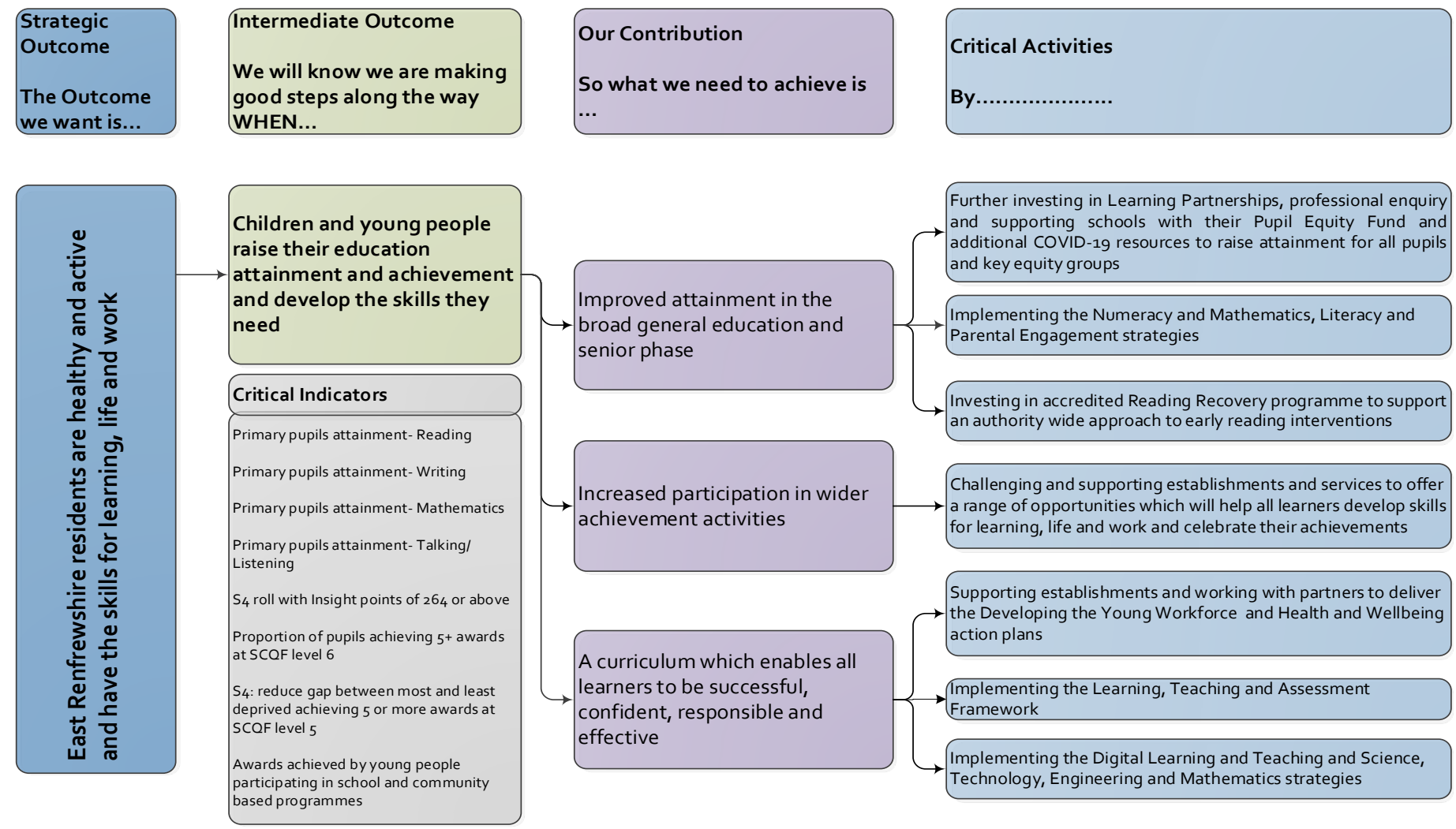
have been made redundant. As part of our Economic Recovery Plan we will provide bespoke active labour market programmes including upskilling and re-skilling the workforce and safeguarding apprenticeships, with a particular focus on assisting our young people and those with complex barriers into employment.

We work in partnership with the East Renfrewshire Culture and Leisure Trust (ERCLT) with the focus on providing a range of library services and resources to promote reading, literacy and learning within facilities that meet local demand, providing access to information and promoting social well-being. We are progressing plans to spend £30 million on transforming education and leisure facilities in Neilston with support from the Scottish Government. This ambitious project will create new schools for pupils at Neilston and St Thomas's primaries, new Madras Family Centre, improved sports facilities and a new village library. Early work on the design consultation of this new learning campus is underway following the appointment over the summer of the project team who will take forward all stages from design through to construction. In addition to the new campus on the Neilston/Madras site, there are also plans for a new swimming pool on the St Thomas' site linking in with wider regeneration of the village which aims to provide a Community and Wellbeing Hub in this locale. We are also looking to include a library within the new Eastwood Leisure Centre which will inevitably increase both usage and levels of engagement.

# 2.2 Children and young people are included

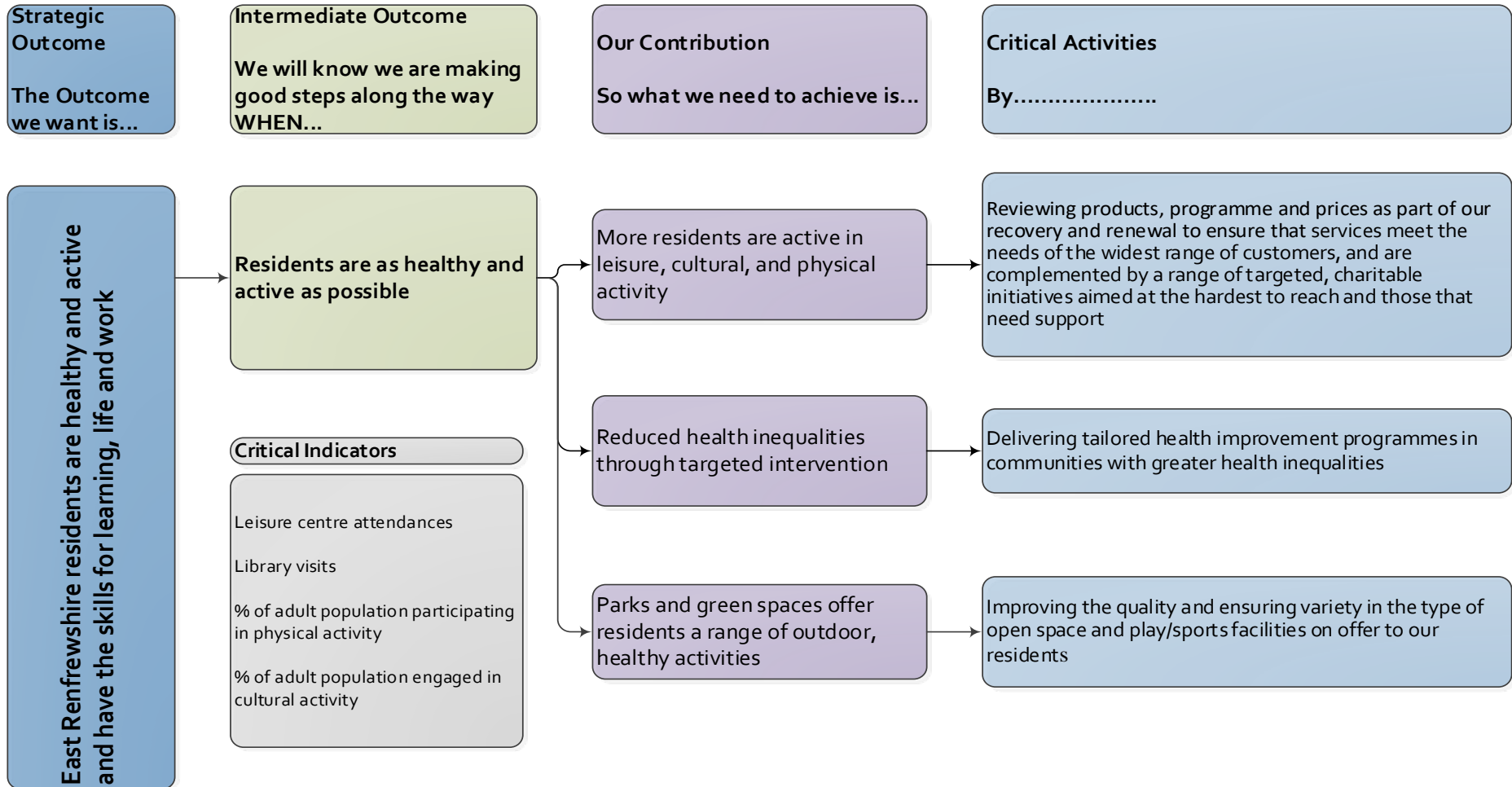


## 2.3 Children and young people raise their education attainment and achievement and develop the skills they need



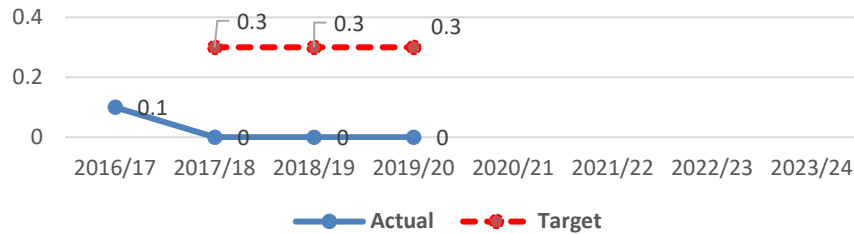


# 2.4 Residents are as healthy and active as possible

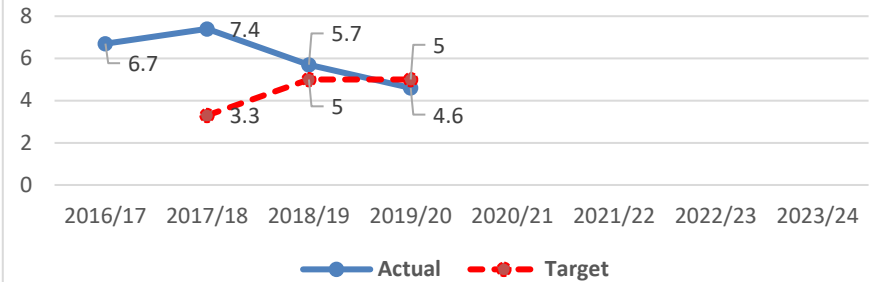


## Outcome 2 indicators

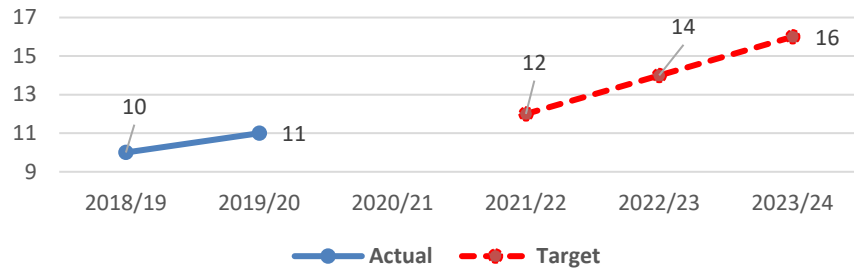
Number of exclusions per 1,000 pupils - Primary



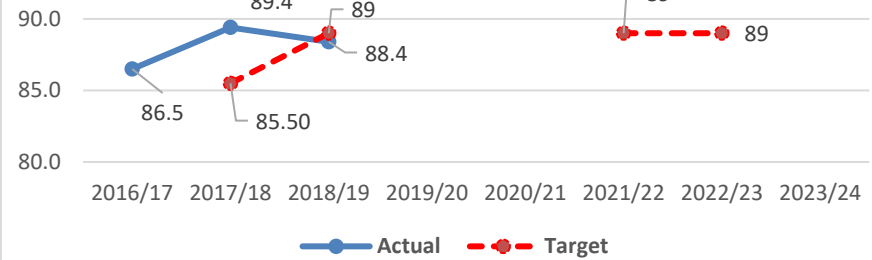
Number of exclusions per 1,000 pupils - Secondary



Number of ERC schools with Rights Respecting Award - Gold level

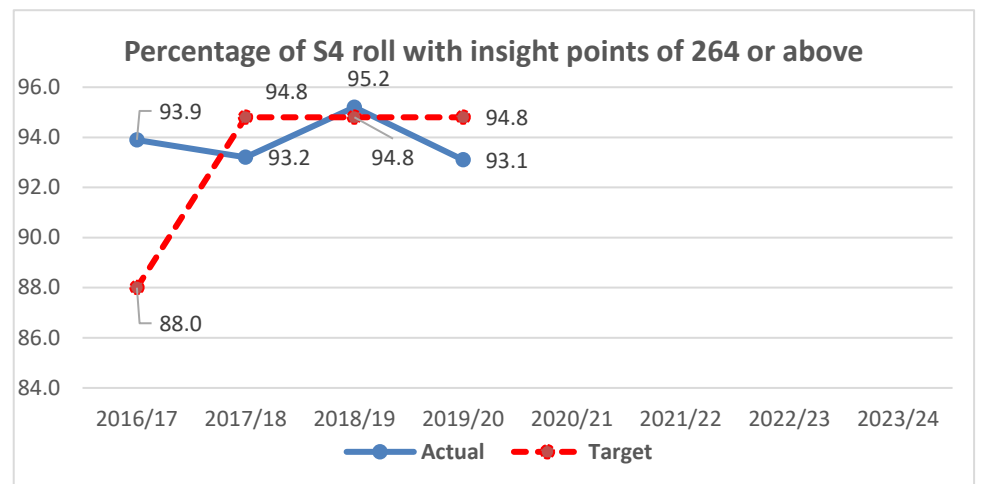
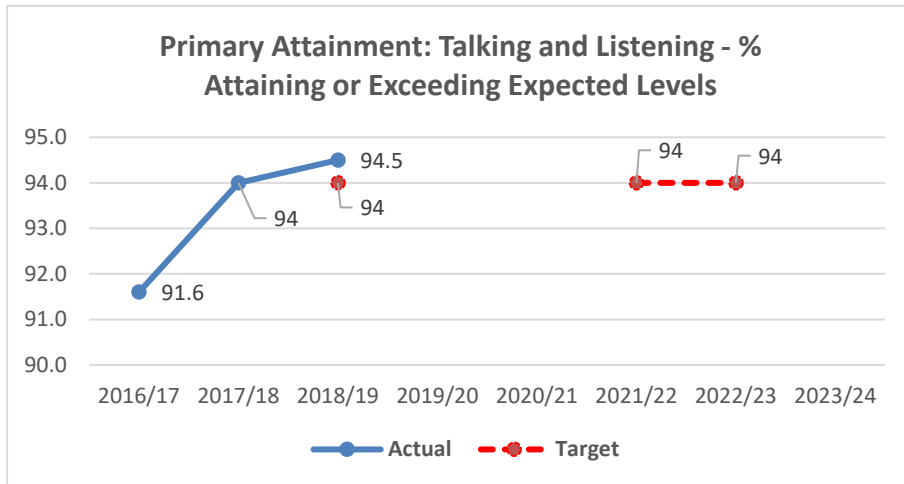
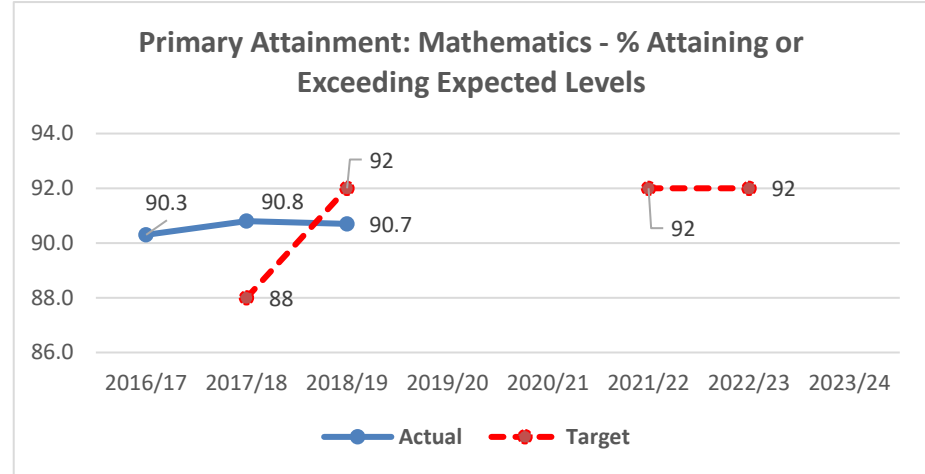
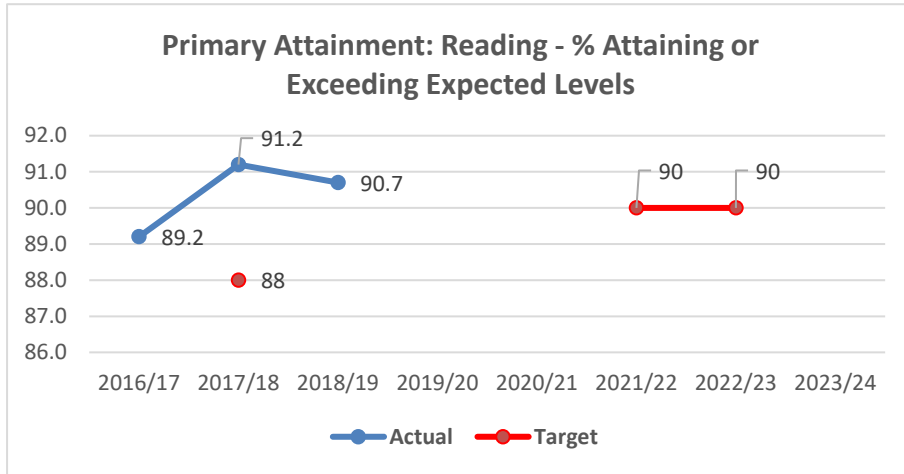


Primary Attainment: Writing - % Attaining or Exceeding Expected Levels



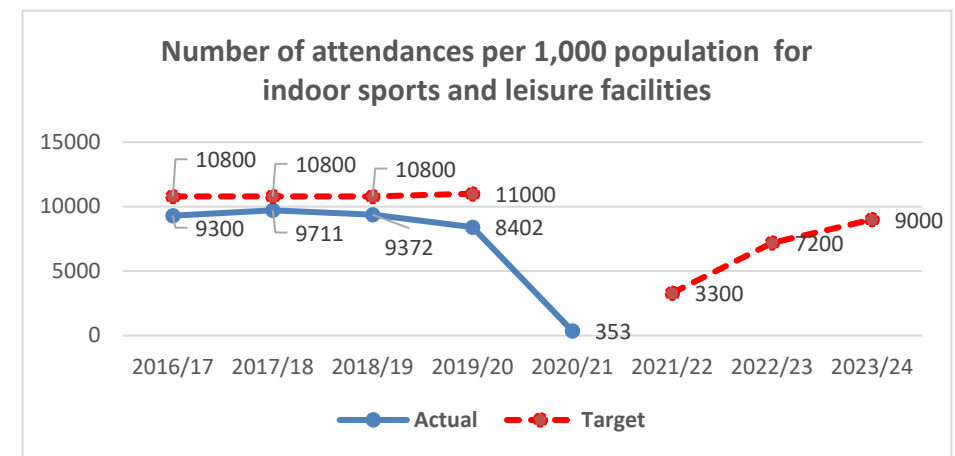
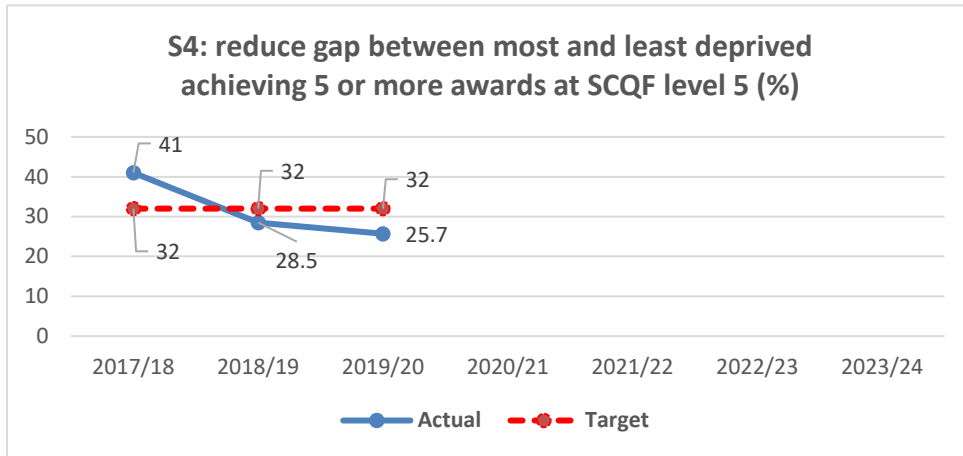
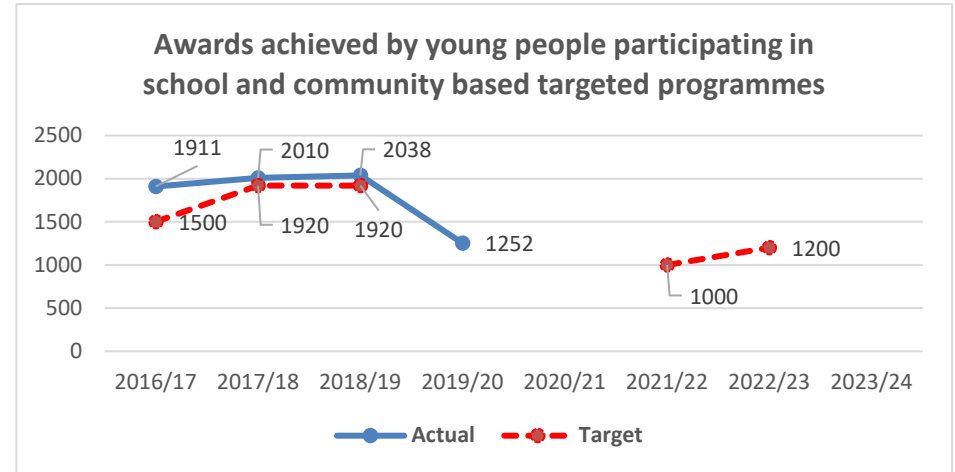
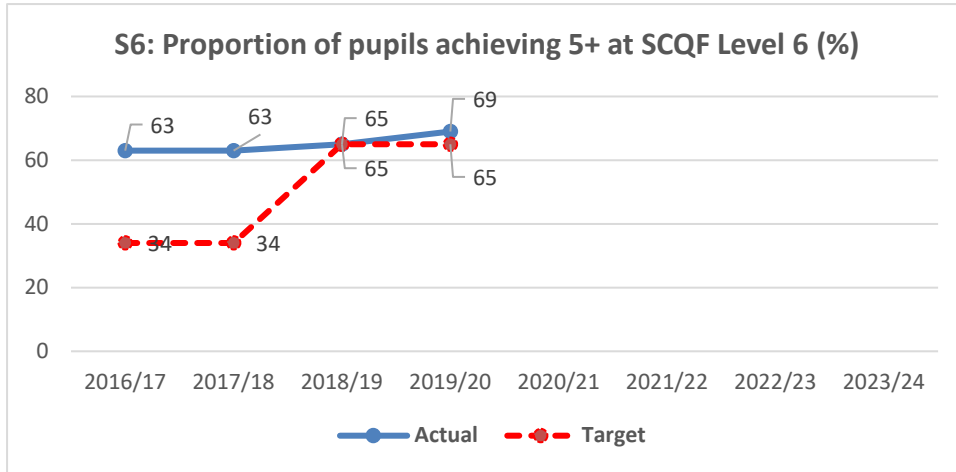
The Education Department is currently reviewing and developing new targets which will support schools to measure progress towards building back fairer and better, post COVID-19

Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24



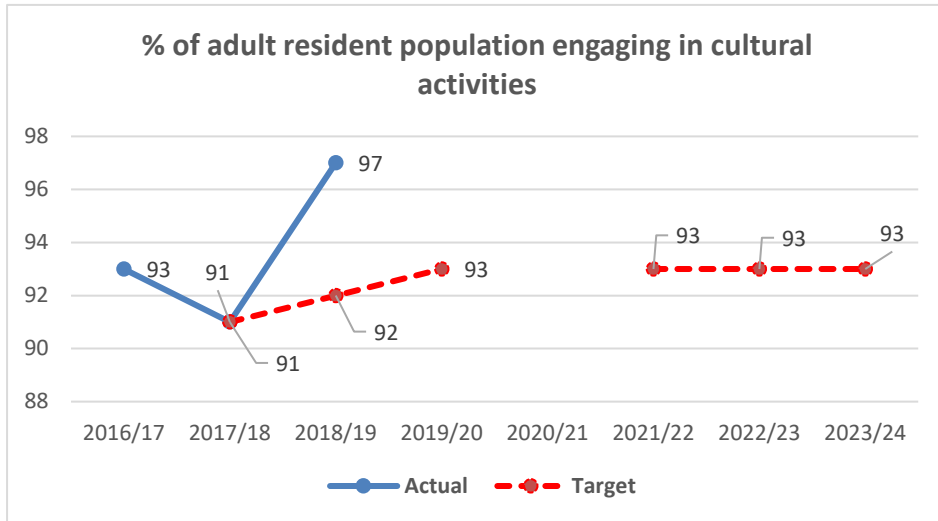
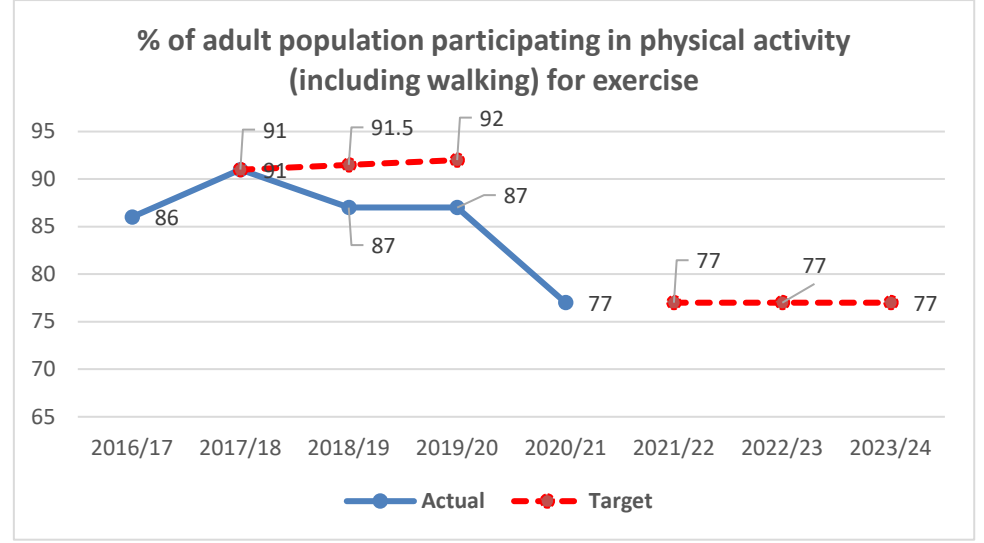
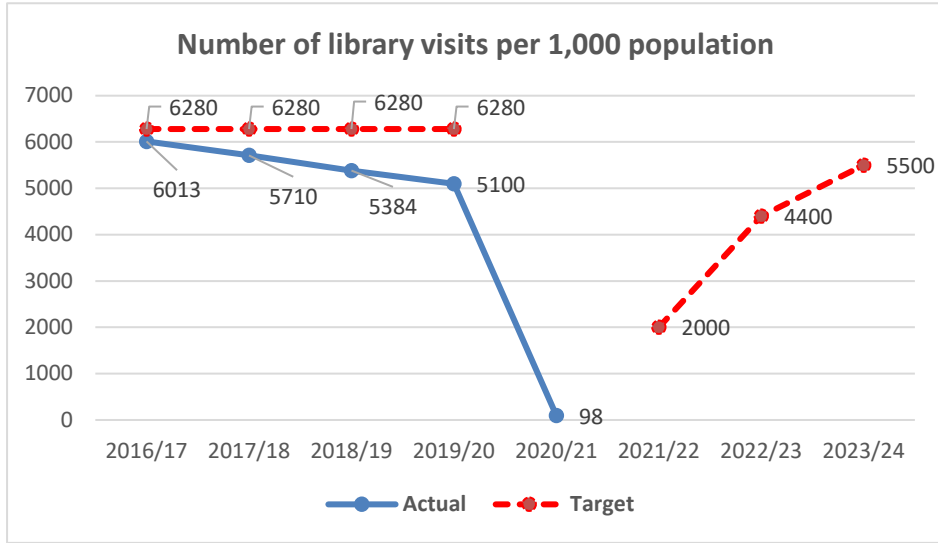
The Education Department is currently reviewing and developing new targets which will support schools to measure progress towards building back fairer and better, post COVID-19

Targets not set for 2021 due to COVID, 3 year targets set for ODP 2021-2024



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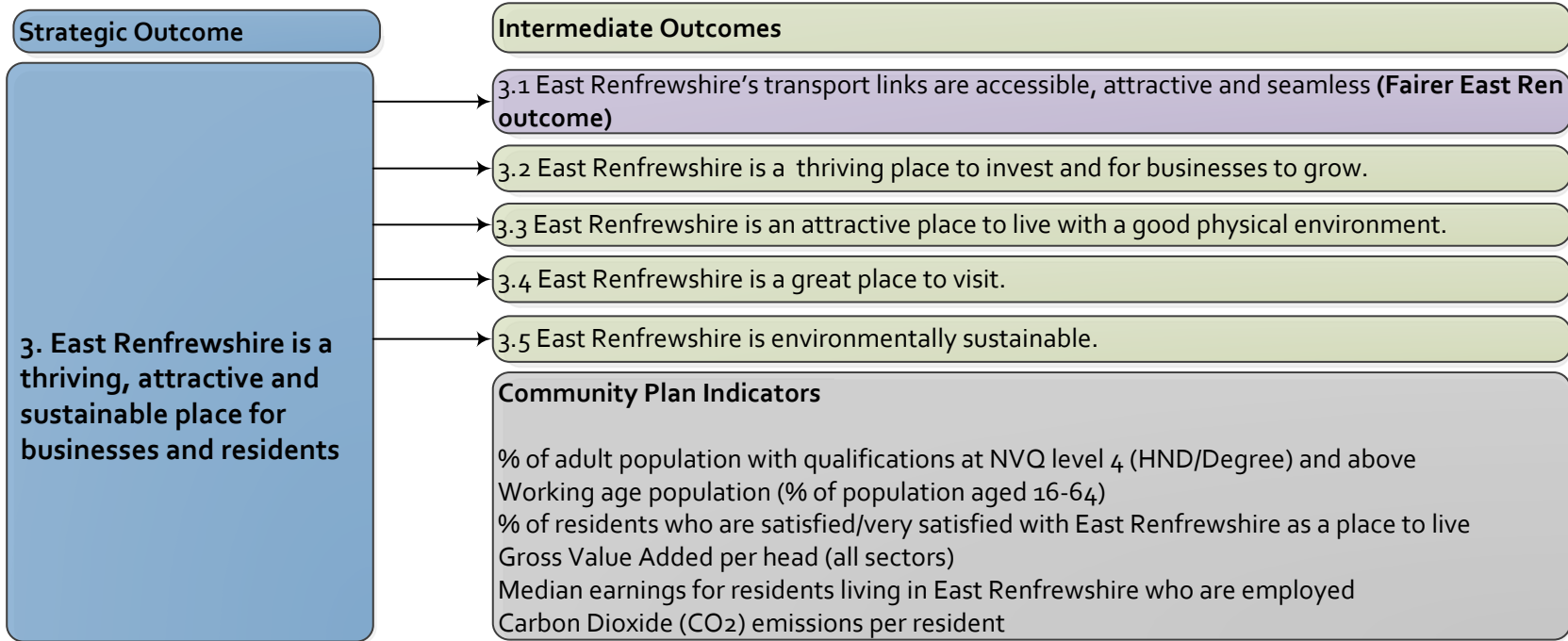


Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24

S3

SECTION 3

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





### STRATEGIC OUTCOME 3 Economy and environment

We are working to ensure a sustainable recovery from COVID-19 and to take the necessary steps to tackle climate change and its impacts. Our Local Development Plan (LDP) provides the Council with a development strategy that will guide the future sustainable growth of East Renfrewshire up to 2025 and beyond. Delivering a sufficient supply of high quality housing is a key component of the Plan. Our LDP also addresses issues surrounding the preservation of the natural environment. We have strong planning policies in place to ensure our climate change impacts and biodiversity loss are minimised. We are currently in the process of updating our LDP to provide a revised spatial development strategy covering the period up to 2031 and beyond.

We continue to maximise affordable housing options, improve the quality of our housing stock, and protect and support private sector tenants to ensure their housing is up to standard. Our commitment to tackling climate change extends to our council house building programme which will see tenants move into more environmentally friendly, lower carbon homes in the year ahead at Maidenhill, Newton Mearns.

Our ongoing capital investment in improving roads and facilitating a shift towards more sustainable transport is also a priority for our residents. Appropriate transport connectivity for our localities and ensuring residents have good access to the 28,000 jobs to be created across the City Region is a key focus. Through our own City Deal ambitions we will deliver £44m worth of major infrastructure projects driving innovation and growth through the support of key sectors, with the objective of addressing challenges in the local labour market and increasing employment opportunities.

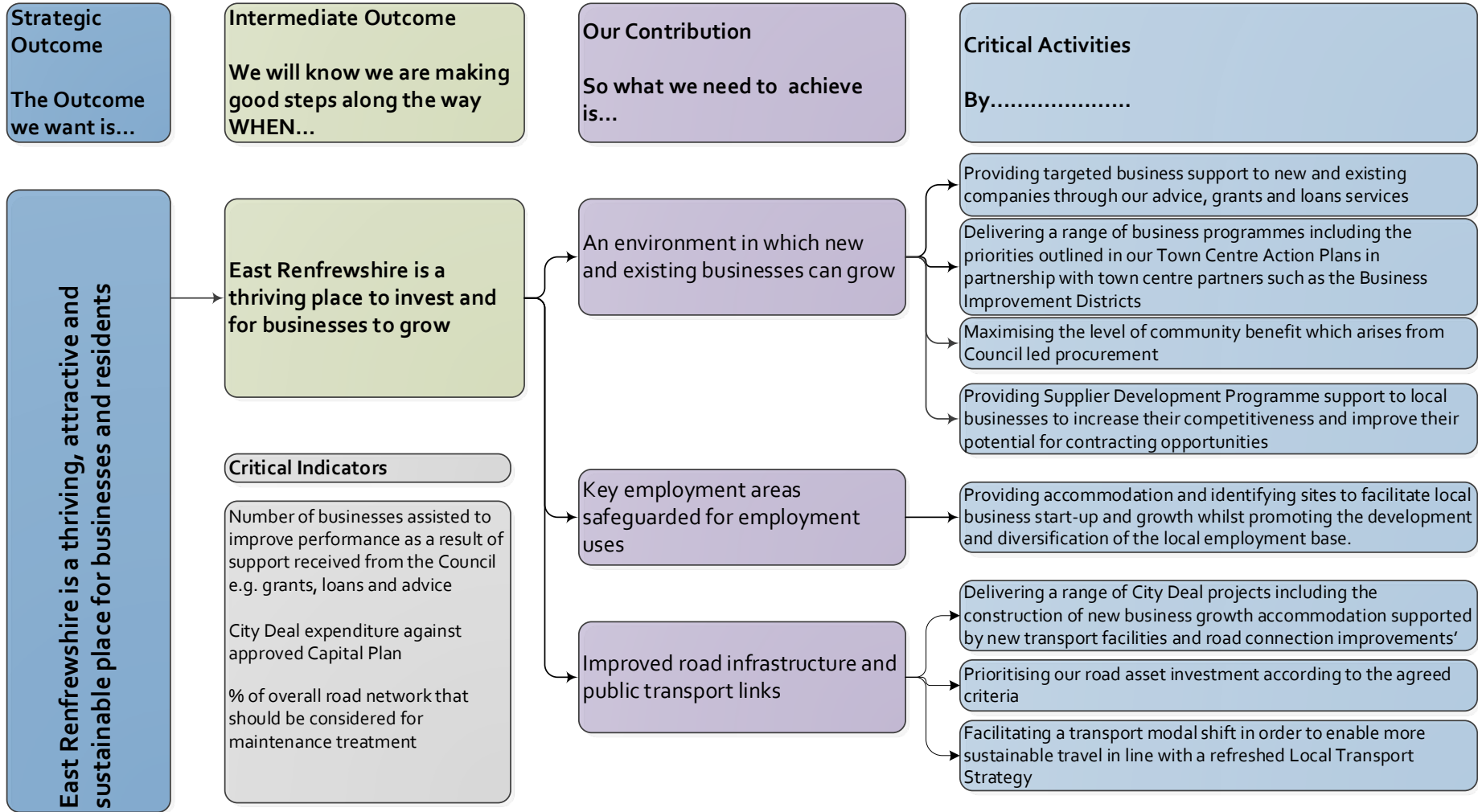
Our recently developed Economic Recovery Plan, developed as a response to the coronavirus pandemic and Brexit, sets out a number of objectives which include: helping local businesses combat the effects of COVID-19 through a series of already existing support mechanisms (such as Business Gateway and the Council's Grant and Loans Programme); encouraging business start-ups; and reconsideration of the purpose of the new Greenlaw Business Centre in order to ensure maximum positive impact on local employment and businesses. We are also working to promote increased footfall in our town centres and help local businesses and residents to adjust to the ongoing uncertainty due to COVID-19. Town centre recovery groups and a "Shop Local" marketing campaign have been implemented. Our dedicated support to help local businesses to open safely aims to inspire confidence and encourage spend in our town centres and localities. We will continue to actively promote business support and employability services to help ensure our targets are achieved and contribute to the delivery and promotion of national employability agendas which recognise the scale of the challenge created by COVID-19 and Brexit.

Residents in East Renfrewshire have continued to support the Council's recycling efforts, ensuring our recycling rates are the best in Scotland, however, the pandemic resulted in service disruption. Although this may negatively impact recycling figures in the short term, the Council has, through the Clyde Valley Partnership, positioned itself to meet the 2025 ban on residual waste going to landfill. Waste that would previously been sent to landfill is now being transformed into low carbon electricity.

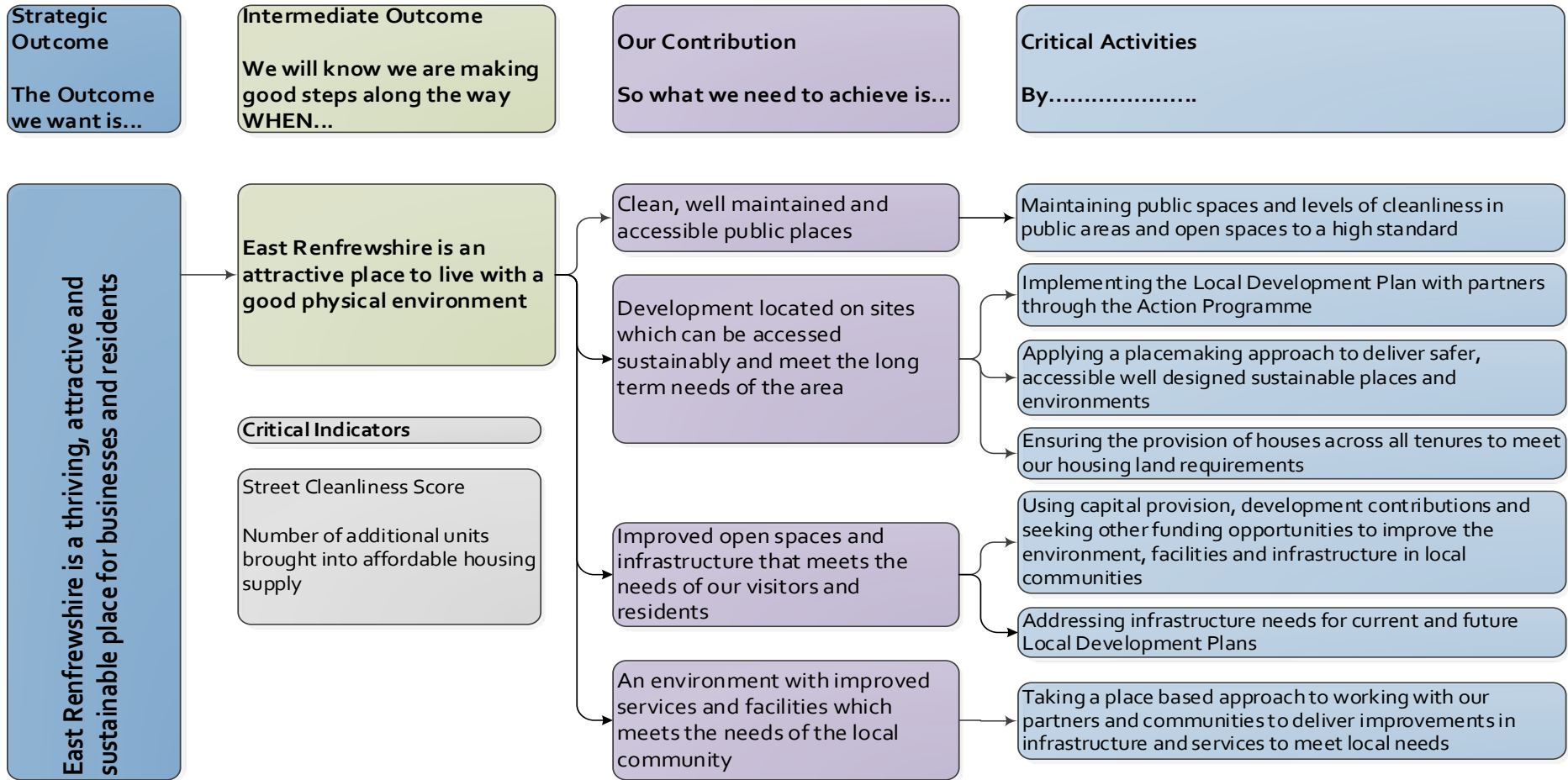
Our ambitions around our critical activities over the period 2021-24 remain the same, however, the pandemic has delayed our progress in many of those areas and may well continue to do so. The priority until now has been to restore frontline services which have been adversely affected. Going forward, we will reassess our activities with renewed emphasis on rising to the challenge of a green economic recovery and climate change, with the Council's first ever Climate Change Strategy and Action Plan currently under development.



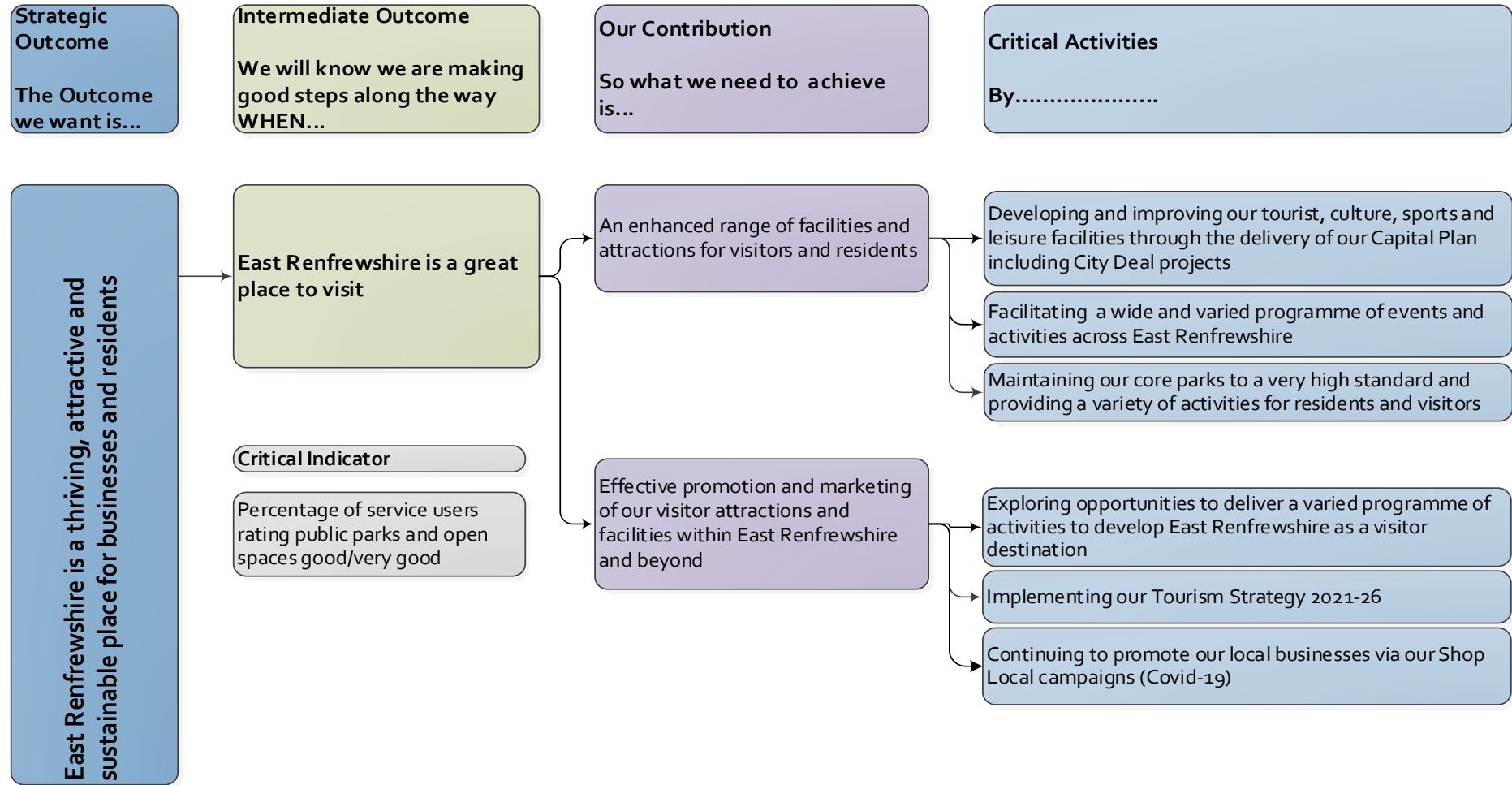
# 3.2 East Renfrewshire is a thriving place to invest and for businesses to grow



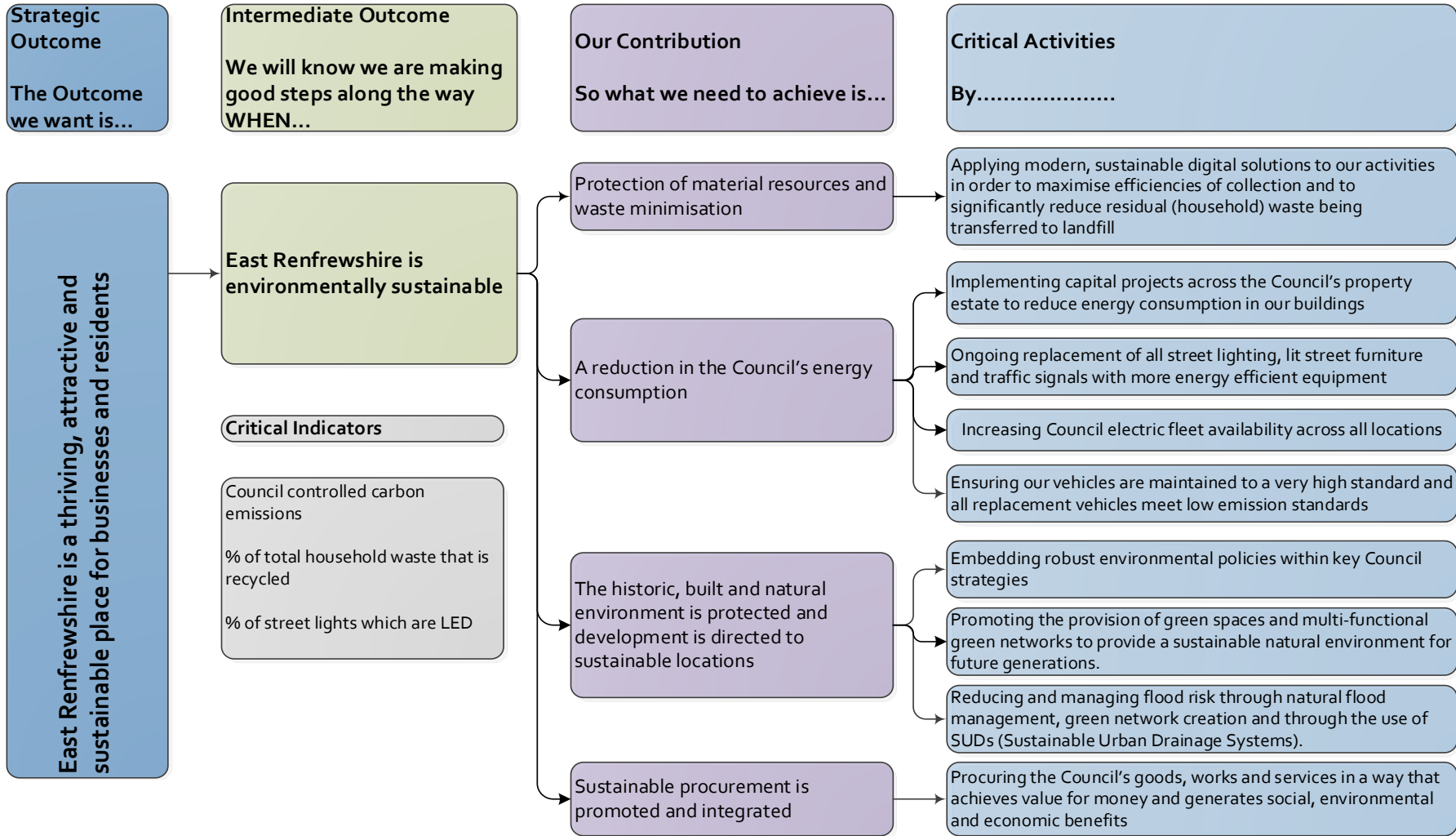
# 3.3 East Renfrewshire is an attractive place to live with a good physical environment



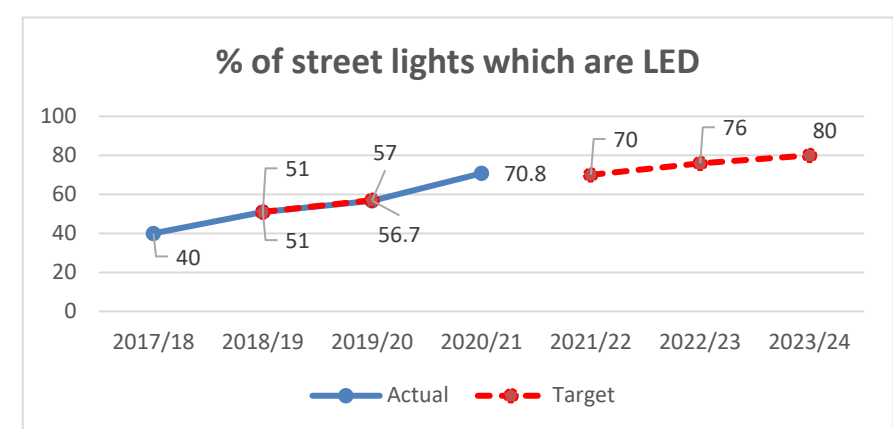
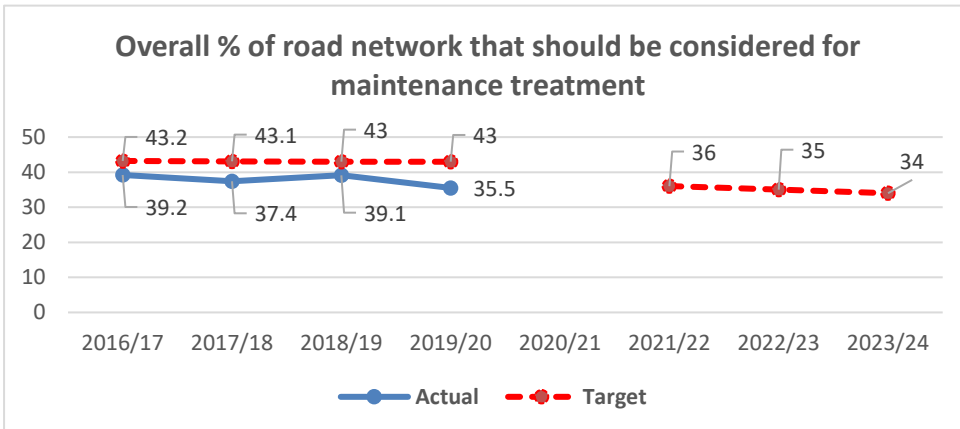
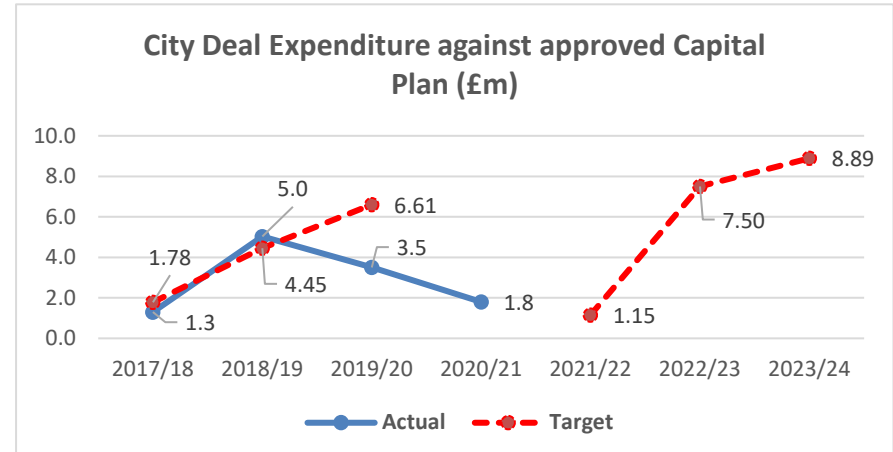
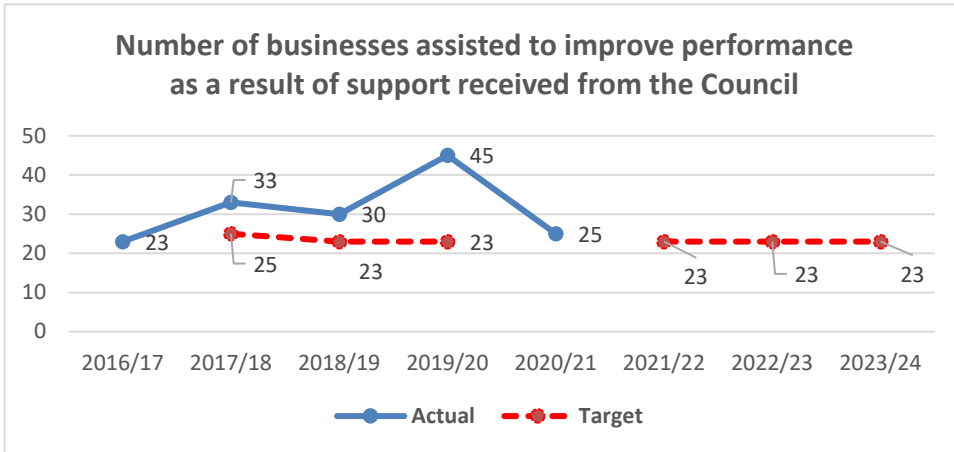
# 3.4 East Renfrewshire is a great place to visit



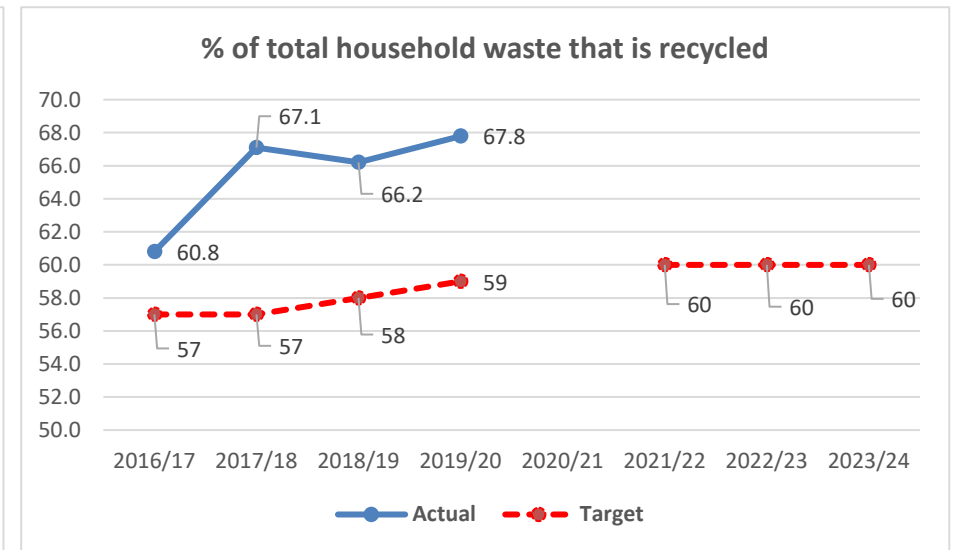
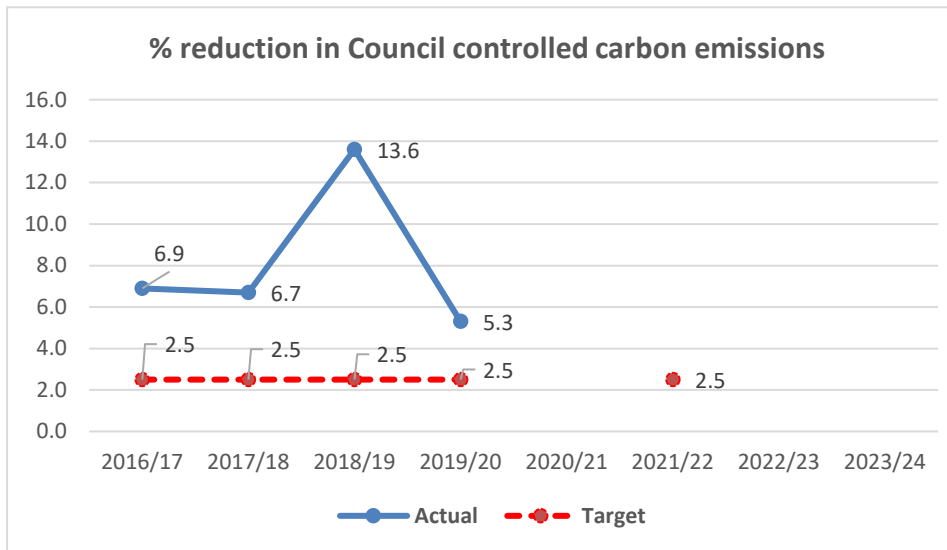
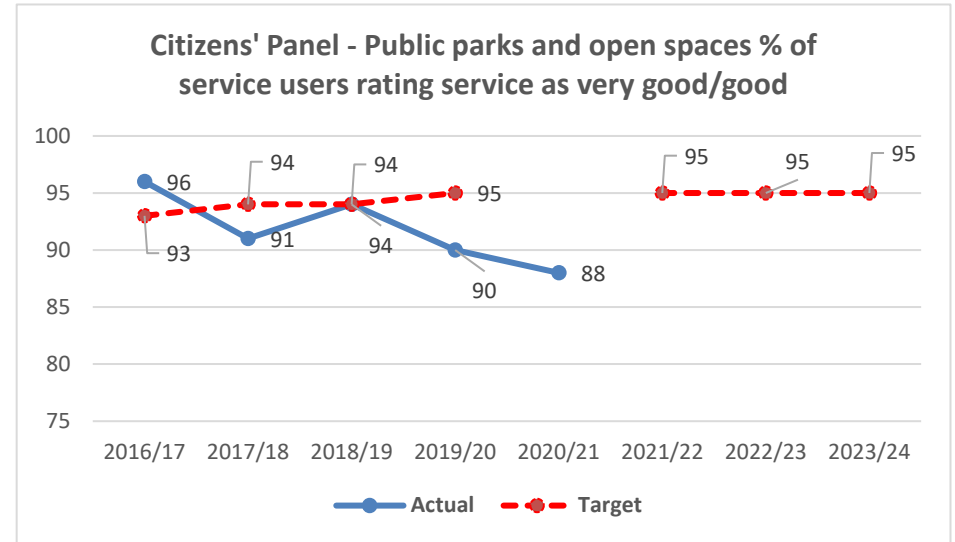
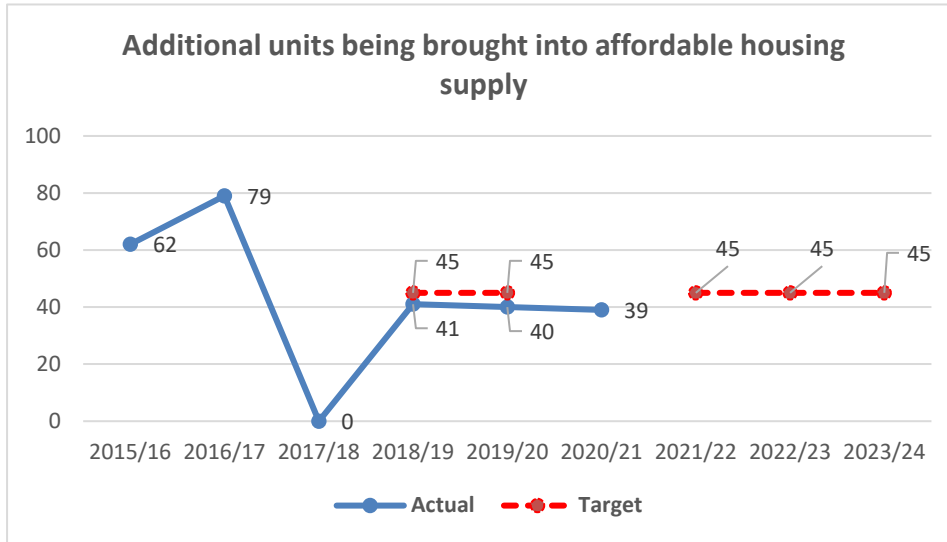
# 3.5 East Renfrewshire is environmentally sustainable



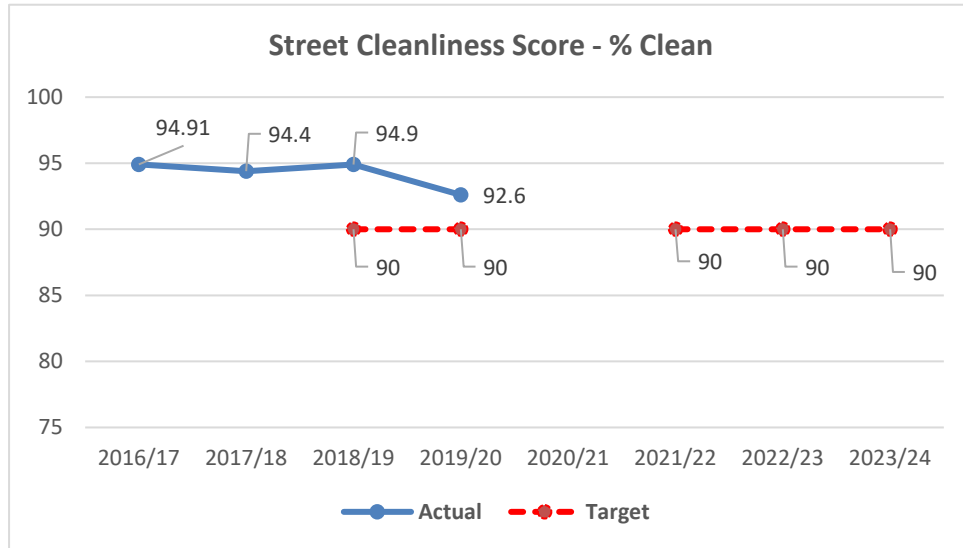
# Outcome 3 indicators



Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24

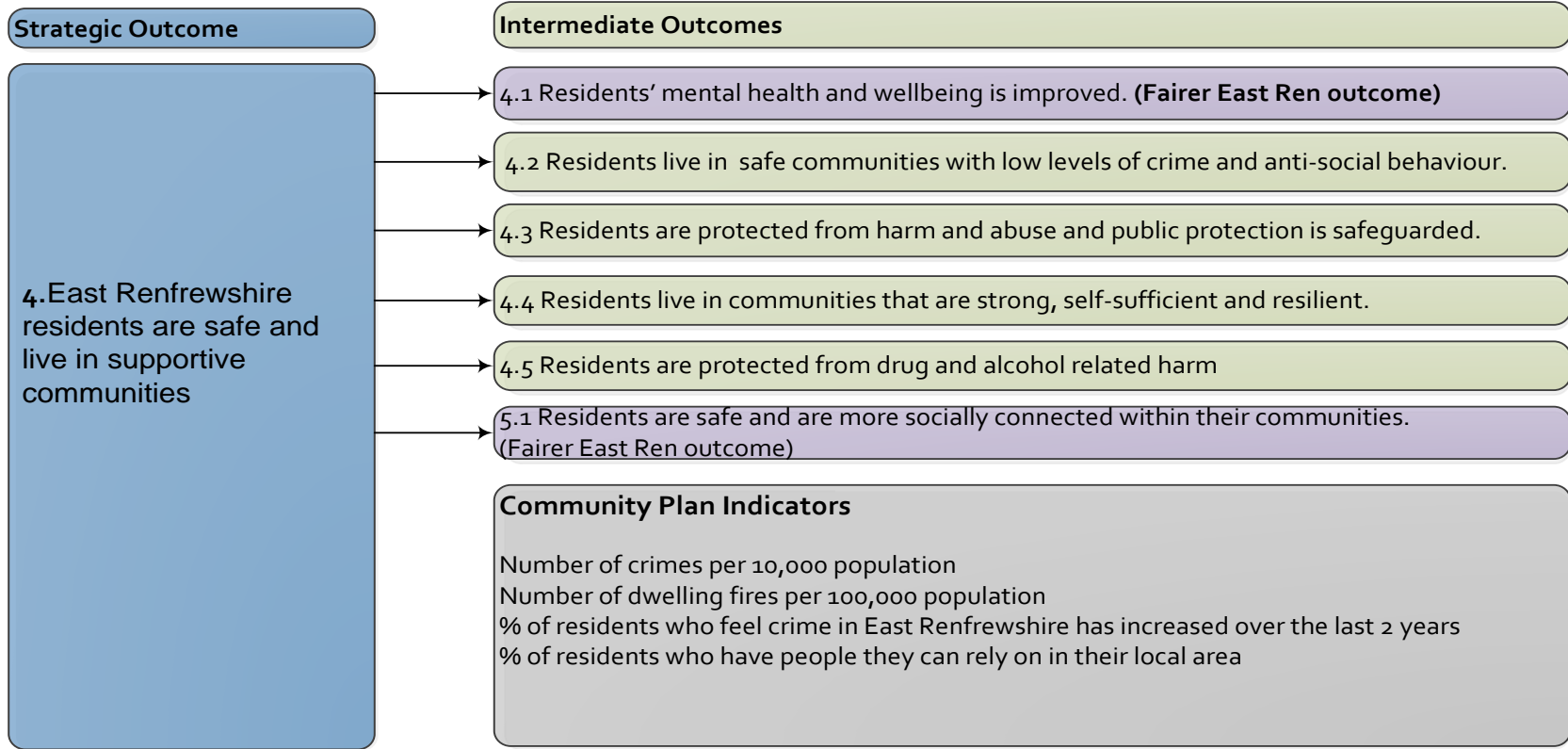


Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24



Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24

**S4** SECTION 4  
**East Renfrewshire residents are safe and live in supportive communities**







## STRATEGIC OUTCOME 4

### Safe, supportive communities

We know that in safe, supportive communities, people's outcomes in health and wellbeing can be improved. We recognise the valuable contribution that community organisations, groups and individuals make in their local areas and understand that we must involve people in the decisions that affect them and empower our employees and local residents to design and improve Council services fit for a stronger future. Service Design training has been run across the Council with employees at all levels participating over 2020-2021. Many staff are now introducing this into their practice and there is a working group in place to support this work. Our COVID-19 response has seen an unprecedented level of support provided for and by local communities. This has included support for over 2,700 local residents who were advised to shield by the Scottish Government; the establishment of a humanitarian food hub to provide much-needed support to those with food access and poverty issues throughout the early months of the pandemic; arranging outreach calls to vulnerable or lonely individuals; and distributing devices to empower people digitally through the Connecting Scotland programme. To date, over 1,500 devices have been distributed via Council and partner services to digitally excluded households through the Connecting Scotland programme. These have targeted those residents at a higher clinical risk to COVID-19; older people; people with disabilities and families, with low income being a criteria.

We use online platforms like Citizen Space and Commonplace for consultation however our engagement offline and in communities is vital too. Our Community Learning and Development (CLD) Team work alongside groups and individuals to build skills and opportunities to create positive impact. This work was diverted towards the provision of humanitarian support in the first 6 months of the pandemic, but CLD is more important now than ever before as we try to build back community confidence and resources. Through our partnership with the voluntary sector we want to further support the rise of people volunteering and taking a more active role in their communities – our response to COVID 19 has seen us take huge strides forward in this area and there will be significant reliance on third sector providers in the next months of the pandemic. Over 2020-21 and beyond our aspiration is to create more opportunities for community influence on how we spend our budgets. Through the democratic innovation known as participatory budgeting, or 'PB', we will continue to identify available budgets and opportunities for meaningful community engagement. Although the Council's capacity and financial position will be challenged for some time yet, quality PB with a focus on inequalities, can help to address some of the complex problems that we are facing. In order to support work in this area we will be hosting workshops with employees across the Council to build their understanding, skills and develop our plan for progressing participatory budgeting

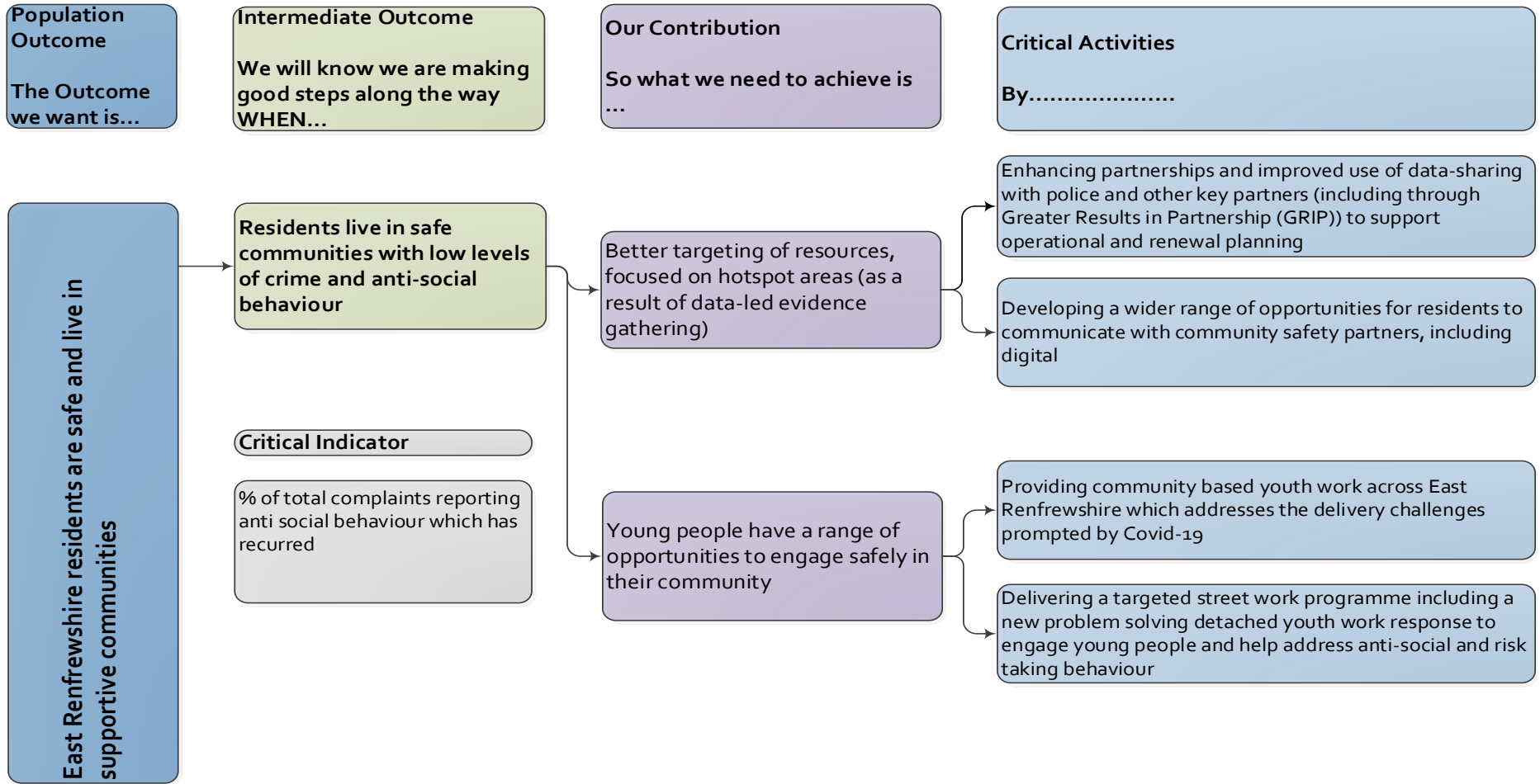
We have strong relationships and work closely with our partners to continue to reduce levels of crime and anti-social behaviour in East Renfrewshire. We help our residents feel safer in their neighbourhoods and homes through our community warden team, who deter incidences of crime and anti-social behaviour by their high visibility across the area. This role has been enhanced in recent months through the wardens' support for shielding individuals and carrying welfare calls. Our Community Safety Unit operates 24/7, 365 days per year providing Telecare alarm-receiving centre services, monitoring our CCTV network and out-of-hours call handling for homelessness, housing repairs and the Anti-

Social Behaviour 'Ring and Report' Line. The Community Safety service also has responsibility for parking enforcement within East Renfrewshire to help make our roads safer, although there was a suspension of these services in the early months of the pandemic.

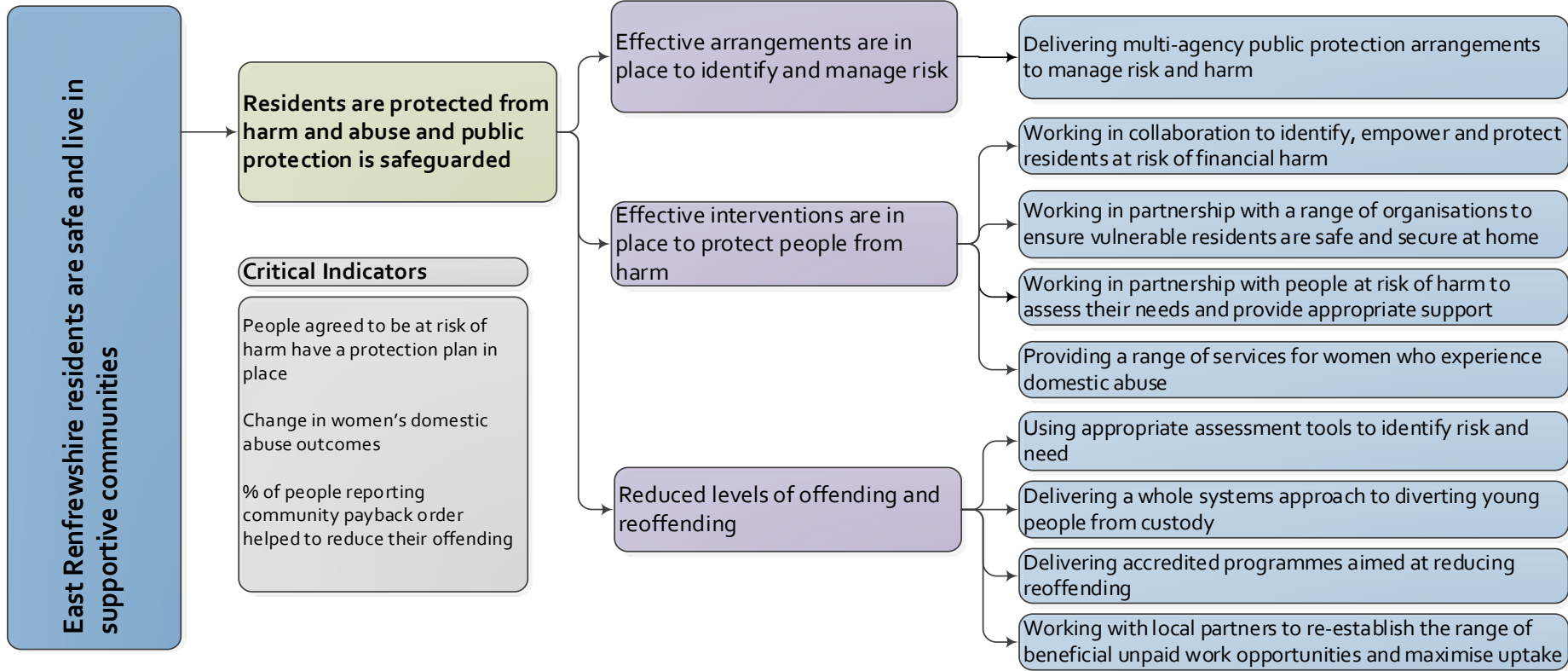
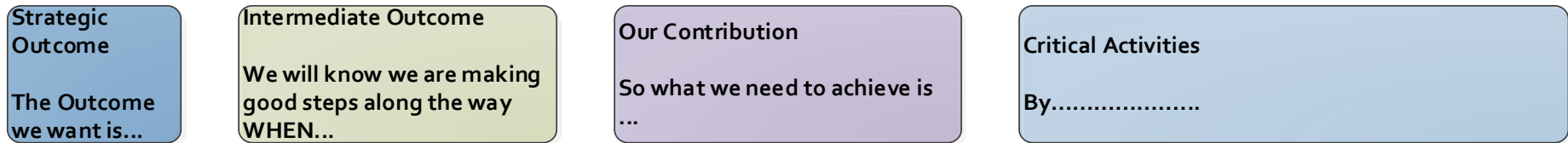
We are focused on prevention and share data to drive intelligence led strategic planning with our partners through a new Safe East Ren partnership group. In light of the COVID-19 pandemic we are working within social distancing requirements to enhance the visibility of community safety and community justice services and building back our strong links with local groups and networks. The reintroduction of our youth support and activities that aim to prevent youth anti-social behaviour is being focused on the most vulnerable children and young people however our CLD Team is continuing to work with schools to design new ways of working with all young people in line with public health guidelines. The CLD Team also delivers targeted street work to engage with and divert young people towards more positive activities.

We aim to improve community safety and public protection through targeting our resources to reduce the risk of offending and harm in local communities. Protecting residents from alcohol and drug related harm has continued to be a key priority during the COVID-19 outbreak. The Community Addictions Team continue to support individuals with problematic alcohol and/or drug use, including new referrals and making innovative changes to service provision to continue treatment and care safely. Learning from the experiences of individuals during this time will inform the redesign of services to achieve improved outcomes.

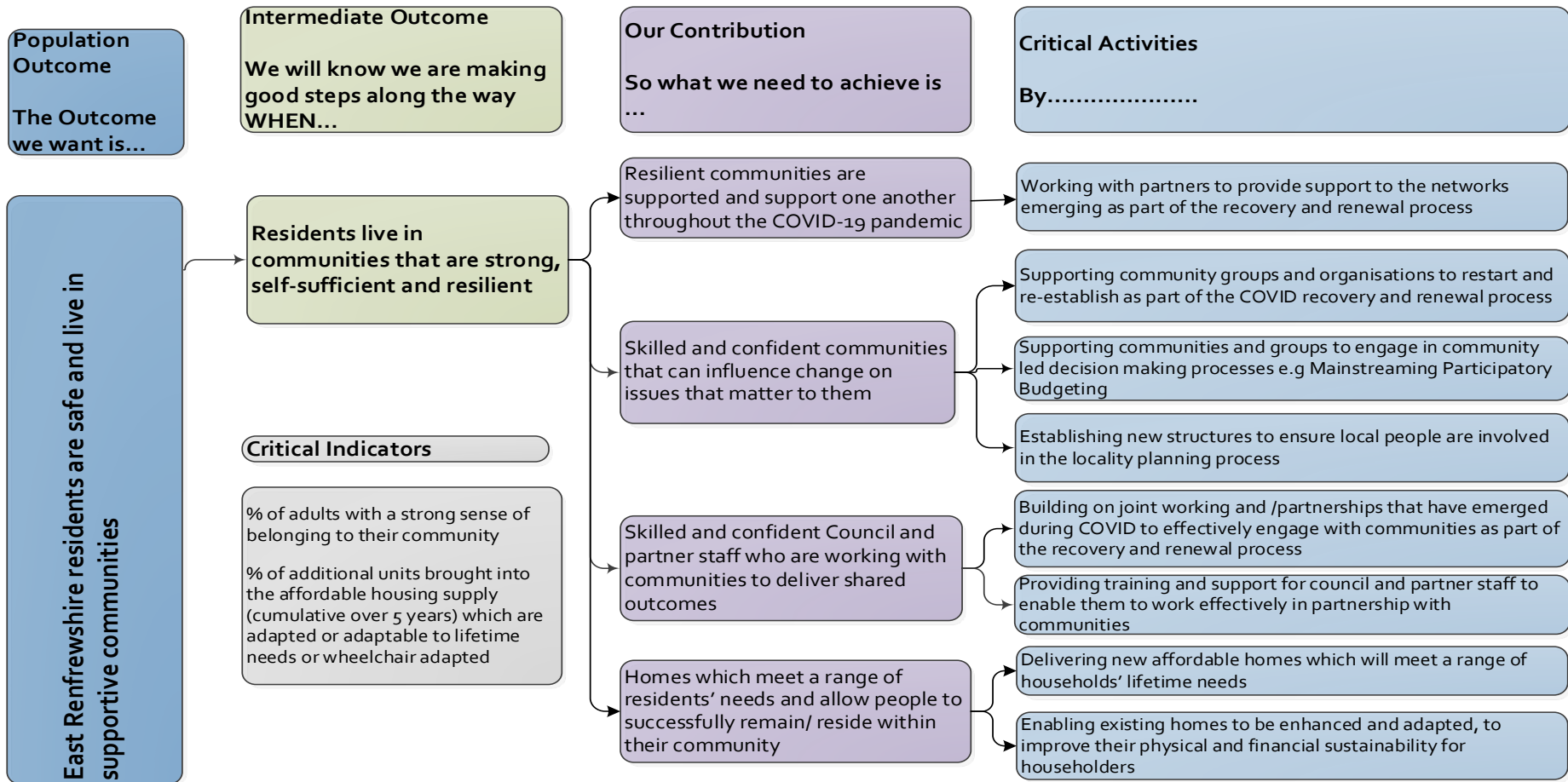
# 4.2 Residents live in safe communities with low levels of crime and anti-social behaviour



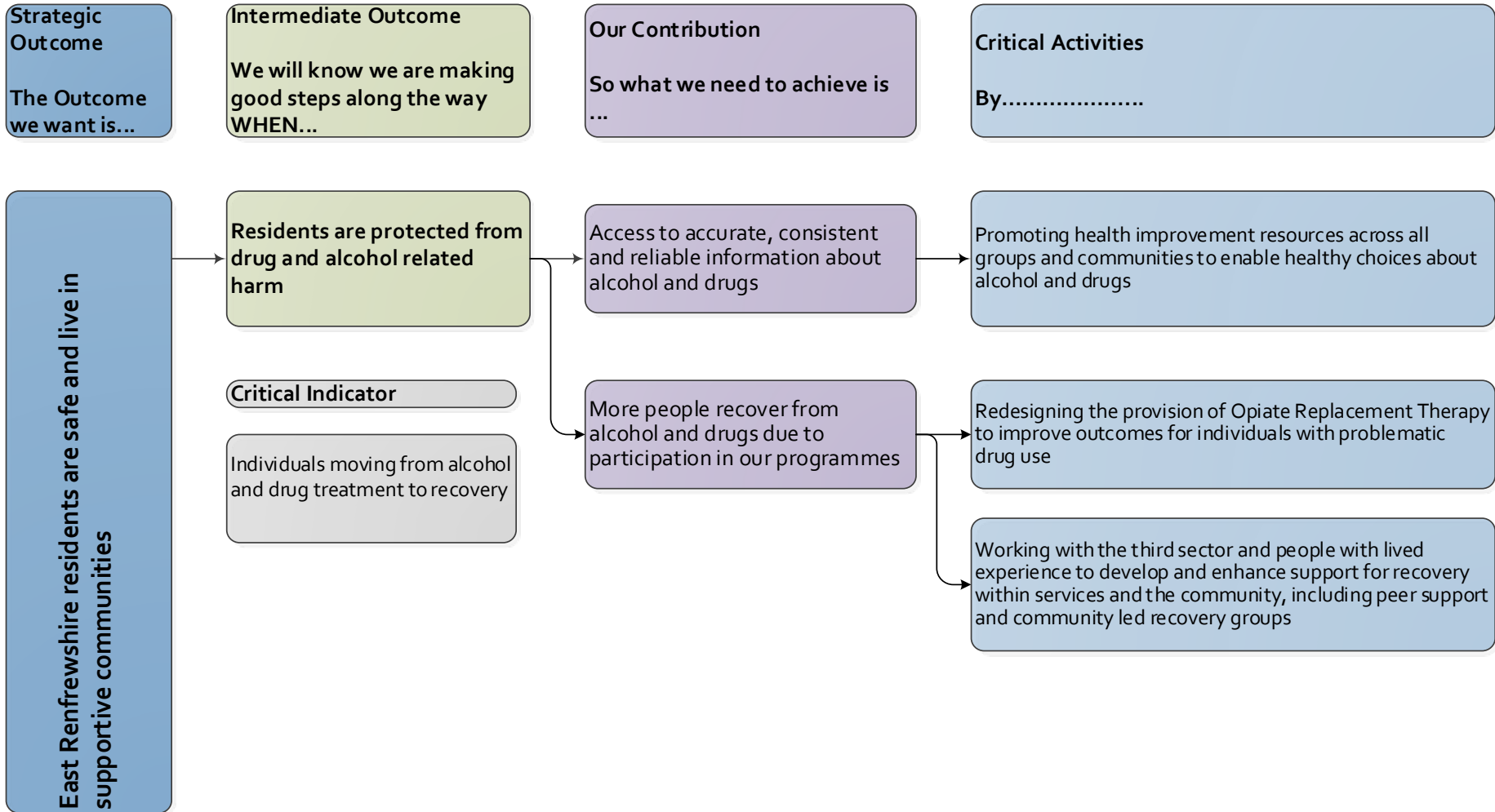
# 4.3 Residents are protected from harm and abuse and public protection is safeguarded



# 4.4 Residents live in communities that are strong, self-sufficient and resilient

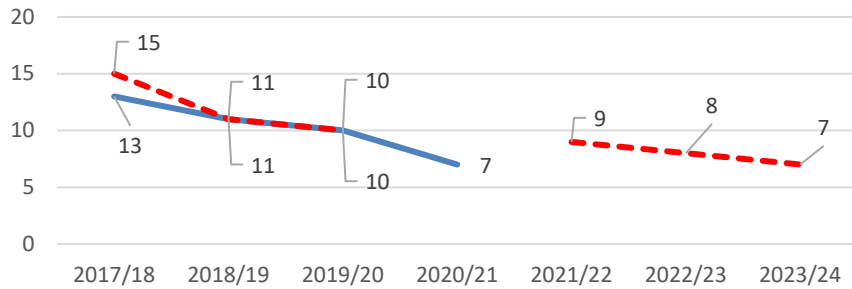


# 4.5 Residents are protected from drug and alcohol related harm

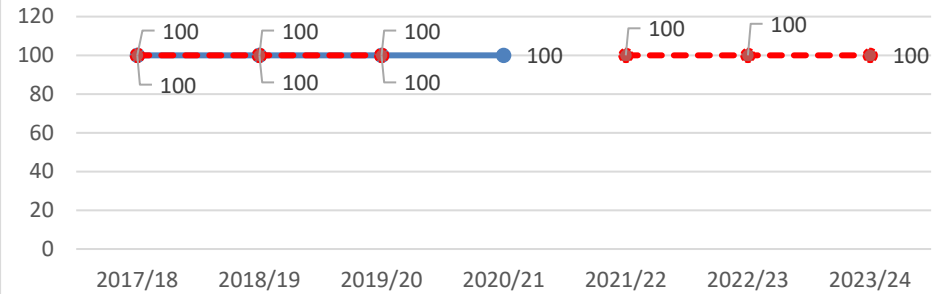


## Outcome 4 indicators

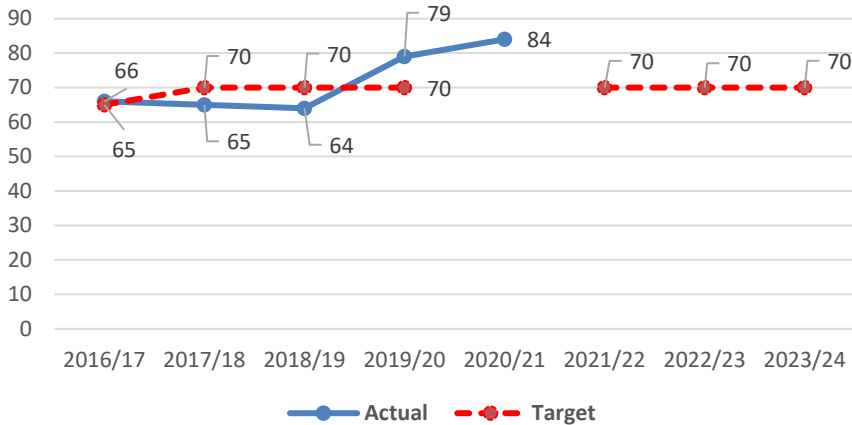
**% of total complaints reporting anti-social behaviour which has recurred**



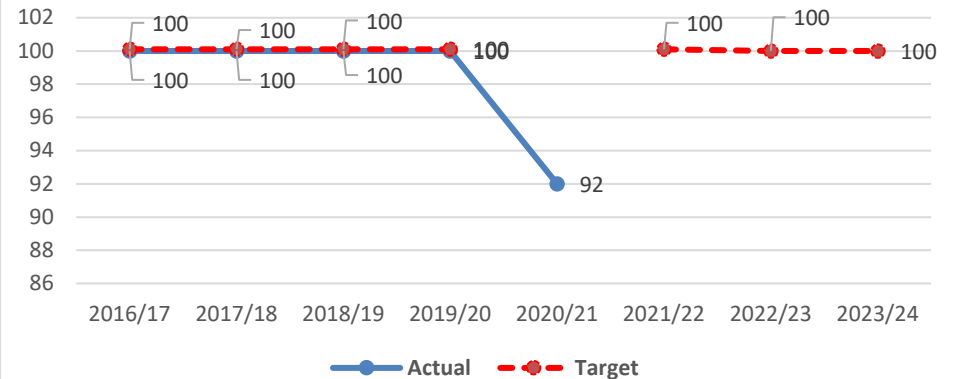
**% of people agreed to be at risk of harm and requiring a protection plan have one in place**



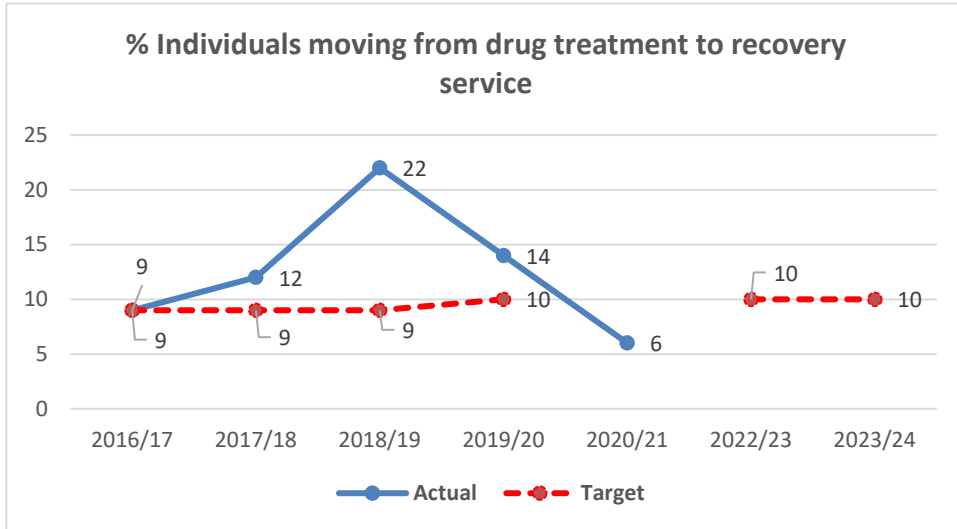
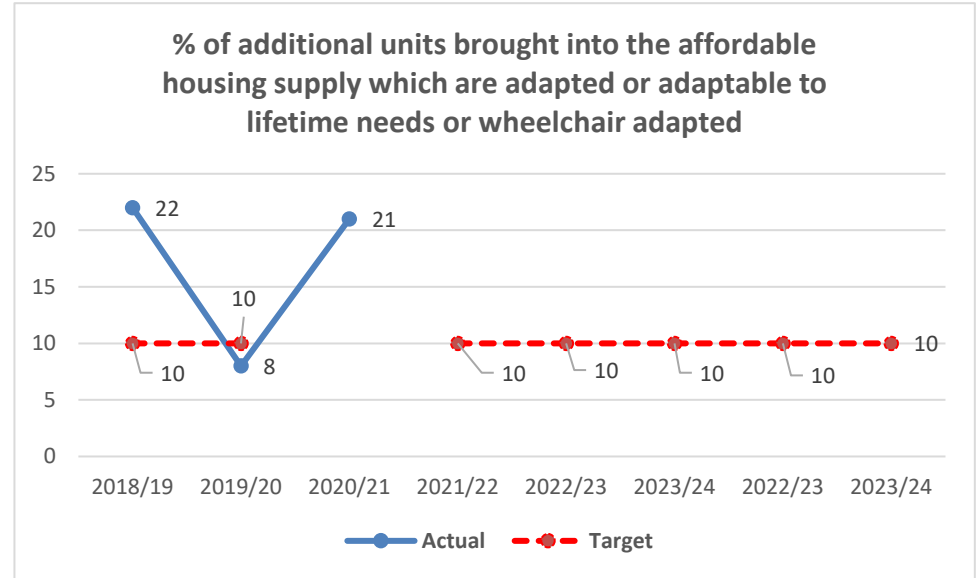
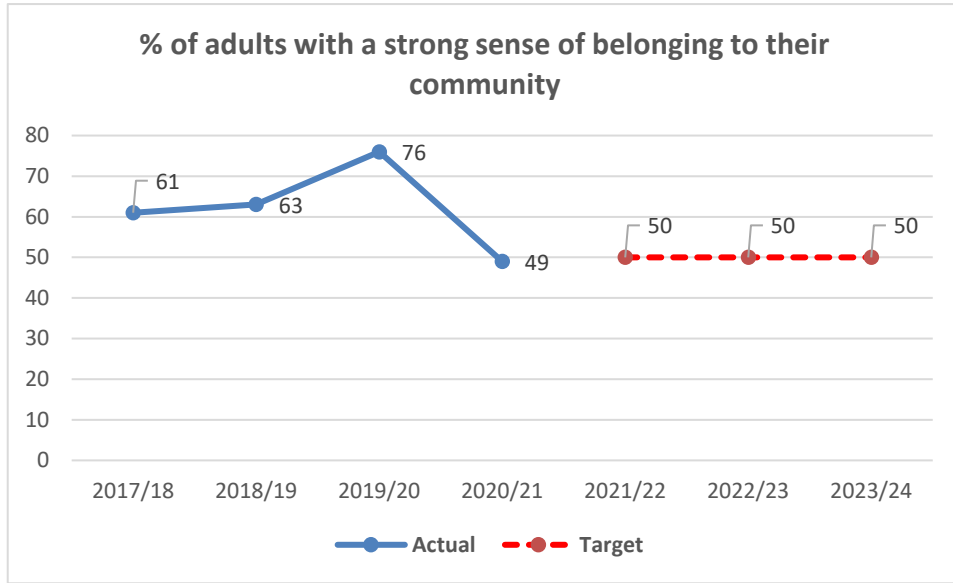
**% Change in women's domestic abuse outcomes**



**Did your Community Payback Order help you to look at how to stop offending?**



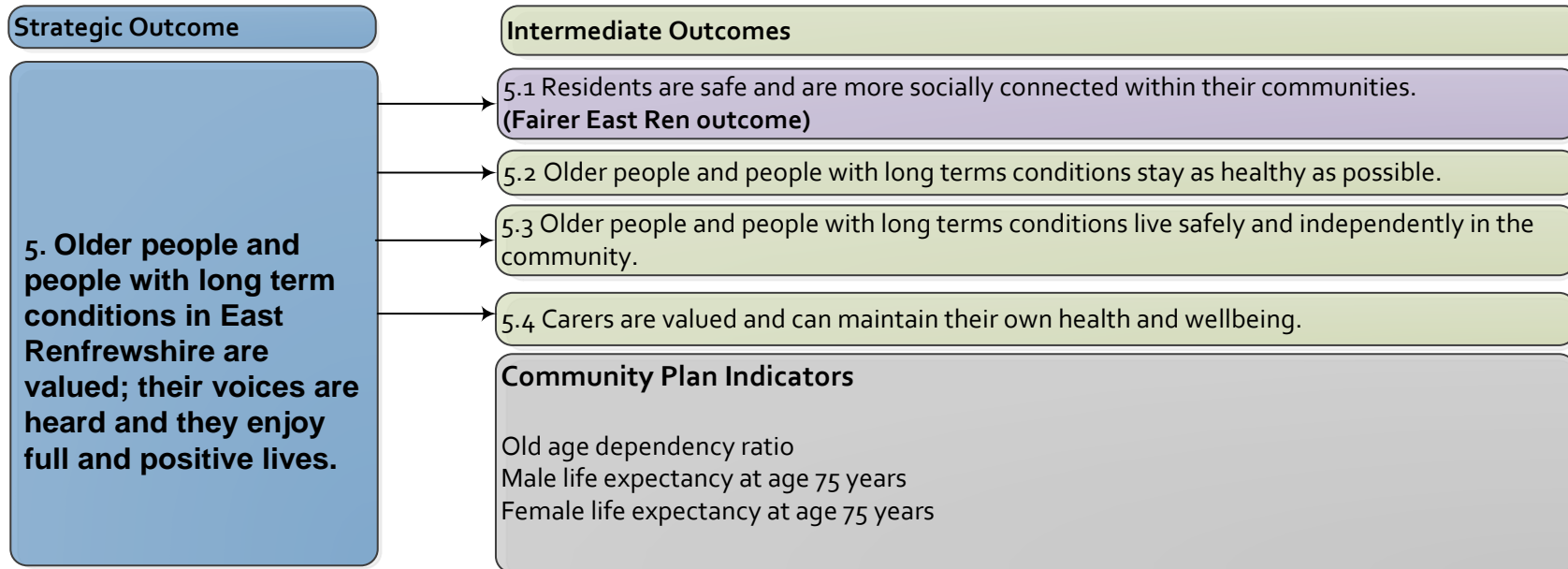
Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24



Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24



**S5** SECTION 5  
**Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives**





## STRATEGIC OUTCOME 5

### Older people and people with long term conditions

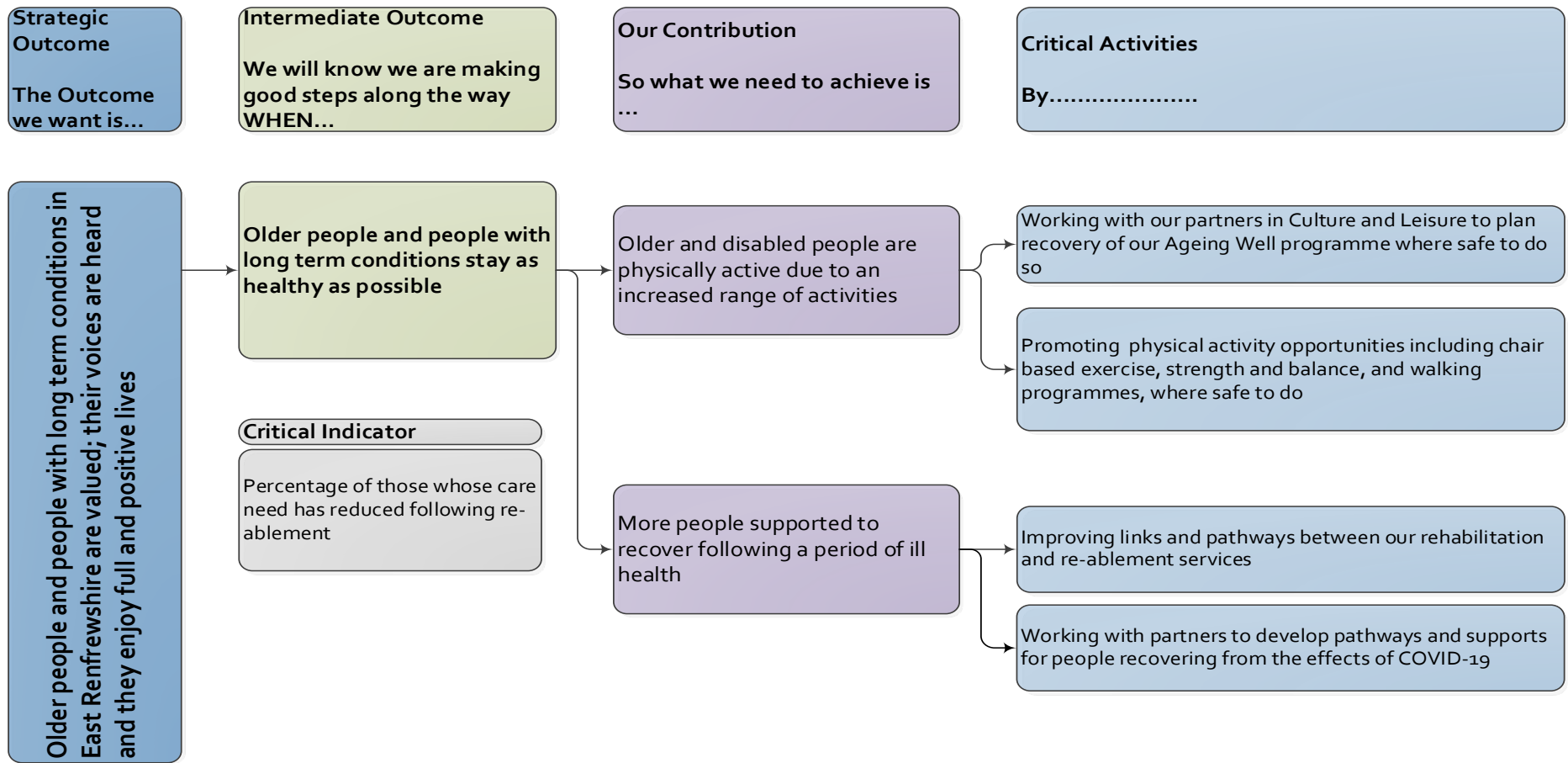
The Health and Social Care Partnership (HSCP) Interim Strategic Plan 2021-24 outlines our key strategic priorities to be taken forward during the pandemic recovery period including: supporting older people and people with long-term conditions to maintain their independence at home and in their local community; ensuring people's healthcare needs are met; ensuring carers are able to exercise choice and control; supporting mental health and wellbeing; and supporting individuals and communities to tackle health inequalities and improve life chances.

We have growing numbers of people living in East Renfrewshire with disabilities and long term conditions. Our oldest residents are most likely to experience ill-health and disability, as a result of this they are the greatest users of health and social care services. As people become frail they can become isolated from our local communities. Unfortunately, COVID-19 lockdown measures have meant that some people have become more isolated during the pandemic period and have had less opportunities for leisure, exercise and social activities. Throughout the coronavirus pandemic a team of volunteers have been keeping touch with the most vulnerable and isolated through the Community Hub. This work has been led by Voluntary Action East Renfrewshire with support from the HSCP and the Council. The pandemic has tested everyone's emotional resilience and we know that some individuals, families and communities have found the past few months really tough. During 2020-21 we want to see a continued focus on good mental wellbeing, and on ensuring that the right help and support is available whenever it is needed.

Our health and care services have been running throughout the pandemic with a focus on those in greatest need, people experiencing severe symptoms of the virus, and at those greatest risk of admission to hospital. Care at home supports were reduced or suspended only where there has been agreement with people and/or families that it was safe to do so. We continue to maintain regular telephone contact with people whose services were reduced (and where appropriate their families) restarting or increasing services as appropriate. We have been working closely with providers to offer practical support and guidance in relation to infection control and prevention. This has included setting up a PPE (personal protective equipment) hub and care home assurance calls and visit, with a team offering direct support to care home staff and managers. This work will continue for as long as it is needed and we are extending it to other providers who support people in their own homes.

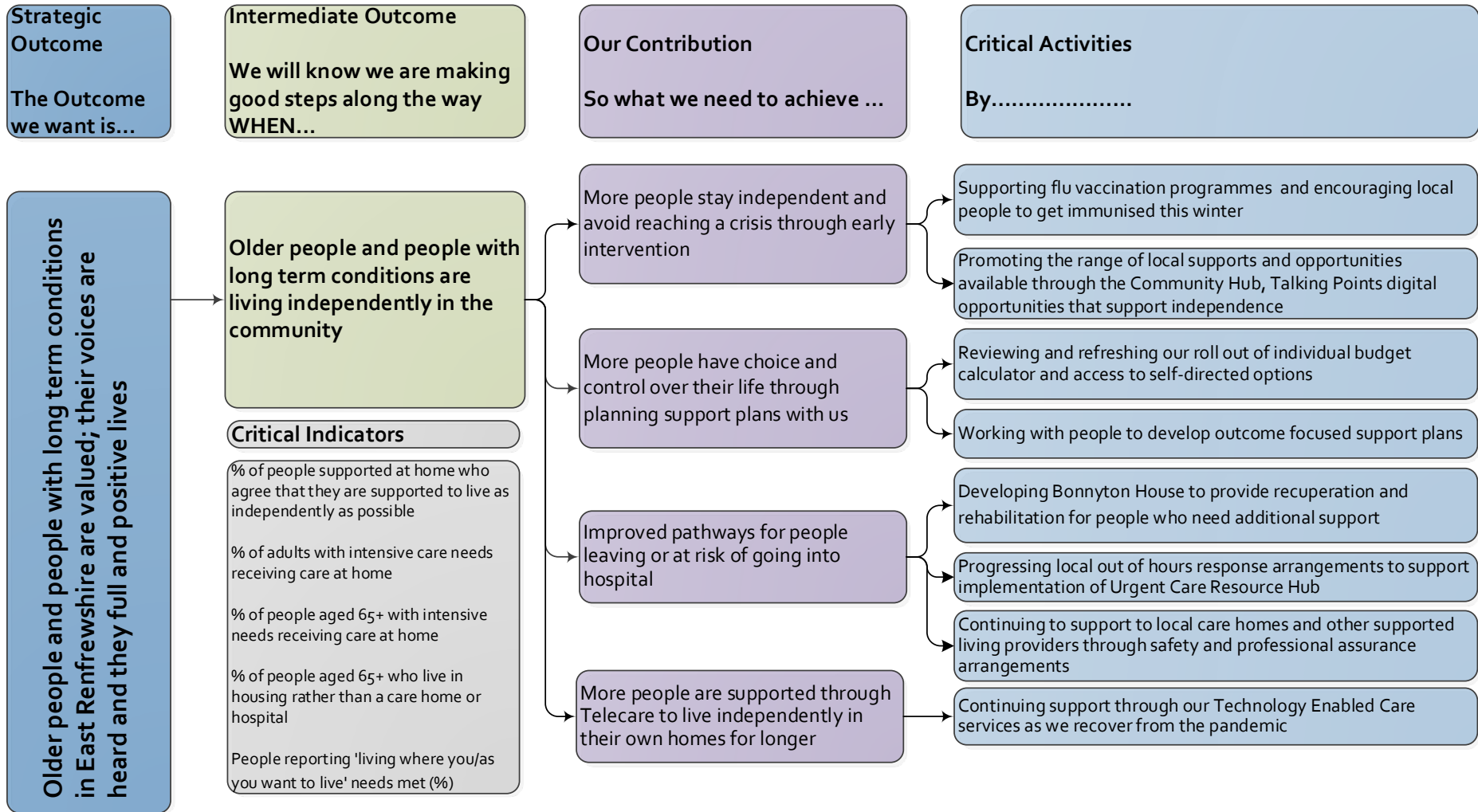
Extending choice and control for people who require support is an important aspect of our recovery work. We will continue to review and embed our outcome-focused assessment tool and our new individual budget calculator and ensure that people who require support have as much choice and control as they wish in relation to their supports. We will work with our partner providers and in-house services to support them to develop their business/service plans to adapt to these new approaches. As we recover from the pandemic we will build on our strong local partnerships and social enterprise approach, encouraging innovation that supports people to live independently in the community and offers alternatives to residential care. We will make best use of technology and health monitoring systems to support independence and self-management. Our Confidence at Home scam prevention packages are designed to help residents stay independent and safe. We have established more Confidence at Home packages per head of population than anywhere else in the UK, blocking almost one million nuisance calls in the process.

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

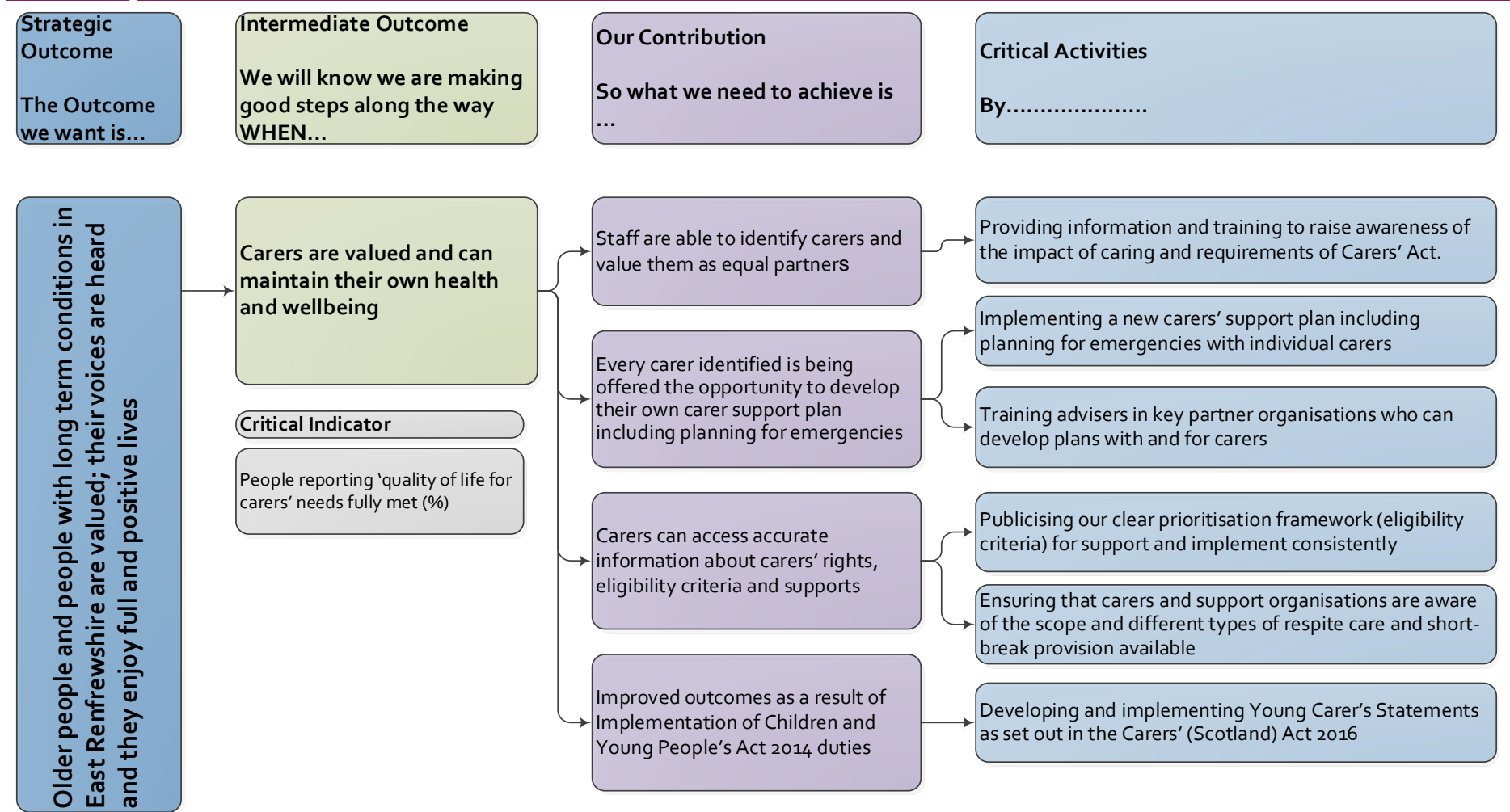


# 5.3

## Older people and people with long term conditions live safely and independently in the community

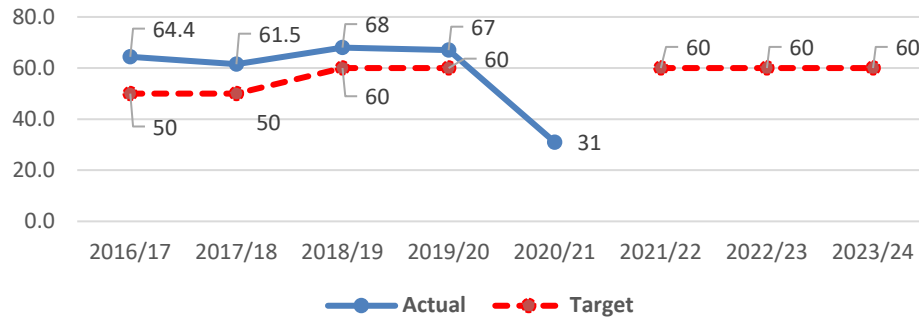


# 5.4 Carers are valued and can maintain their own health and wellbeing

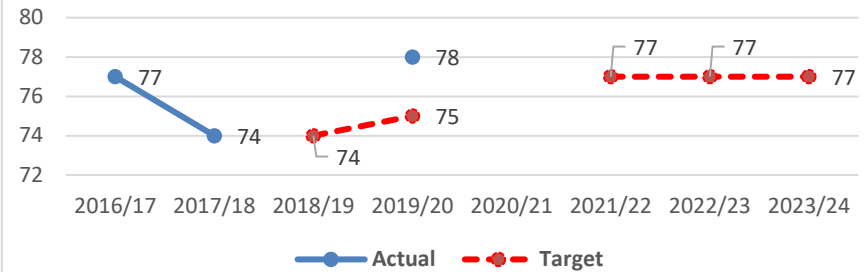


## Outcome 5 indicators

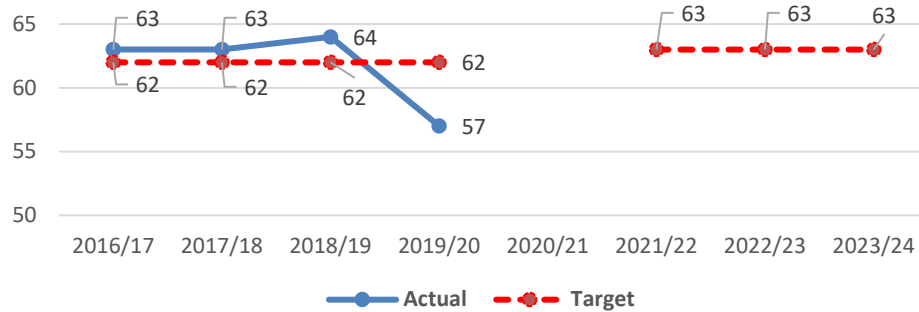
**% of those whose care need has reduced following re-ablement**



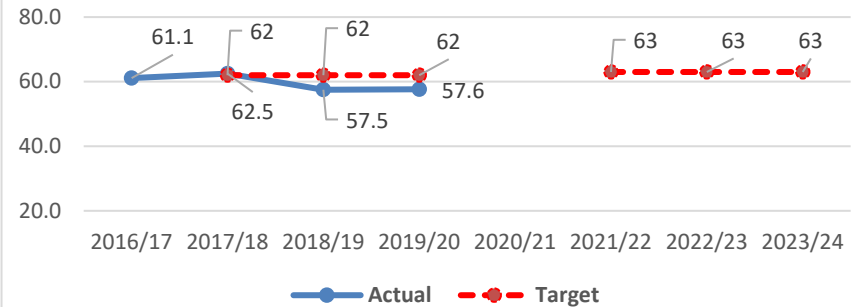
**% of adults supported at home who agreed that they are supported to live as independently as possible**



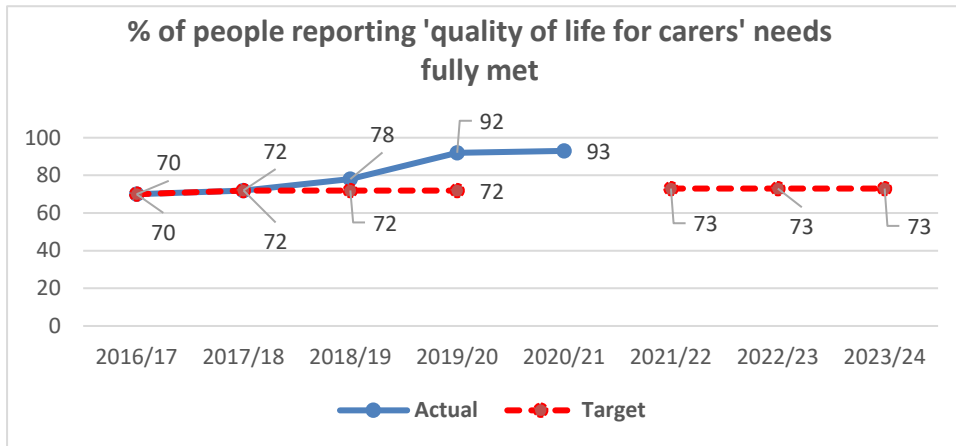
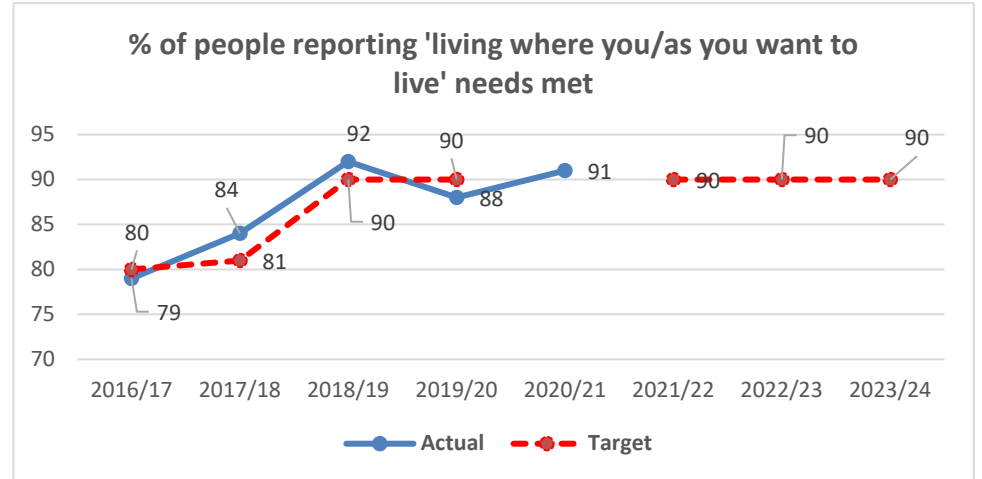
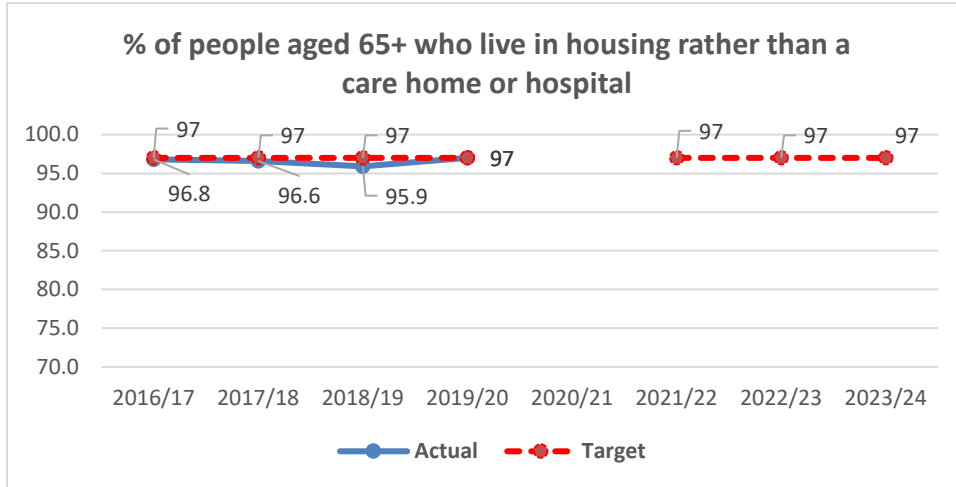
**% of adults with intensive care needs receiving care at home**



**% of people aged 65+ with long term care needs receiving personal care at home (LGBF)**

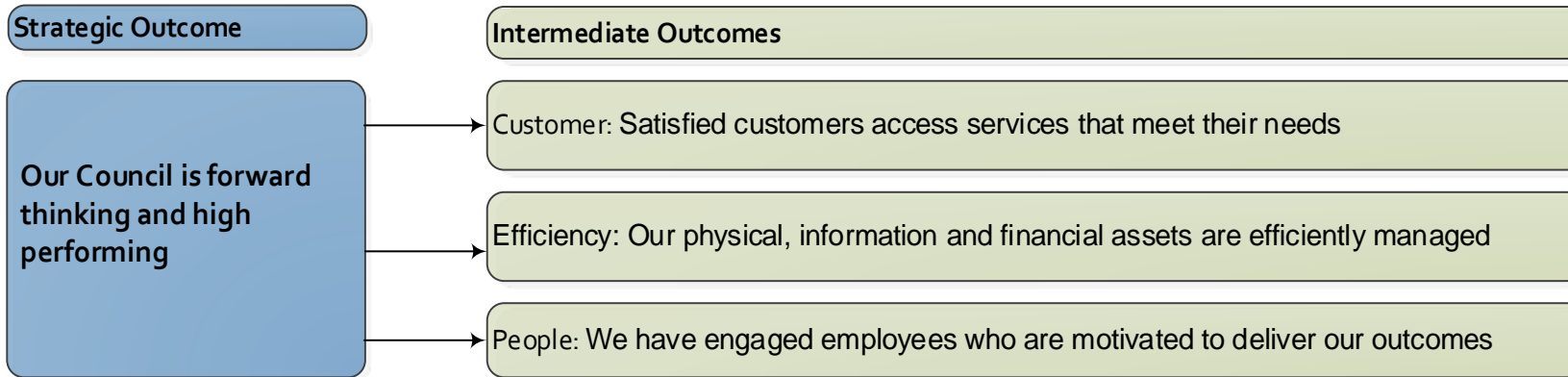


Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24



Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24

**STRATEGIC OUTCOMES**  
**Customer, Efficiency and People**







## CUSTOMER

### Satisfied customers access services that meet their needs

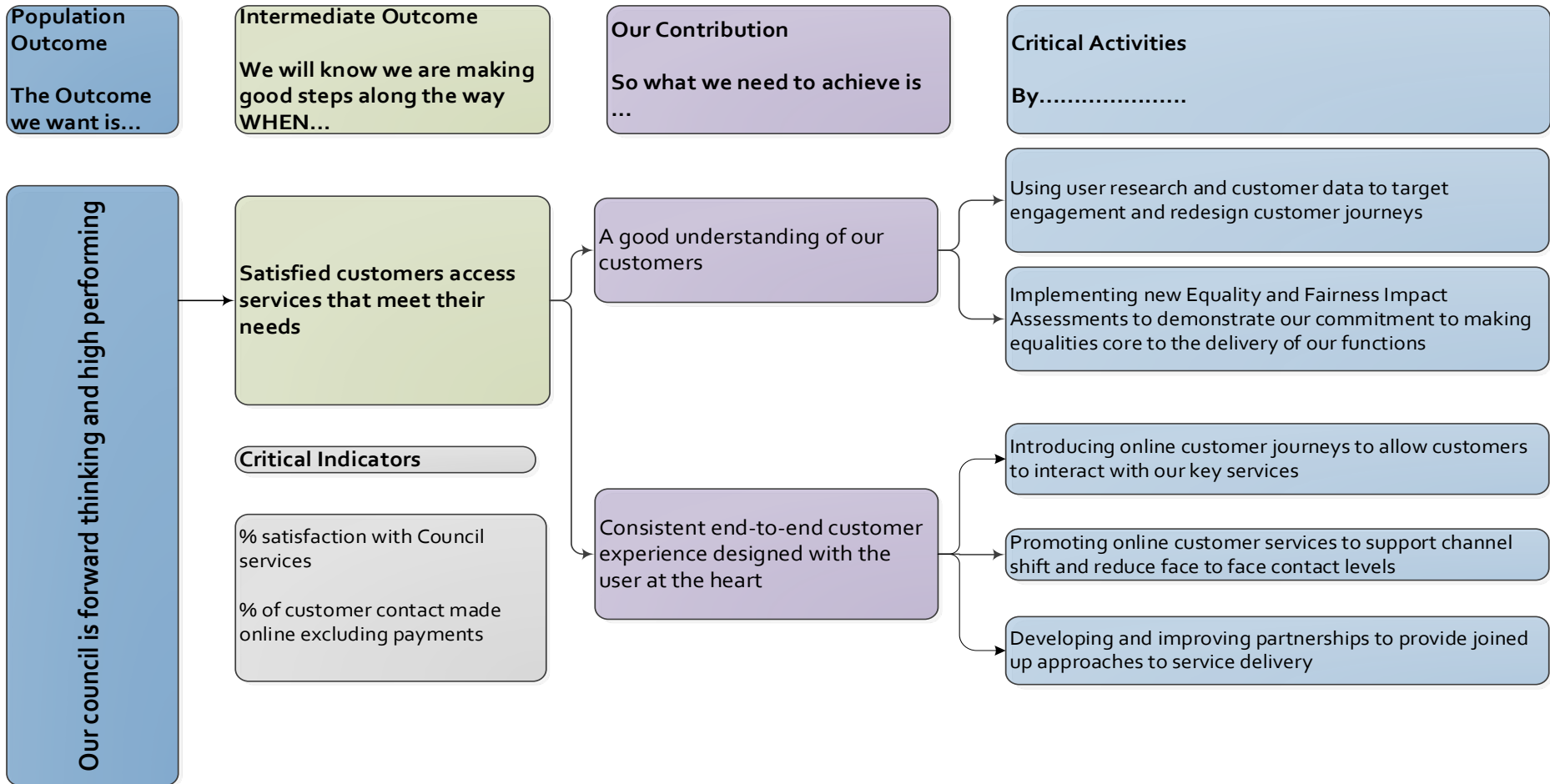
As a Council our vision is to provide a consistent, efficient end to end customer experience designed with the user at the heart. We are developing our approach and our key principles are to have:

- Well designed, customer focused, end-to-end digital processes
- Streamlined digital processes including booking, scheduling and payments
- Customer insight at the core of any action
- Customer expectations managed with provision of regular updates on progress
- Processes designed in an inclusive way, providing support for those who need it
- Embedded the Scottish Approach to Service Design
- A One council approach

We want to ensure that the services delivered are user friendly and meet the needs of both employees and customers. A high standard of customer experience will drive digital adoption, channel shift and improve perception. This will be achieved through user research and engagement with customers through various channels. The Council's commitment to local residents has never been more important. The COVID-19 pandemic saw the Council become responsible for a range of new support services, including assistance to shielding residents and those isolating. Our Customer First, Money Advice and Rights Services and Community Safety were at the forefront of customer enquiries and local responses to the national COVID-19 helpline. The Council continues to be on standby to support local communities in the event of further restrictions or COVID-19 impacts. We will use data and strategic insight to proactively plan a joined-up local response to whatever lies ahead.

Our focus on digital transformation is a huge part of our drive for efficiency and to provide a better customer experience. Implementation of the new Customer Experience Management platform started with the successful launch of the new Council website in summer 2020. Phase 2 is now underway with a number of improved online forms already implemented. Although the timelines for this project have been impacted due to the impact of COVID-19 planned improvements to improve the customer journey continue to be introduced. We are committed to listening to the views of our residents and carry out an annual Citizens' Panel survey, which includes a range of questions about satisfaction with our services and current topical issues. The results of the survey are communicated to residents to ensure they are kept up to date with the changes that have been made in response to their views. In the latest survey 89% of respondents reported they were satisfied with East Renfrewshire as a place to live. In addition to our Citizens' Panel survey there are a number of front facing services that carry out their own specific user surveys and customer engagement. We also ensure complaints are responded to efficiently and effectively, and that we use this feedback to improve our services in the future. A revised complaints handling procedure was introduced from April to meet national requirements. Our focus will continue to be on improving the experience of our customers by simplifying our processes and making more services available online - we aim to be digital by default wherever we can.

**CUSTOMER**  
**Satisfied customers access services that meet their needs**





## EFFICIENCY

### Our physical, information and financial assets are efficiently managed

We are continually developing the way we work and have in place a change programme - the Modern Ambitious Programme (MAP), to ensure our resources are managed effectively and our services are efficiently meeting the needs of our customers and local residents. This programme particularly concentrates on the modernising, digital, and data capabilities. Our continuous aim is to drive up efficiencies wherever possible, by modernising and streamlining processes. This has helped us meet ambitious savings targets and significantly lessened the impact on frontline services. This is however becoming harder to achieve year on year.

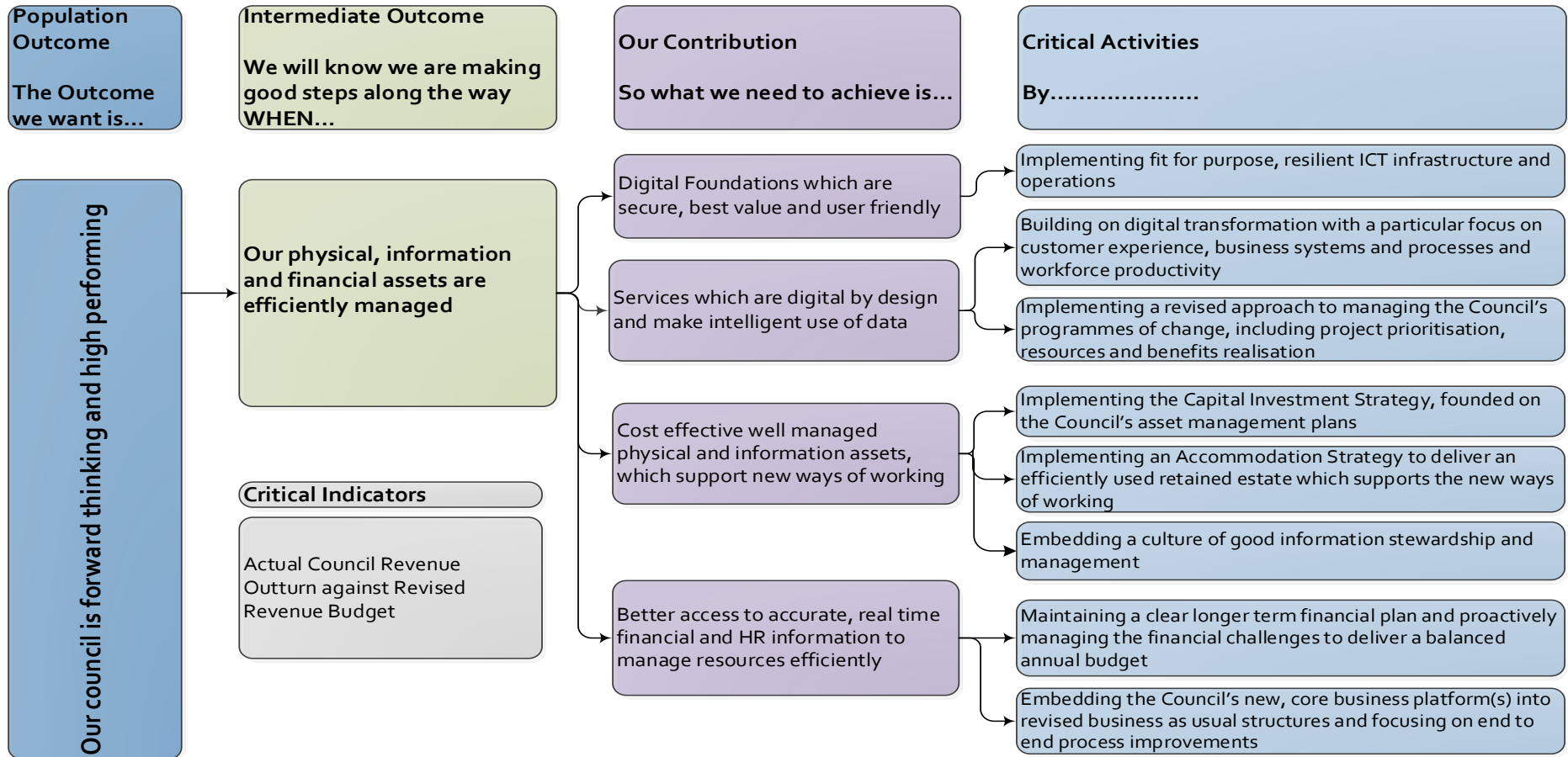
Each department within the Council, and the Health and Social Care Partnership, have a range of change projects that contribute to the delivery of the overall MAP programme. Much of the corporate change capacity over the last 2 years has been focused towards complex replacements of some of our most fundamental legacy ICT systems that touch every employee and every household in East Renfrewshire. There has also been substantial work on our Digital Customer Experience programme, including implementing a new website, and across the Council we have made substantial progress in delivering our digital transformation ambitions.

We expect our change programme to produce efficiencies in future years to help us cope with shrinking budgets. This is part of our long-term financial plan. The pandemic has meant that many of our projects have had to be rescheduled and our change programme has been reprioritised in the light of the pandemic and the challenging budget outlook. The pace and scale of change across the Council and HSCP remains significant. Prioritisation, resource management and good governance will be key to the next stages of our digital transformation journey, with a focus on customer experience, our business systems and processes and capitalising on the use of Office 365 capabilities to enhance the productivity of our workforce. This will be especially relevant as we recover from the pandemic and move forward into a phase of renewal. It is anticipated that key MAP areas for the next 3 years will include:

- Implementation of the new ICT Strategy and Customer Experience strategies.
- Maximising the benefits from the new Finance/Procurement, HR/Payroll and Council Tax/Benefits systems.
- Significant development of our HSCP infrastructure with replacement of its case management system; the analogue to digital telecare programme and a retendering of the Care at Home platform.
- Transformation of education infrastructure through the replacement of SEEMIS with two new systems with the migration of approximately 20,000 pupil records and files.
- Developing our Digital Planning processes as part of a national programme.
- Shifting the profile of how we work, looking at our office buildings, our workforce cultures and the technologies we use.
- Developing new approaches to data, insight, reporting and dashboarding.
- Reconfiguring the way we manage change to ensure robust programme governance, planning and benefits realisation is in place.

**EFFICIENCY**

**Our physical, information, and financial assets, are efficiently managed**





## PEOPLE

We have engaged employees who are motivated to deliver our outcomes

Our people are our greatest asset and we recognise the need to invest in our people, seek their feedback, and ensure they are able to work efficiently and effectively. During the last year COVID-19 has had a significant impact on our employees and our focus now is to continue our recovery and develop opportunities for renewal, building on what has worked well for us during the pandemic.

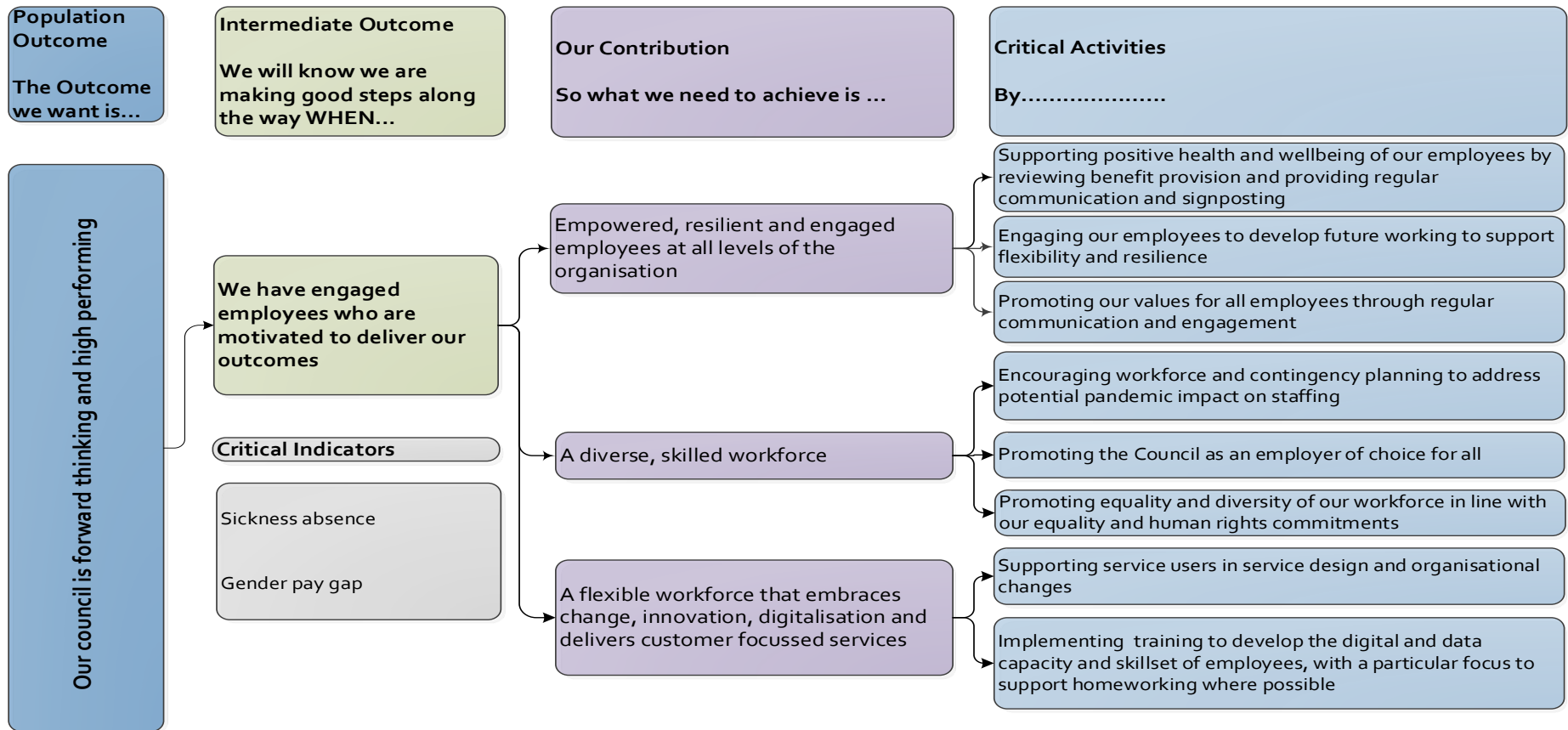
We are focused on developing our workforce planning arrangements, in particular our plans to make the most of technology. This will further enable us to provide a more efficient service to local residents and more effectively meet our outcomes for the local area. We are committed to supporting employees' health and well-being, and listening to and acting on their views. This is a vital part of our work to improve services, working practices and employee engagement and is all the more important given the huge shifts we have seen in working practices. Our values underpin our behaviours within the organisation and these are promoted through regular communication and engagement. As we transition through the easing of restrictions we will continue to engage with employees and ensure that they are able to communicate their views on key issues affecting them. We are looking at new ways of working with the expectation that there will be an increase in remote working in ways that fit with the needs of our business. It is important that we find new and innovative ways of keeping up communication and ensuring that employees are supported to work effectively and to maximise the benefits of new technologies to assist their new ways of working.

We have a well embedded leadership programme aligned with our strategy which supports new, aspiring and existing managers to identify their needs as a leader and to work out a development plan to prepare them for any future career progression as well as benefitting the services provided by us. We offer a comprehensive programme of in-house training for staff to maximise their skills and capabilities to deliver effective, fair, efficient services. We have successfully established Digital Champions across the council who now deliver training and coach employees in the use of M365 tools which improves the overall skillset within the council and helps deliver digital transformation. Service Design training has been successfully delivered and we are supporting employees to consolidate the learning and to build confidence and expertise in the tools and methods. A Service Design Network has also been set up to share learning, case studies and what tools are proving to be useful.

We value equality and the advancement of diversity and the Equality and Human Rights Mainstreaming report details the progressive actions and indicative measures of success that the Council is taking to achieve a diverse, skilled workforce. We wish to recognise, reward, and celebrate our employee's achievements and success. Our employee reward and recognition scheme and We Are East Ren awards continue to be well used. A virtual award ceremony was held last year and the format of the 2021 event will be kept under review. We are introducing an employee benefit scheme this year which will allow employees to receive discounts from local and national retailers, additional financial support will be introduced and a car salary sacrifice scheme. We remain committed to supporting staff development, career progression and modern working practices and we will work proactively to succession plan for key areas where we expect turnover and retirements in future years.

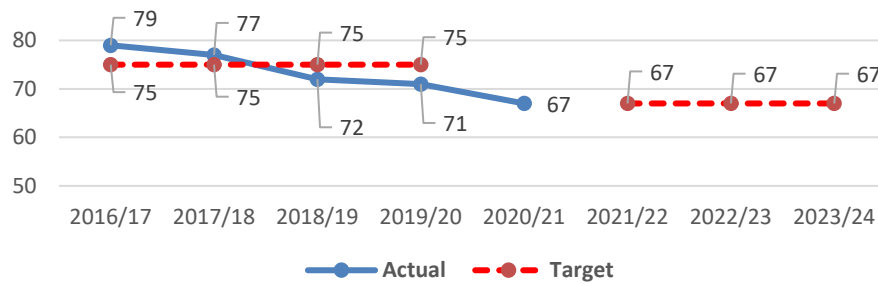
PEOPLE

We have engaged employees who are motivated to deliver our outcomes

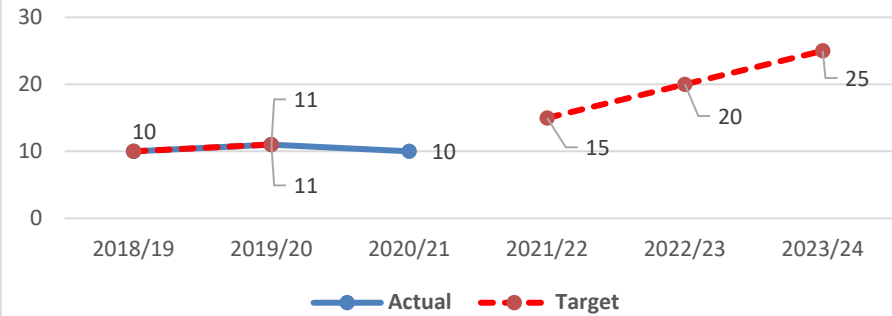


## Customer, Efficiency and People indicators

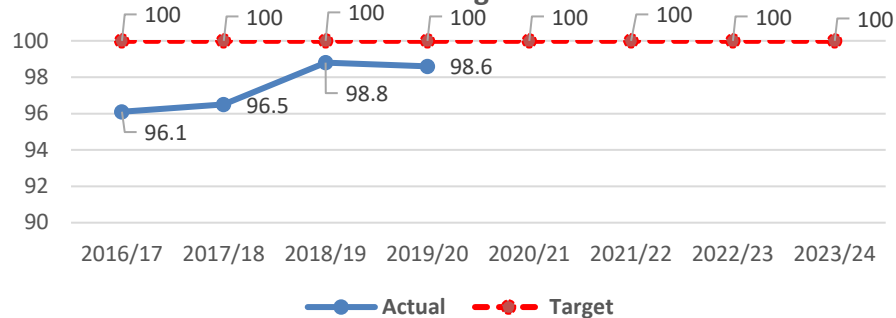
**Citizens Panel - % of respondents who were satisfied or very satisfied with the services provided by the Council**



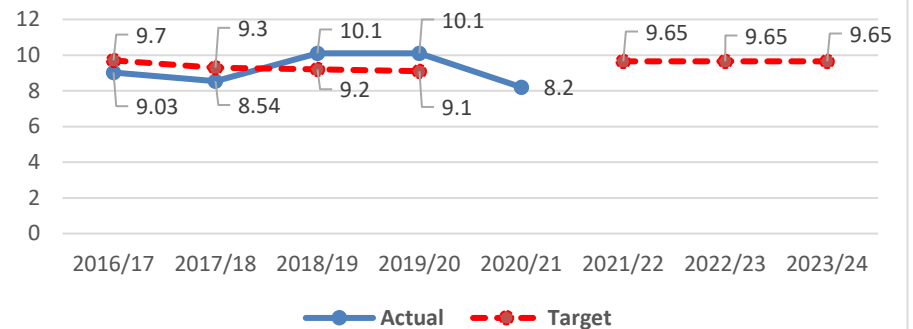
**% of customer contact made online excluding payments**



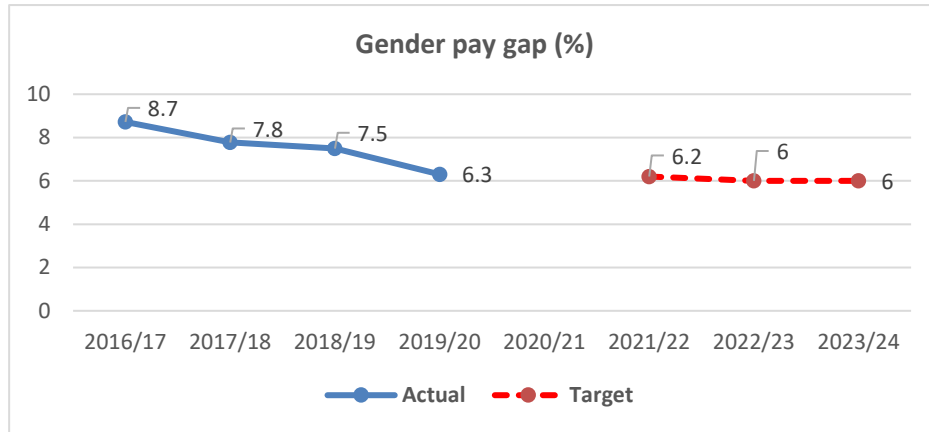
**% of Council revenue expenditure kept within agreed annual budget level**



**Sickness absence days per employee**



Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24



Targets not set for 2020/21 due to COVID, 3 year targets set for ODP 2021-24



## Our finances

Department	2020/21	2021/22	2022/23	2023/24
	APPROVED	APPROVED	INDICATIVE	INDICATIVE
	BUDGET*	BUDGET*	BUDGET*	BUDGET*
	£'000	£'000	£'000	£'000
Education	148,812	152,519	150,796	150,427
Contribution to Integration Joint Board	51,919	54,319	54,319	54,319
Environment	26,269	26,258	24,189	22,773
Corporate & Community - Community Resources	12,876	12,436	11,882	11,521
Chief Executive's Office	55	65	67	71
Joint Board	2,358	2,359	2,358	2,358
Miscellaneous Services	2,605	2,775	2,747	2,026
Capital Financing Costs	8,863	8,863	9,890	12,953
<b>Total</b>	<b>253,757</b>	<b>259,594</b>	<b>256,248</b>	<b>256,448</b>
Chief Executive - Central Support	2,910	2,844	2,557	2,353
Corporate & Community- Central Support	10,150	10,543	9,772	9,288
Environment - Central Support	2,291	2,353	2,126	1,968
	<b>15,351</b>	<b>15,740</b>	<b>14,455</b>	<b>13,609</b>
<b>Capital - General Services</b>	<b>31,936</b>	<b>41,286</b>	<b>63,386</b>	<b>58,918</b>
<b>Capital - Housing Revenue Account</b>	<b>7,262</b>	<b>18,499</b>	<b>27,313</b>	<b>14,457</b>

*\*All budgets above excludes the impact of Covid-19*

### **Budgets**

Budgets are constrained by available funding, comprising Scottish Government grants and Council Tax income. The Council's grant has only been confirmed for 2021/22. Budgets are also listed for future years' figures reflecting spending pressures and service demands that could be faced and Exchequer commentary and economist forecasts on public sector funding levels, however they are purely indicative and are reflective of the mid-range scenario within the Council report on Financial Planning. Once more information on the likely level of future years funding is available these figures will be revised.

### **Education**

The budgets listed above in respect of the Education Department include the management fee along with further support costs for the East Renfrewshire Culture & Leisure Trust.

### **Joint Boards**

The Council contributes, along with other local authorities, to the funding of joint boards providing public transport (including a concessionary travel scheme) and valuation and electoral services in the west of Scotland. The joint arrangements to which East Renfrewshire Council contributes are as follows:

#### **Strathclyde Partnership for Transport**

This joint body is responsible for the provision of public transport services in the west of Scotland.

#### **Strathclyde Concessionary Travel Scheme Joint Committee**

This body is responsible for determining the concessionary travel scheme for the west of Scotland. Strathclyde Partnership for Transport administers the scheme.

#### **Renfrewshire Valuation Joint Board**

This joint board is responsible for the provision of valuation and electoral registration services for East Renfrewshire, Renfrewshire and Inverclyde.

### **Miscellaneous Services**

In addition to the services and spending plans allocated to each department, there are a number of miscellaneous services where spending is not allocated to service departments. These services currently account for 1% of the Council's total budget and fund the restructuring costs of the Council.

## Annexes and data notes

Our ODP is a high level plan and cannot capture in detail the range of service strategies and operational plans which underpin the delivery of our outcomes. Further extensive detail can also be found in departmental and service plans. The diagrams that follow illustrate the linkages between national and local outcomes. The 'Outcomes on a Page' diagram also illustrates the golden thread and how our plans link up.

### Fairer East Plans

Fairer East Ren is the Local Outcome Improvement Plan for East Renfrewshire Community Planning Partnership. It identifies how partners will work together to reduce socio-economic inequality and this is set out in a number of themed delivery plans. In early 2021, the partners reviewed these plans to consider the impact of COVID-19. The relevant thematic groups have considered the strategic and intermediate outcomes, progress indicators and critical activities from our previous plans and updated them accordingly for 2021-2022. The revised plans will be approved by the Community Planning Partnership Board in autumn. A further review will take place later in 2021 to develop the three year plans for 2022-2025. A set of the driver diagrams for Fairer East Ren (our LOIP) have been annexed (pages 64-68).

### Data notes:

#### Education Data – use of academic years

Following the national approach school attainment, exclusion and school leaver data in the plan refers to the relevant academic year rather than the financial year. 2020/21 data for these indicators is not available at this time and will be reported at a later date.

#### Graphs

The latest available data for indicators is used in the graphs.

#### Target setting

Targets for the majority of indicators in the ODP have been set for the next 3 year period 2021-24 using 2019/20 and 2020/21 data to set new baselines. The Education Department is currently reviewing and developing new targets which will support schools to measure progress towards building back fairer and better, post Covid-19.

# Outcomes on a Page- our outcomes and intermediate outcomes

Community Plan					
	1- Childhood	2 - Learning, life and Work	3 - Economy and Environment	4 - Safe, supportive communities	5 - Older People and people with long term conditions
<b>Community Plan Strategic Outcomes</b>	All children in East Renfrewshire experience a stable and secure childhood and succeed.	East Renfrewshire residents are healthy and active and have the skills for learning, life and work.	East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses	East Renfrewshire residents are safe and live in supportive communities	Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives.
<b>Intermediate Outcomes</b>	1.1- Child poverty in East Renfrewshire is reduced.	2.1- Residents have the right skills, learning opportunities and confidence to secure and sustain work.	3.1 East Renfrewshire's transport links are accessible, attractive and seamless	4.1- Residents' mental health and wellbeing is improved.	5.1- Residents are safe and are more socially connected within their communities.
	1.2- Parents provide a safe, healthy and nurturing environment for their families.  1.3- Children and young people are cared for, protected and their wellbeing is safeguarded	2.2- Children and young people are healthy, active and included.  2.3- Children and young people raise their educational attainment and develop the skills they need.  2.4- Residents are as healthy and active as possible	3.2- East Renfrewshire is a thriving place to invest and for businesses to grow  3.3- East Renfrewshire is an attractive place to live with a good physical environment  3.4- East Renfrewshire is a great place to visit  3.5- East Renfrewshire is environmentally sustainable	4.2- Residents live in safe communities with low levels of crime and anti-social behaviour  4.3- Residents are protected from harm and abuse and public protection is safeguarded.  4.4- Residents live in communities that are strong, self-sufficient and resilient  4.5- Residents are protected from drug and alcohol related harm	5.2- Older people and people with long terms conditions stay as healthy as possible  5.3- Older people and people with long terms conditions live safely and independently in the community  5.4- Carers are valued and can maintain their own health and wellbeing

Outcome Delivery Plan
Customer, Efficiency , People
Our council is forward thinking and high performing
<b>Customer:</b> Satisfied customers access services that meet their needs
<b>Efficiency:</b> Our physical, information and financial assets are efficiently managed
<b>People:</b> We have engaged employees who are motivated to deliver our outcomes

**Fairer East Ren Plans (our LOIP) -**

These plans have been revised for 2021-22 and will be approved by the Community Planning Partnership Board in the autumn

**1.1 Child poverty in East Renfrewshire is reduced**

**Population Outcome**  
The outcome we want is...

**Intermediate Outcome**  
We will know we are making good steps along the way WHEN....

**Our contribution**  
So what we need to achieve is...

**Critical Activities**  
By...

All children in East Renfrewshire experience a stable and secure childhood and succeed

Child poverty is reduced

Improved income from employment for parents

- Encouraging more local businesses to become Real Living Wage accredited
- Increasing support for in-work parents to remain active in the workplace, train and gain progression
- Improving availability, access to and uptake of good quality in-work support programmes

- Critical Indicators**
- Children living in poverty
  - Real Living Wage employers in East Renfrewshire
  - Working age unemployment level
  - Children and young people participation level
  - Free School Meal uptake at Primary School
  - Access to financial wellbeing advice in East Renfrewshire
  - Fuel poverty
  - Uptake of funded early learning and childcare entitlement

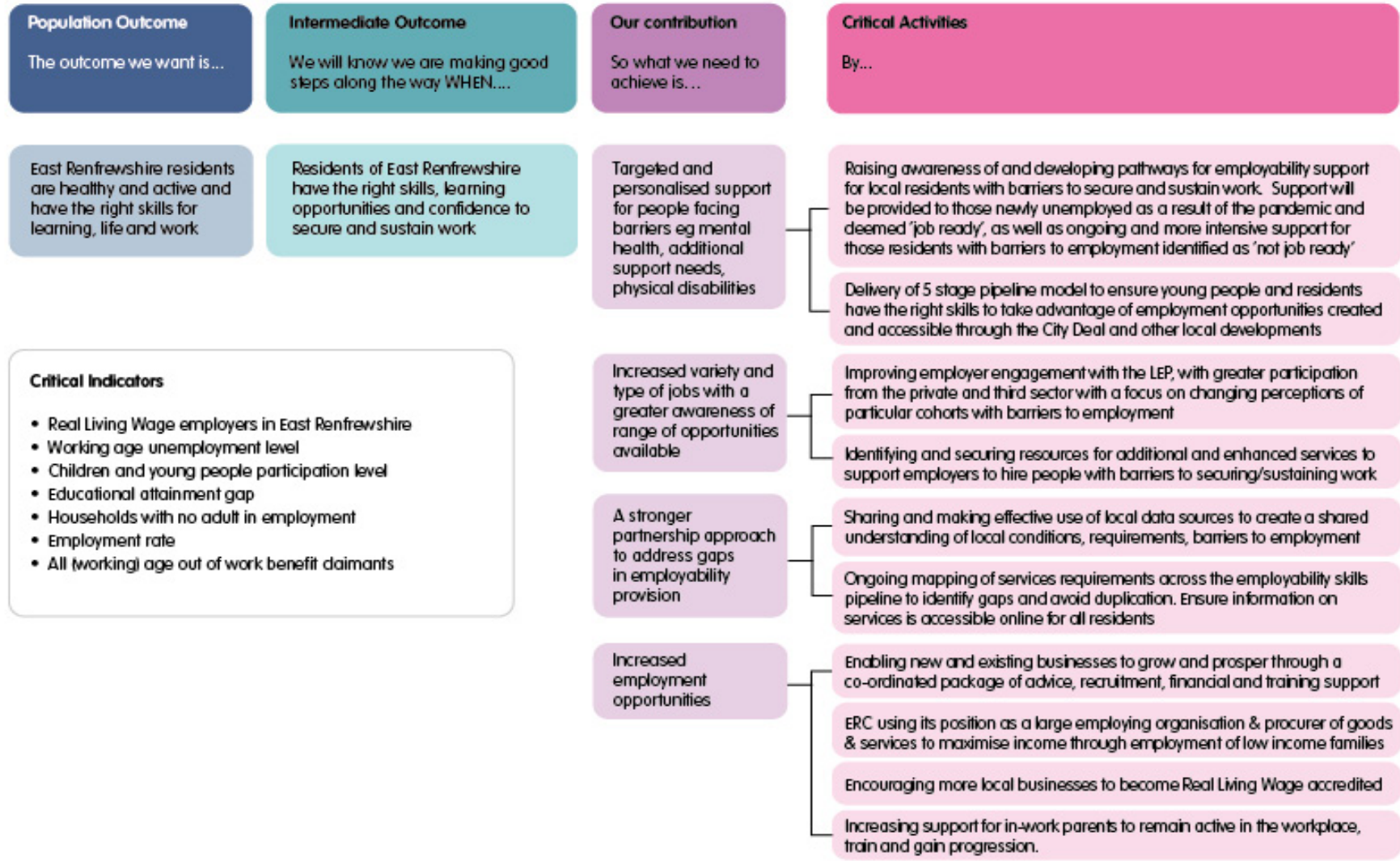
Enhanced gains for families from income maximisation and social security

- Providing all PACE employability clients with financial inclusion support
- Improving the knowledge of financial wellbeing within school leavers
- Improving parental access to benefits and income maximisation information and advice, including new referral pathways

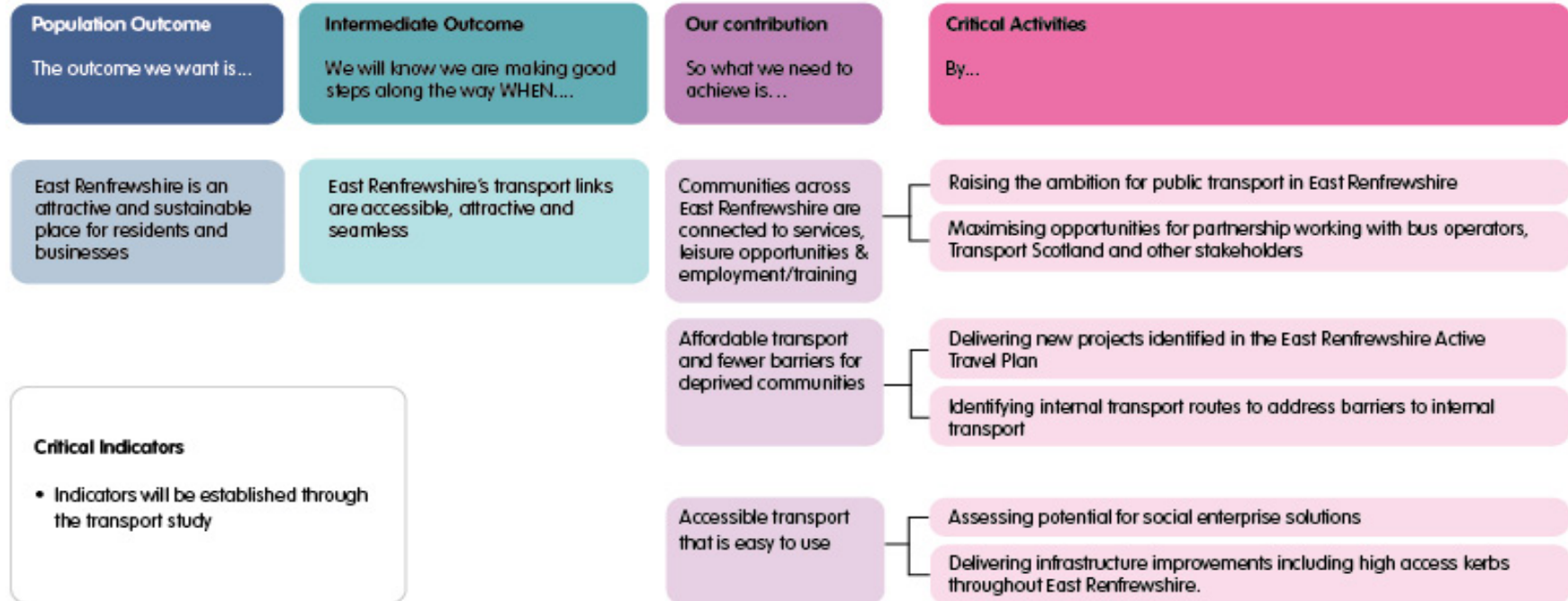
Reduced costs of living

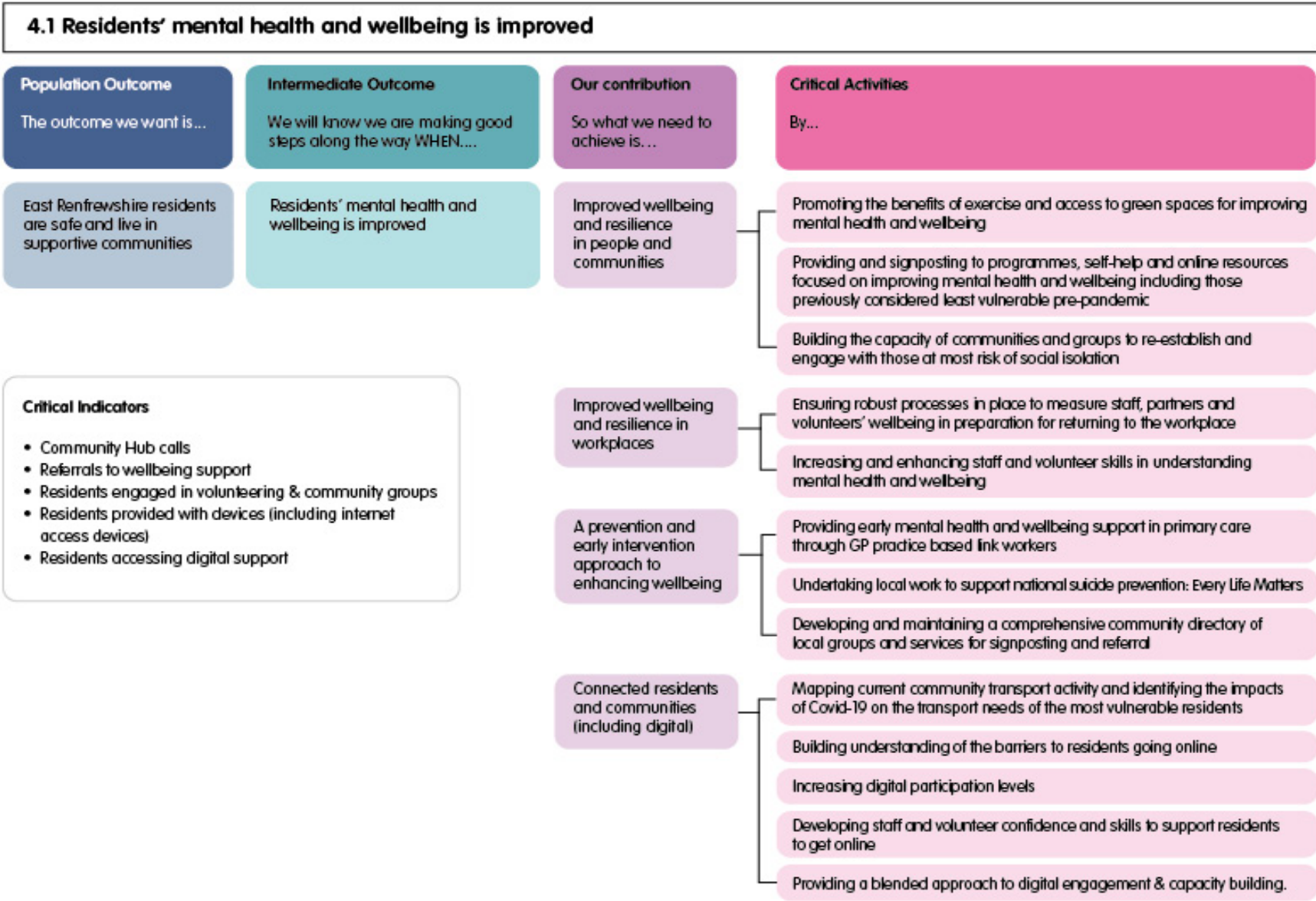
- Reducing energy costs for vulnerable families
- Increasing provision of affordable housing options to vulnerable groups
- Reducing cost to families of school attendance and participation
- Reducing cost to families of Early Learning and Childcare
- Reducing cost to families of the pregnancy pathway.

**2.1 Residents of East Renfrewshire have the right skills, learning opportunities and confidence to secure and sustain work**



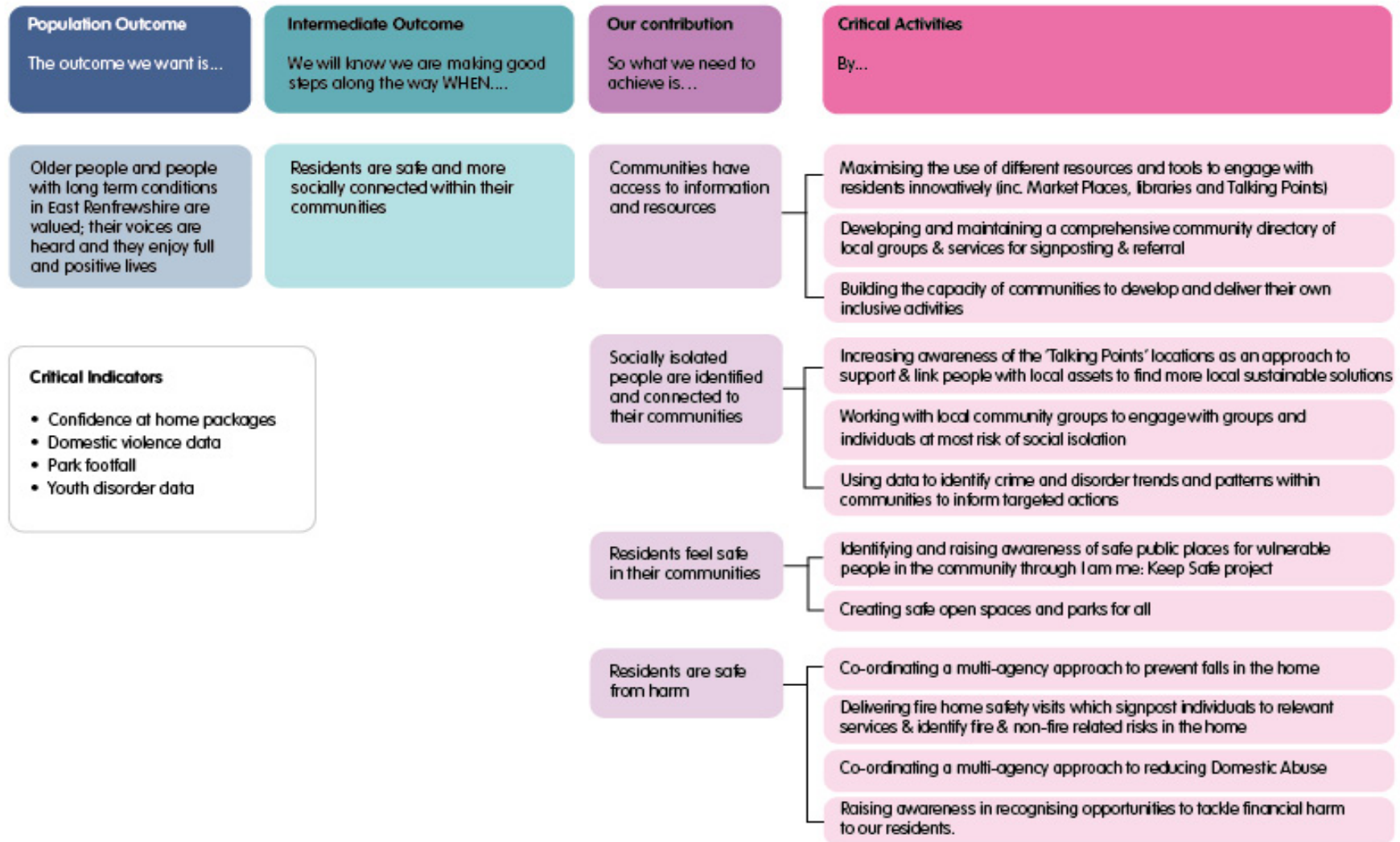
**3.1 East Renfrewshire's transport links are accessible, attractive and seamless**







**5.1 Residents are safe and more socially connected within their communities**



**Integrating National, Community Planning Partnership and Council Outcomes**

*East Renfrewshire Council's Vision: A modern, ambitious council creating a fairer future with all.*

**National Outcome**

**Strategic Outcome**

**Outcome Delivery Plan (and Fairer East Ren) - Intermediate Outcomes**

<p>5. We grow up loved, safe and respected so that we realise our full potential.</p>	<p>→ 1. All children in East Renfrewshire experience a stable and secure childhood and succeed.</p>	<p>→ - Child poverty in East Renfrewshire is reduced. <i>(Fairer East Ren)</i>                  - Parents provide a safe, healthy and nurturing environment for their families.                  - Children and young people are cared for, protected and their wellbeing is safeguarded.</p>
<p>6. We are well educated, skilled and able to contribute to society.                  8. We are healthy and active.</p>	<p>→ 2. East Renfrewshire residents are fit and healthy and have the skills for learning, life and work.</p>	<p>→ - Residents have the right skills, learning opportunities and confidence to secure and sustain work. <i>(Fairer East Ren)</i>                  - Children and young people are healthy, active and included.                  - Children and young people raise their educational attainment and achievement and develop the skills they need.                  - Residents are as healthy and active as possible.</p>
<p>3. We tackle poverty by sharing opportunities, wealth and power more equally.</p>		
<p>1. We have a globally competitive, entrepreneurial, inclusive and sustainable economy.                  7. We have thriving and innovative businesses, with quality jobs and fair work for everyone.                  9. We value, enjoy, protect and enhance our environment.                  10. We are creative and our vibrant and diverse cultures are expressed and enjoyed widely.</p>	<p>→ 3. East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents.</p>	<p>→ <b>CROSS CUTTING OUTCOME INTEGRATED WITHIN ALL OUR LOCAL OUTCOMES</b></p> <p>- East Renfrewshire's transport links are accessible, attractive and seamless. <i>(Fairer East Ren)</i>                  - East Renfrewshire is a thriving place to invest and for businesses to grow.                  - East Renfrewshire is an attractive place to live with a good physical environment.                  - East Renfrewshire is a great place to visit.                  - East Renfrewshire is environmentally sustainable.</p>
<p>4. We live in communities that are inclusive, empowered, resilient and safe.                  11. We respect, protect and fulfill human rights and live free from discrimination.</p>	<p>→ 4. East Renfrewshire residents are safe and live in supportive communities.</p>	<p>→ - Residents' mental health and wellbeing is improved. <i>(Fairer East Ren)</i>                  - Residents are safe and are more socially connected within their communities. <i>(Fairer East Ren)</i>                  - Residents live in safe communities with low levels of crime and anti-social behavior.                  - Residents are protected from harm and abuse and public protection is safeguarded.                  - Residents live in communities that are strong, self-sufficient and resilient.                  - Residents are protected from drug and alcohol related harm.</p>
<p>8. We are healthy and active.</p>	<p>→ 5. Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives</p>	<p>→ - Residents are safe and are more socially connected within their communities. <i>(Fairer East Ren)</i>                  - Older people and people with long terms conditions stay as healthy as possible.                  - Older people and people with long terms conditions live safely and independently in the community.                  - Carers are valued and can maintain their own health and wellbeing.</p>
<p>2. We are open, connected and make a positive contribution (internationally).</p>	<p>→ Strategic outcomes- Customer, Efficiency and People</p>	

# Vision for the future

Our vision is to be a modern, ambitious council creating a fairer future with all and our ultimate aim is to make people's lives better.

We are working across East Renfrewshire to achieve best Outcomes for



EARLY YEARS AND VULNERABLE YOUNG PEOPLE



LEARNING, LIFE AND WORK



ENVIRONMENT AND ECONOMY



SAFE, SUPPORTIVE COMMUNITIES



OLDER PEOPLE AND PEOPLE WITH LONG-TERM CONDITIONS

We will achieve this by excelling in our Five Capabilities



PREVENTION



EMPOWERING COMMUNITIES



DATA



MODERNISATION



DIGITAL

And along this journey, in everything we do, we must live our Values



Ambition



Kindness



Trust



East Renfrewshire Council Outcome Delivery Plan 2021 – 2024



EAST RENFREWSHIRE COUNCIL30<sup>th</sup> June 2021Report by Deputy Chief ExecutiveCOMMUNITY PLAN: ANNUAL PERFORMANCE REPORT 2020-21  
FAIRER EAST REN: TRANSITION PLANS 2021-2022**PURPOSE OF REPORT**

1. The purpose of this report is to present the 2020-21 annual progress report on the Community Plan, including Fairer East Ren (Local Outcome Improvement Plan). Further, to present the proposed 2021-22 transition plans for Fairer East Ren.

**RECOMMENDATIONS**

2. It is recommended that Council:
- a) Considers and approves the Community Plan Annual Progress Report for 2020-21 at Annex 1.
  - b) Considers and approves the Fairer East Ren transition plans for 2021-22 at Annex 2.

**BACKGROUND AND CONTEXT**

3. The East Renfrewshire Community Plan was approved by the Council and the Community Planning Partnership Board in June 2018. The Community Plan is the Community Planning Partnership's 10 year vision for communities across the whole of East Renfrewshire. It also contains Fairer East Ren, a layer of outcomes that were set to focus on the greatest socioeconomic inequalities at an authority-wide level. This forms the statutory Local Outcomes Improvement Plan.

4. The Community Empowerment (Scotland) Act 2015 introduced the requirement for these plans along with an expectation that CPPs report progress annually to the communities that the plans cover. Annex 1 provides this report of progress between April 2020 and March 2021.

5. The Fairer East Ren (LOIP) delivery plans were approved by the Community Planning Board in June 2019. The delivery plans cover a three year period, however there has been an early review to consider any necessary changes as a result of COVID-19. In early 2021, the Community Planning partners reviewed the Fairer East Ren plans to consider the impact of COVID-19. The relevant thematic groups have considered the strategic and intermediate outcomes, progress indicators and critical activities from our previous plans and updated them accordingly for 2021-2022. Annex 2 provides the proposed amended delivery plans for 2021-22. These transitional plans will be in place until the new 3 year plans are developed for 2022-25.

**FINANCE & EFFICIENCY**

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

## CONSULTATION

7. Community engagement and participation is integral to the success of the Community Plan, including Fairer East Ren. The key audience for this progress report and plans is our local residents and community groups therefore the content has been designed to be meaningful to them.

8. The case studies in each of the progress reports demonstrate some of the broad range of work that is delivering the outcomes contained in these plans. Case studies have been developed in consultation with staff, partners and members of the community.

## PARTNERSHIP WORKING

9. The Community Planning Partnership is responsible for the Community Plan, including Fairer East Ren therefore a partnership approach is essential to developing and delivering the outcomes in the plans. To comply with governance arrangements, Community Planning Partners have had the opportunity to review and contribute to the progress report and plans. The progress report and plans will be shared to the Community Planning Board meeting later this year.

10. The case studies contained in the progress report demonstrate where partnership working has successfully achieved positive outcomes for our communities

## IMPLICATIONS OF REPORT

11. 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 service plans and equality impact assessments carried out where appropriate.

12. A full-scale Equality Impact Assessment (EIA) of the Community Plan and ODP was completed in 2018 to ascertain and address any potential equality issues. This assessment covers the lifetime of the Community Plan, ODP and the strategic outcomes contained within. It was agreed by the Corporate Management Team in 2019 that the potential for integrating the new Fairer Scotland Duty with equality impact assessment would be explored and the ODP could provide an opportunity for testing this. The Fairer Scotland Duty requires public bodies to actively consider how they could reduce inequalities of outcome caused by socioeconomic disadvantage in any major strategic decision they make. Inequalities of outcome includes but is not exclusive to: poorer skills and attainment; lower quality, less secure and lower paid work; and lower healthy life expectancy. Additional analysis of the ODP was undertaken in 2019 to consider socio-economic disadvantage.

13. A new integrated impact assessment template (incorporating the Fairer Duty assessments) has been developed and an assessment is being undertaken jointly with the ODP and the Fairer East Ren plans. It is expected that this will be published in July 2021. As the Community Plan is a high level strategic document, the expectation continues to be that other plans and strategies will also undertake impact assessments where relevant.

## CONCLUSION

14. This report details the successful partnership working which has taken place over the past year in delivering against our Community Planning outcomes during an exceptionally

challenging year. It also identifies the need for us to review the most critical activities to ensure we support the most vulnerable residents in the immediate future and beyond. Through these plans all local public sector partners are committed to making East Renfrewshire the best place to live and work.

## RECOMMENDATIONS

15. It is recommended that Council:

- a) Considers and approves the Community Plan Annual Progress Report for 2020-21 at Annex 1.
- b) Considers and approves the Fairer East Ren transition plans for 2021-22 at Annex 2.

**May 2021**

## REPORT AUTHORS

Caroline Innes, Deputy Chief Executive

*Annex 1: Christine Cairns, Strategic Services Officer.*

*Annex 2: Christine Cairns, Strategic Services Officer and Claire Coburn, Strategic Services Lead Officer*

## BACKGROUND PAPERS

- Community Plan, including Fairer East Ren:  
<https://www.eastrenfrewshire.gov.uk/community-planning-partnership>
- Guidance for Part 2: Community Planning Guidance:  
<https://www.gov.scot/publications/community-empowerment-scotland-act-2015-part-2-community-planning-guidance/>

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# Community Planning and Fairer East Ren: Annual Report 2020-2021

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## Introduction

The East Renfrewshire Community Plan sets out how local services work together to create stronger and fairer communities together with the people of East Renfrewshire.

The Community Plan (2018-28) reflects residents' top priorities and serves as the main strategic document for the East Renfrewshire Community Planning Partnership (CPP). The Plan also includes Fairer East Ren – our Local Outcomes Improvement Plan - as required by the Community Empowerment Act. Fairer East Ren focuses on reducing inequality of outcome across groups and communities.

This is the third annual report on progress made towards the outcomes and shows some of the improvements that have been achieved. This report also demonstrates the commitment of the CPP towards achieving the vision of making East Renfrewshire:

**an attractive and thriving place to grow up, work, visit, raise a family and enjoy later life**

This report reflects actions taken in 2020-21 and very much focuses on the significant amount of partnership work carried out in response to the Covid-19 pandemic. Community Planning Partners will continue to build on this strong partnership approach in relation to recovery and renewal and to build back better in line with the vision.

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## Contents

- About East Renfrewshire Community Planning Partnership
- Our Community Planning Priorities
- Performance and Progress
  1. Early Years and Vulnerable Young People
  2. Learning, Life and Work
  3. Economy and Environment
  4. Safe, Supportive Communities
  5. Older People and People with Long Term Conditions
- Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank
- Next steps

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## About East Renfrewshire Community Planning Partnership (CPP)

These are our community planning partners:

- East Renfrewshire Council
- NHS Greater Glasgow and Clyde
- Police Scotland
- Scottish Fire and Rescue Service
- Scottish Enterprise
- Department for Work and Pensions
- East Renfrewshire Culture and Leisure Trust
- East Renfrewshire Integration joint board (Health and Social Care Partnership)
- Skills Development Scotland
- Strathclyde Partnership for Transport
- Voluntary Action East Renfrewshire
- West College Scotland

## Our Community Planning Priorities

The Community Plan is structured around five strategic priorities:

1. Early Years and Vulnerable Young People
2. Learning, Life and Work
3. Economy and Environment
4. Safe, Supportive Communities
5. Older People and People with Long Term Conditions

The five Fairer East Ren outcomes below are focused on tackling inequality. These outcomes were determined following extensive community engagement and also informed by our local socioeconomic data and evidence of local need.

1. Child poverty in East Renfrewshire is reduced
2. Residents have the right skills, learning opportunities and confidence to secure and sustain work
3. East Renfrewshire's transport links are accessible, attractive and seamless
4. Residents' mental health and wellbeing is improved
5. Residents are safe and more socially connected with their communities



## Performance and Progress 2020-21

This section of the report is structured around our five strategic priorities. For each priority, there is key performance data, progress updates on delivery against Fairer East Ren and other partnership working highlights.

### Strategic Priority 1: Early Years and Vulnerable Young People



The outcome we want is...

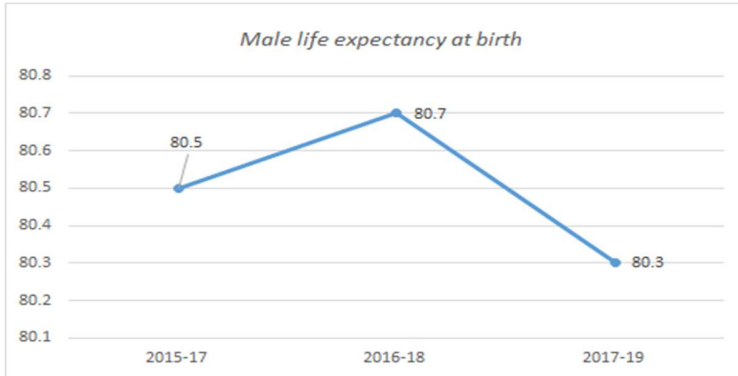
**All children in East Renfrewshire experience a stable and secure childhood and succeed**

Our steps along the way to achieving this are...

- Child poverty in East Renfrewshire is reduced\*
- Parents provide a safe, healthy and nurturing environment for their families
- Children and young people are cared for, protected and their wellbeing is safeguarded

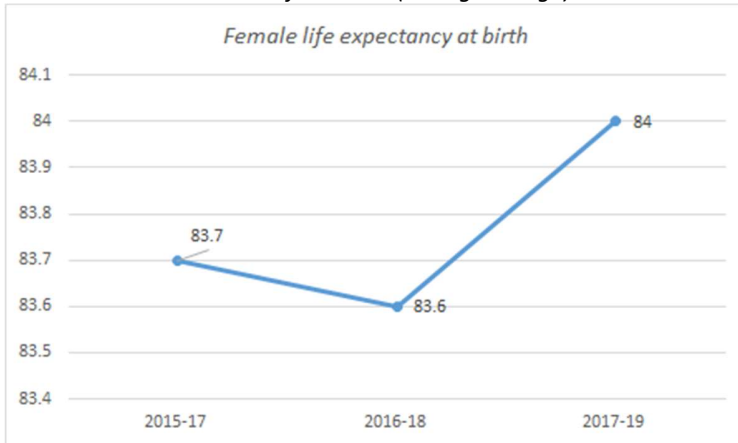
\*Fairer East Ren outcome

Our CPP monitors the following indicators to provide an overall picture of strategic priority 1: early years and vulnerable young people:



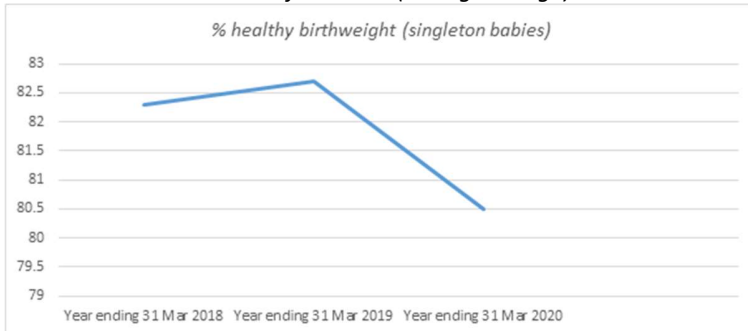
80.3 years is higher than the Scottish average of 77.2 years of age.

Source: National Records of Scotland (rolling average).



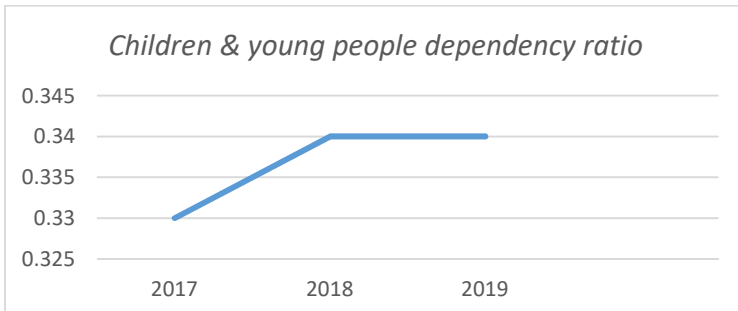
84 years is higher than the Scottish average of 81.1 years of age

Source: National Records of Scotland (rolling average).



This is the percentage of babies born within the healthy birth weight range. 80.5% is slightly under the Scottish average of 81.7%.

Source: Public Health Scotland



This is the ratio of children and young people aged 0-15 to the working age population (16-64). For East Renfrewshire the ratio has been slowly increasing over the last few years.

## Fairer East Ren Outcome: Child poverty in East Renfrewshire is reduced

We have continued to support families to increase their income (from employment and social security) and reduce their essential costs of living. Please see our Local Child Poverty Action Report for full details on how we have been addressing child poverty in East Renfrewshire including key performance indicators.

There have been some key successes to report for 2020-21:

- **Work EastRen** and **MART** teams launched the new Scottish Government **Parental Employability Support Fund** (PESF) programme providing **support for parents who face barriers to progressing their careers**. Support includes help to gain a qualification, improving skills or work experience, money advice and motivational support.
- In partnership with **DWP**, **Skills Development Scotland** and the **Third Sector** interface, the **Council** developed a model which addresses all barriers to work including lack of skills, experience, health support, money advice and childcare access.
- Since September 2020 there have been 19 PES registrations with the following outcomes:
  - 3 parents have gained qualifications
  - 3 have has successful employment outcomes
  - 7 have had an increase in income, either from employment or benefit check

### Sally, full time employed single mother of two year old

During the pandemic Sally decided to go part-time to make balancing everything a bit easier. However, she began to worry about how this would affect her benefits and her boss informed her that she might need to go full time again soon. Sally joined the **PES programme** to find out about her employment options and financial situation.

Steven at **MART** helped Sally to complete a full benefit calculation making sure that all the benefits she was currently on were correct. He then explained how different career decisions would affect these benefits ranging from not working to working full time. It was important that Sally could find an affordable option that provided a good work-life balance and time to spend with her child.

Steven and Sally spoke almost every week for 6 weeks to ensure she fully understood her options. From their original conversation it became clear that there would be one month when Sally would receive fewer benefits than normal, however with Steven's support, Sally was prepared and was able to overcome this obstacle.

In addition to ensuring Sally had the information required to make lasting change, Steven and the team provided additional support. Due to the difficulties she faced through COVID, the team made sure Sally had the opportunity to really bounce back. For example, following an application to an energy bill relief fund, Sally was awarded **£121 off her energy bills**.

Sally is now working with the employability side of the project to move into a new career with all the knowledge, understanding and support she might need during the transition. With the support, Sally is better able to focus at work now that she has a better understanding of her options.

Sally reported on having a **more positive work/life balance, reduced stress and more quality time with her family**. She no longer needs the financial support and advice provided by PES and the MART team but she knows that she can reach out again when required and feels comfortable and confident enough to do so.

### Snapshot of success in 2020-2021

#### Food provision

Throughout the pandemic East Renfrewshire Community Planning third sector partners worked extensively to provide **free** and **low-cost food** including, but not limited to:



- Establishing a Food Hub to home deliver weekly food parcels to those in need, distributing around **4,000 food parcels** over six months involving about 50 staff and volunteers.
  - Delivering approximately **1,300 weekly free school meal food parcels** to all entitled pupils throughout lockdown and school holidays.
  - Providing **supermarket vouchers** worth almost £4,000 to households in need through MART.
  - Delivering **emergency food parcels** to homes via the Council's Community Wardens.
- Providing a **volunteer run shopping service** through the Community Hub
  - Supporting **2 Food Shares** to re-open when restrictions allowed
  - Supporting the establishment of a **Food Larder Network** with **3 active larders**
  - Creating a **food dignity network** including connections with **community growing spaces** and **gardens** for community wealth building.
  - **Mutual Aid Groups** offered street level support for neighbours such as shopping, prescriptions and welfare checks. They included Eaglesham and Waterfoot Self Isolation Helping Hands, East Renfrewshire Volunteer to Help Platform, East Renfrewshire Self Isolation Supporters, Williamwood Community Support, Neilston Together, Include me 2 and Netherlee Neighbours.



### Reducing costs of the school day

The Back to School Bank, which has seen an increase in demand over the past year, provides children in situations of poverty and hardship, with a brand-new school uniform, gym kit, school bag, stationery. The children remain anonymous and the school bank operates on a referral system with local support agencies, schools and third sector organisations.



**Back to SchoolBank  
East Renfrewshire**

We recognised the potential for young people in poverty to become digitally excluded during home learning. In August 2020, the Education department issued 600 Chromebooks, 51 Mifi devices and 29 charging trolleys from the Connecting Scotland initiative to schools. Allocations were based on equity related factors. In March 2021, they issued an additional 700 Chromebooks to schools which were allocated based on equity related factors.

### Fuel Poverty

Fuel poverty has become an ever-increasing issue as a result of COVID, as families are spending more time in the house due to the closure of schools or have had their income reduced as a result of furlough/redundancies.

NHS Greater Glasgow and Clyde has seen a major increase in staff using fuel poverty and staff money worries programme (320% increase since last year, 781 staff used this service so far in 2020/21).

Barrhead Housing Association worked in partnership with Citizen's Advice Bureau to provide emergency fuel payments to tenants in need. Between May 2020 and March 2021, almost £20,000 was distributed to 257 East Renfrewshire residents who were struggling with fuel debt or costs.

### Strategic Priority 2: Learning, Life and Work



The outcome we want is...

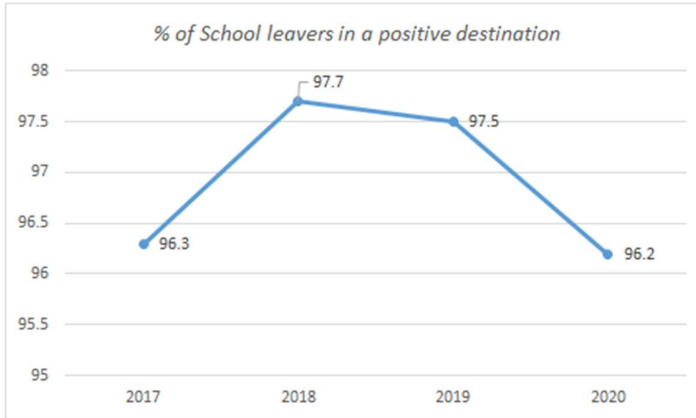
**East Renfrewshire residents are health and active and have the skills for learning, life and work**

Our steps along the way to achieving this are...

- Residents have the right skills, learning opportunities and confidence to secure and sustain work\*
- Children and young people are included
- Children and young people raise their educational attainment and develop the skills they need
- Residents are as health and active as possible

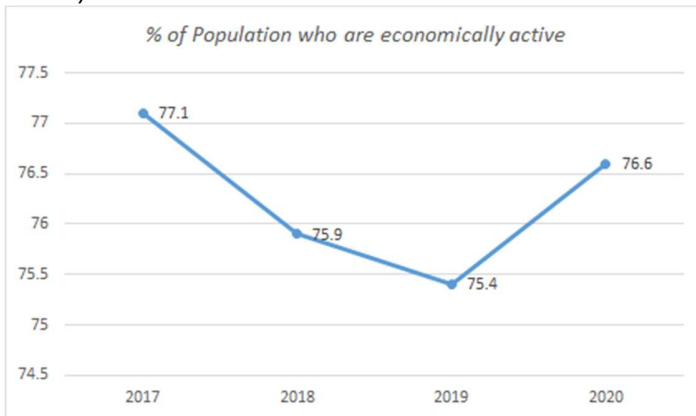
\*Fairer East Ren outcome

Our CPP monitors the following indicators to provide an overall picture of strategic priority 2: learning, life and work:



2020 saw a slight decrease, however still compares favourably with the Scottish average of 93.3%.

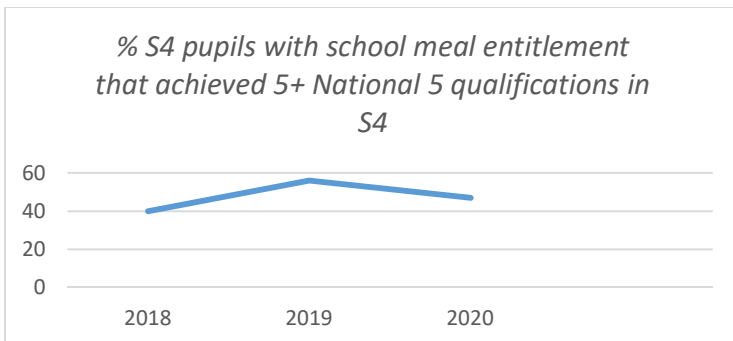
Source: Scottish Government (modelled by the Improvement Service)



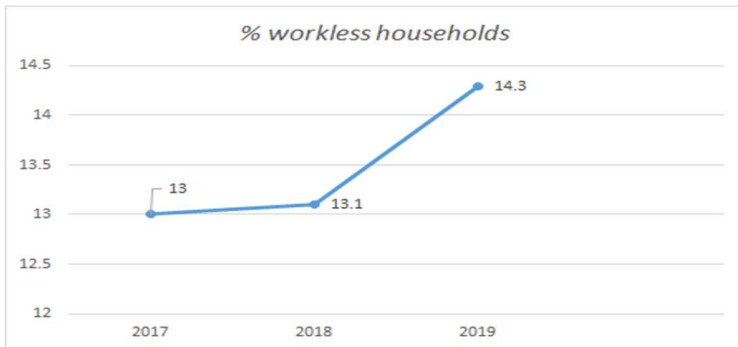
In 2020 there was an increase of 1.2 percentage points from the previous year, but 0.2 percentage points lower than the Scottish average of 76.8%.

Source: NOMIS

**Fairer East Ren Outcome: Residents have the right skills, learning opportunities and confidence to secure and sustain work**

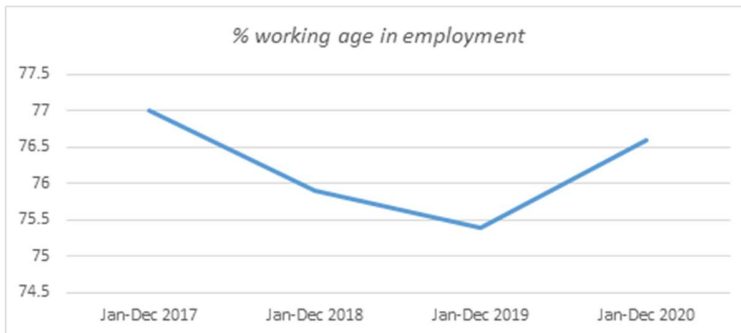


Source: Scottish Government

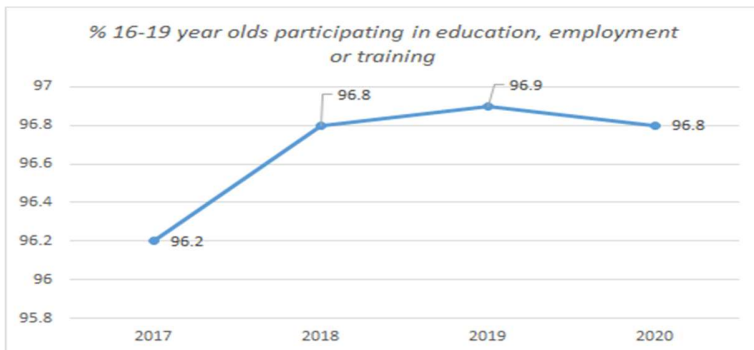


2019 saw a slight increase in comparison to the previous year, however this result is below the Scottish average of 17.1%.

Source: NOMIS

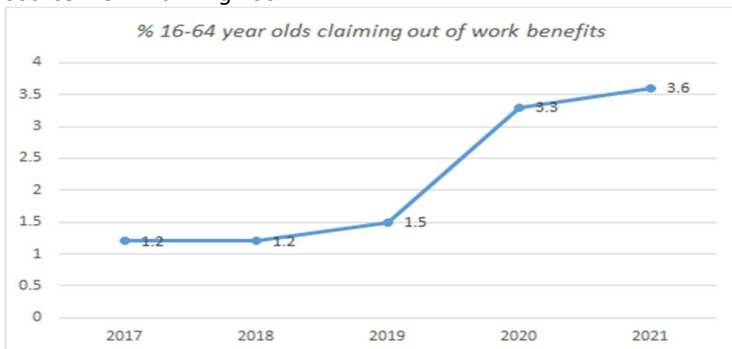


Source: NOMIS



There was a slight decrease in 2020, however this indicator remains above the Scottish average of 92.1%.

Source: LGBF Ranking Tool



There was a slight increase in the last year of 0.3 points, however this is below the Scottish level of 6%.


Source: NOMIS



## Snapshot of success in 2020-2021

There have been some key successes to report for 2020-21:

- **The Work EastRen team** has continued to promote employability services, particularly for those facing multiple barriers to employment and a **new pathway for 16-24 year olds** has been developed via the Scottish Youth Guarantee programme delivering specialist provision in East Renfrewshire for this age group: **additional support needs; care experienced young people** and the creation of **15 Modern Apprenticeships**.


- Further funds were secured via the Scottish Government's *No one Left Behind* programme to **support employed and unemployed parents; parents with disabilities; pre-employment support for young parents; pre-employment support for parents accessing funded Early Learning and Childcare** and support for 16-26 year olds via the Scottish Youth Guarantee programmes.
- **The Council's Economic Development team** processed almost **5,000 Covid business grant payments worth £17.3 million**.
- **The Employability Lead** and the **Local Employability Partnership** continue to review the employability services being delivered within East Renfrewshire to identify gaps, avoid duplication and secure funding. For example, **an additional needs employability programme** was funded via the Scottish Youth Guarantee once a gap had been identified.
- Through the **Connecting Scotland** programme council departments including Work EastRen, CLD and other partners: Barrhead Housing Association, IncludeMe2, the Corra Foundation and Mearnskirk Helping Hands distributed **devices and connectivity to digitally excluded groups**. These included: young parents, young people over 16 in further Education or Training, households with children, pregnant women and adults and young people with additional support needs.
- Town Centre Recovery groups continue to meet as and when required to help form local responses to Covid-19. This included the recruitment of 7 town centre volunteers to welcome and re-assure visitors following the lifting of the first restrictions.
- **East Renfrewshire Council Living Wage Accreditation** was **achieved** in November 2020. Tenders now include a **Fair Work & Living Wage** question to ensure bidders consider these areas. Community Benefit (CB) clauses now include a community Wish List (residents' wish list of local projects put forward to contractors/suppliers to choose from). Any community group, including charities, schools and services, can submit online the cause they would like supported. Contractors will be directed to this when preparing their bid and upon contract award. Companies delivering **Community Benefits** are encouraged to **offer opportunities to low income families** through increased CB points available for assisting those from priority backgrounds.
- **West College Scotland** have supported:

- 415 East Renfrewshire students
- 55 local residents studying on European Social Funded Employability Programme
- 3 local companies via the Flexible Workforce Development Fund

### Strategic Priority 3: Economy and Environment



The outcome we want is...

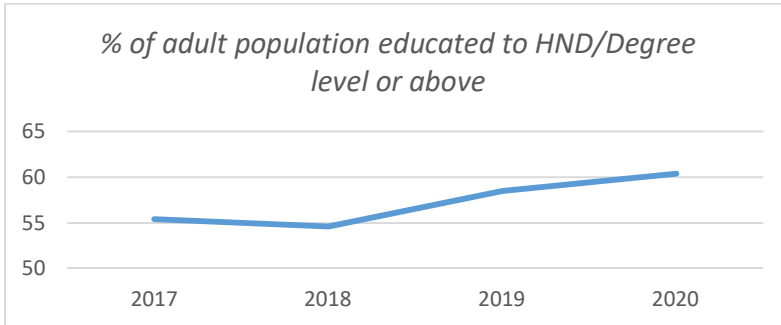
**East Renfrewshire is a thriving attractive and sustainable place for business and residents**

Our steps along the way to achieving this are...

- East Renfrewshire's transport links are accessible, attractive and seamless\*
- East Renfrewshire is a thriving place to invest and for businesses to grow
- East Renfrewshire is an attractive place to live with a good physical environment
- East Renfrewshire is a great place to visit
- East Renfrewshire is environmentally sustainable

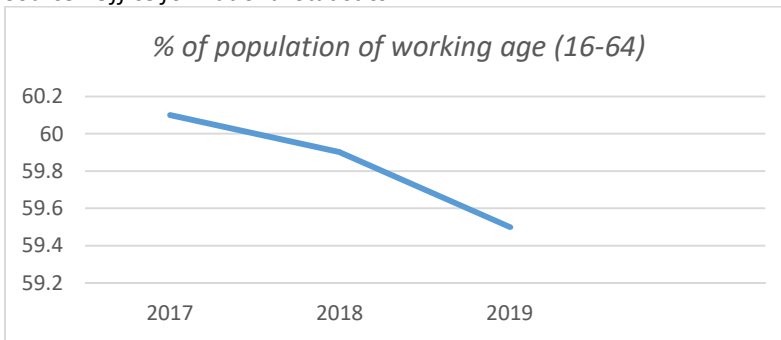
\*Fairer East Ren outcome

Our CPP monitors the following indicators to provide an overall picture of strategic priority 3: economy and environment:



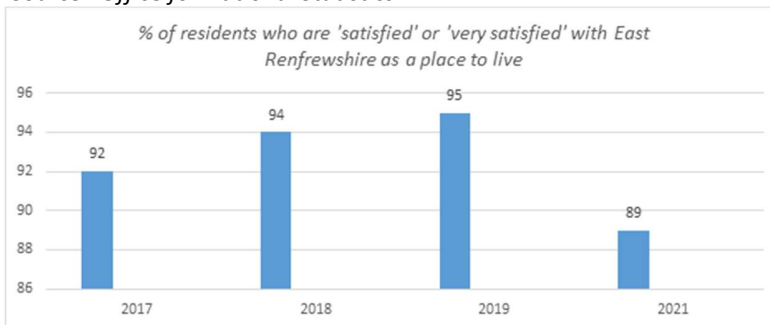
The current rate of 60.4% is higher than the Scottish average of 49.3%.

Source: Office for National Statistics



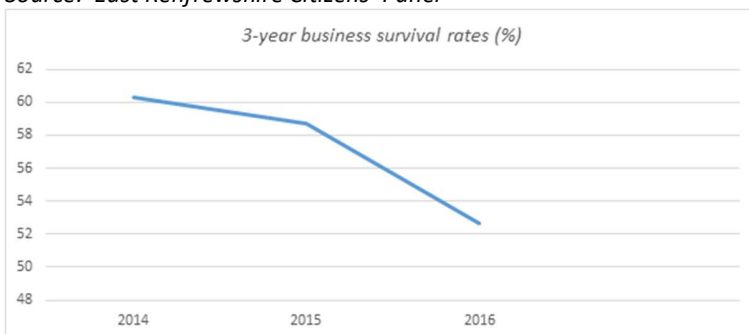
The working age population has slowly been decreasing over the last 6 years and the latest figure of 59.5% is lower than the Scottish average of 64%.

Source: Office for National Statistics



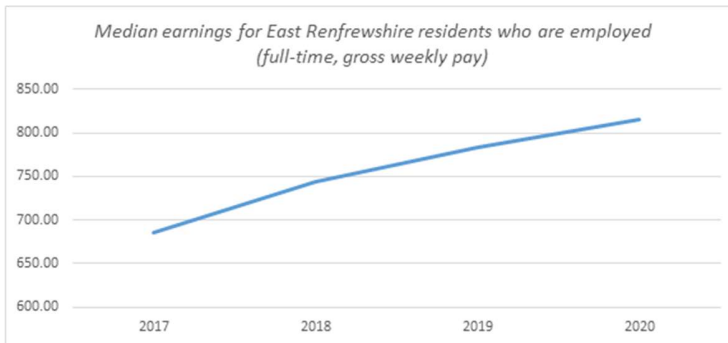
Satisfaction remains high although a slight decrease may be as a result of the Covid-19 pandemic. The Citizens Panel survey is bespoke to East Renfrewshire so there are no Scottish comparisons available.

Source: East Renfrewshire Citizens' Panel

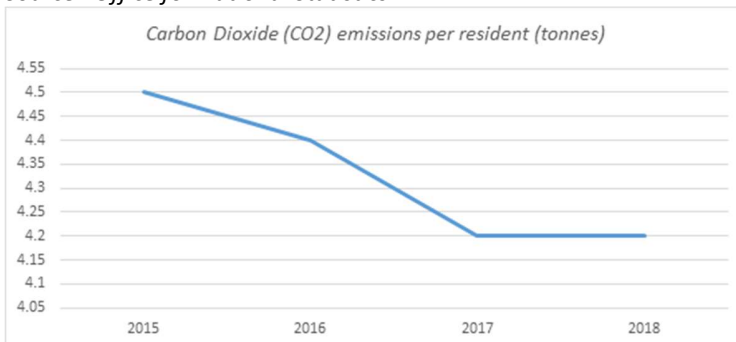


The 3-Year business survival rate for 2016 is 52.7, ie 52.7% of businesses that were 'born' in 2016 were still active in 2019. The business survival rate for 2017 will be available in November 2021.

Source: Scottish Government



Source: Office for National Statistics



Source: Department for Business, Energy & Industrial Strategy

The current median earnings of £815.20 is significantly higher than the Scottish figure of £595.

Revised estimates will be published on 24 June 2021 and will include data for 2019.

## Fairer East Ren Outcome: East Renfrewshire transport links are accessible, attractive and seamless

### Local Transport

Following completion of the two transport studies just before the outbreak of Covid-19 (including one on **community transport**), a Transport Delivery Plan was scheduled to be developed based on the key issues, recommendations and actions from the studies. As a reminder, some of the key issues which were identified were:

- Anticipated population growth and ageing population
- Reducing inequality
- Sustainability – to minimise car use
- Routes in and around the area

Due to the focus over the past year on the response to Covid-19, the Transport Delivery Plan has not yet been produced. Confidence in using particular modes of transport have been impacted and certain groups are faced with decisions based on risk of health. Disadvantaged and low income groups may not have any choice and will require to use the same modes – regardless of social distancing or fare increases due to falling passenger numbers. This may increase the gap between those that have options and those that don't.

Moving forward, the Plan will now need to take cognisance of a shifting landscape due to the pandemic and the changes that this will have on travel patterns – both short-term and long-term.

### Snapshot of success 2020-2021

Around **40 residents** accessed the **volunteer community transport** to vaccination centres between February and May 2021.

#### Glasgow City Region City Deal



**Improvements to Balgraystone Road (Barrhead)** are now **complete**. Part of East Renfrewshire's £44m Glasgow City Region City Deal investment, these improvements have:

- opened up new residential development opportunities, including access and utility services to support the regeneration of Barrhead, the first phase of which will include a development of 39 council homes
  - improved access to Dams to Darnley Country Park and the proposed new rail station, enabling a rail and bus interchange
- provided better connections for walking and cycling to Dams to Darnley Country Park
  - supported the wider long term economic objective of delivering a new sustainable community in Barrhead South of up to 1,050 new homes within the next 10 years.

ERC's Environment Department is currently re-phasing the remaining City Deal projects to take account of the effects of the Covid-19 pandemic on costs and timescales.

## Strategic Priority 4: Safe, Supportive Communities



The outcome we want is...

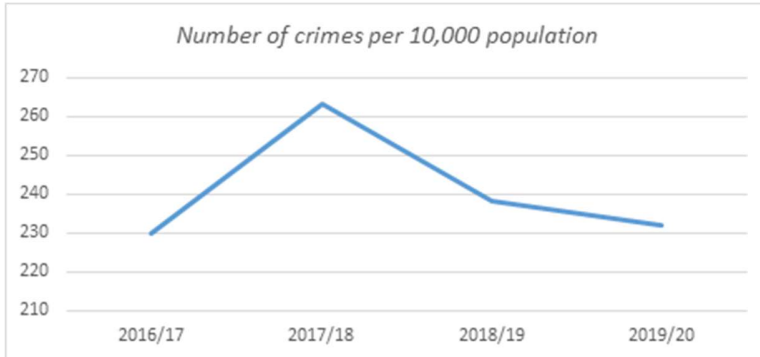
**East Renfrewshire residents are safe and live in supportive communities**

Our steps along the way to achieving this are...

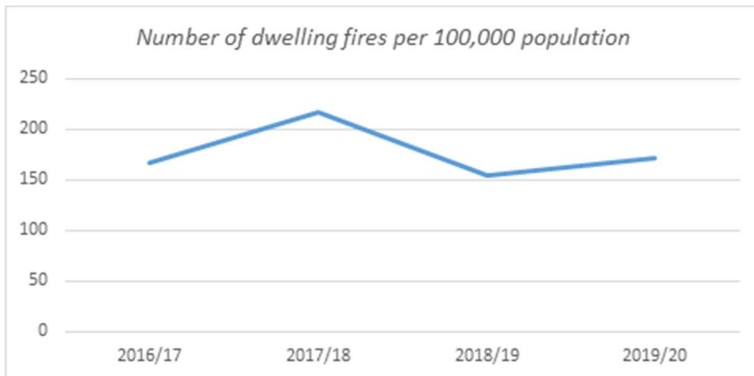
- Residents' mental health and wellbeing is improved\*
- Residents live in safe communities with low levels of crime and anti-social behaviour
- Residents are protected from harm and abuse and public protection is safeguarded
- Residents live in communities that are strong, self-sufficient and resilient
- Residents are protected from drug and alcohol related harm

\*Fairer East Ren outcome

Our CPP monitors the following indicators to provide an overall picture of strategic priority 4: safe, supportive communities:

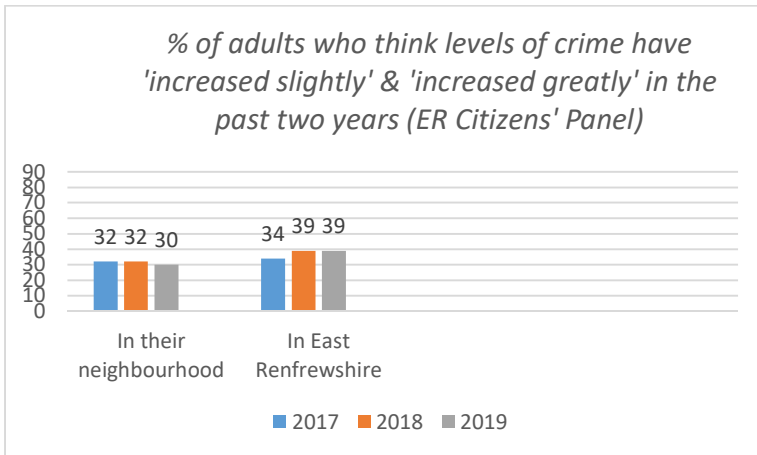


Source: Scottish Government "Recorded Crime in Scotland 2010-11 to 2019-20"



Source: Scottish Fire and Rescue Service "Fires Dataset 2009-10 to 2019-20"

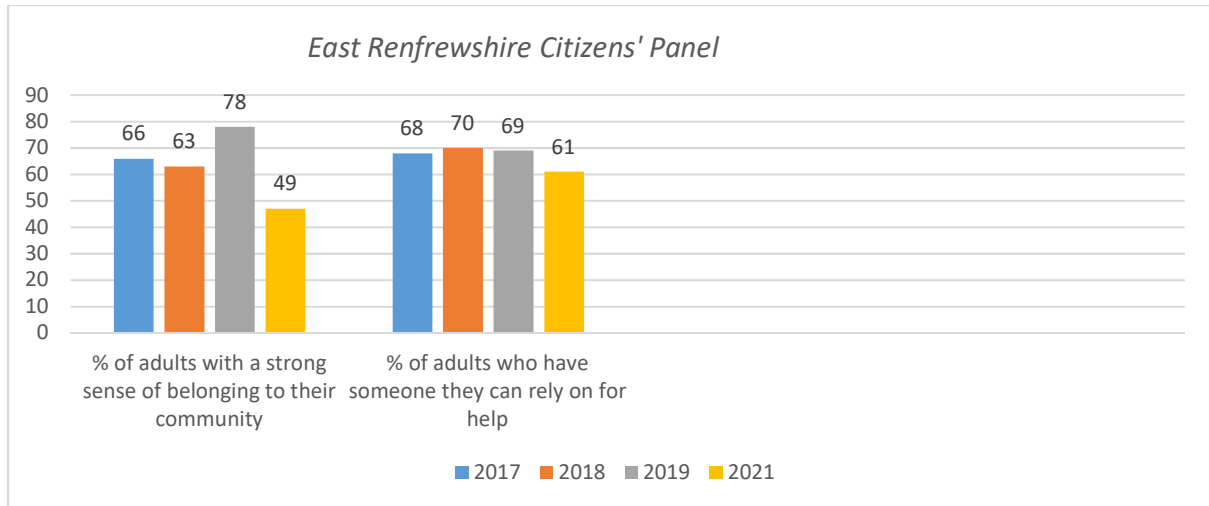
The recent increase in the number of dwelling fires may be as a result of more residents being at home due to the pandemic.



Note: There was no Citizens' Panel core survey in 2020. This question was omitted in the 2021 survey due to the additional questions relating to the impacts of the Covid-19 pandemic.

## Fairer East Ren Outcome: Residents' mental health and wellbeing is improved

These indicators are set for the Fairer East Ren Mental Health and Social Isolation Plan which straddles priority 4 (safe, supportive communities) and priority 4 (older people and people with long term conditions)



Note: There was no Citizens' Panel core survey in 2020.

The chart shows reductions in the recent Citizens' Panel indicators, more significantly so for the indicator: *adults with a strong sense of belonging to their community* (a reduction of almost 30 percentage points since 2019). Although this figure is low, the current pandemic has negatively impacted on how residents are feeling. However, this rate should also be considered in conjunction with responses to another open-ended question in the panel survey, where a stronger sense of community was the most commonly mentioned positive change seen during the pandemic that they would like to retain.

### Snapshot of success 2020-2021

This year has seen the suspension of many groups and clubs which had positively impacted on residents' mental health and wellbeing pre-pandemic. However, despite this, there have been some key successes to report under Fairer East Ren including:



- The **library service** offered a mix of **Click & Collect** as well as limited browsing and public PC use (during periods when restrictions were lifted). Both services were relatively well used and even when libraries were closed, the **online eBook** and **digital magazine services** (BorrowBox) continued to operate. At no time before has it been so evident that reading for pleasure and learning has enormous benefits for mental health and wellbeing.

*Comments from library service users:*

*"I'm back on BorrowBox. It's been a lifesaver during lockdown."*

*"The staff at Giffnock are superb and always happy to help. BorrowBox has been an invaluable support during these trying times."*

*"It has been so good to have the library to use in lockdown".*

- A pro-active **promotion of mental health supports** to the **local business community** was carried out based on evidence of mental health impacts of the pandemic on business owners.
- Detached youth work was seen as a national priority during the pandemic to support the **mental health and wellbeing of young people** throughout the year. Since June 2020, the Community Learning and Development team have had **6,000 interactions** with young people. The team also used this approach to support and engage with community members and continue our commitment to Locality Planning and community support.
- A range of social media campaigns have been supported throughout the year, including United to Prevent Suicide, It's OK not to be OK, Alcohol Awareness Week, Dry January (with a focus on mental health & wellbeing) and Stress Awareness Week. All campaigns were designed to **promote open conversations about mental health & wellbeing** and work continues in this area. **Campaigns reached between 9,000 and 17,000 people via Facebook** and reached up to **80-90,000 people on Twitter**. United to Prevent Suicide had the greatest reach with 73 link clicks across Facebook and Twitter.
- At the start of the pandemic, the **GP practice link workers** moved to telephone based wellbeing calls. The **number of people being supported remained high** and during the period between March and December 2020 there were around **650 referrals**. Link workers also carried more than **250 wellbeing calls** to individuals identified by GP practices including those shielding. The most common reason for referral was anxiety/stress followed by depression and then bereavement and loss, family issues and relationships. Based on learning from the pandemic period, the service will move to a mix of face-to-face and telephone/video appointments as this will increase capacity and engagement with link workers.

*Feedback from GPs and individuals receiving support continues to be positive:*

*"invaluable in the current climate" (GP)*

*"meaningful and worthwhile advice and guidance." (service user)*

- At the start of the pandemic there was an early recognition that there was a requirement of a co-ordinated approach to community Wellbeing. The establishment of the **Wellbeing Network** has ensured a collaborative approach to providing support via The Community Hub, Mearns Kirk Helping Hands, Cosgrove Care, Include me 2 club, RAMH and the Carers Centre. These organisations will continue to work together to offer support through the recovery and renewal phase.

## Strategic Priority 5: Older people and People with Long Term conditions



The outcome we want is...

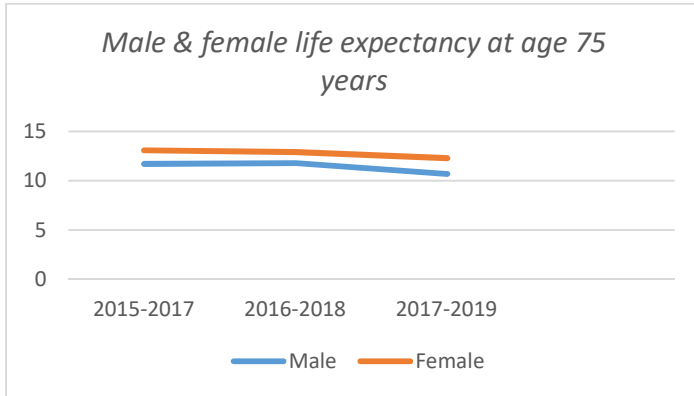
**Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives**

Our steps along the way to achieving this are...

- Residents are safe and more socially connected within their communities\*
- Older people and people with long term conditions stay as healthy as possible
- Older people and people with long term conditions live safely and independently in the community
- Carers are valued and can maintain their own health and wellbeing

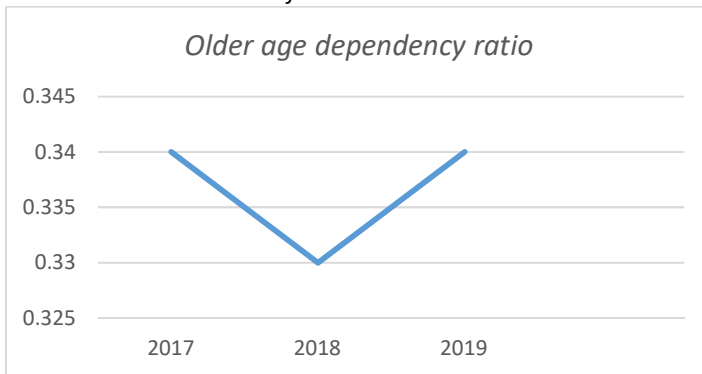
\*Fairer East Ren outcome

Our CPP also monitors the following indicators to provide an overall picture of strategic priority 5: older people and people with long term conditions:



Male life expectancy at 75 has decreased by around one year, however East Renfrewshire has a higher life expectancy rate than the Scottish average. Female life expectancy at 75 has decreased slightly although has been consistently higher than the Scottish average.

Source: National Records of Scotland



This is the ratio of older people 75+ to the working age population (16-64). This has remained fairly consistent over the last few years. The ratio for 2020 will be available at the end of June 2021.

## Fairer East Ren Outcome: Residents are safe and are more socially connected within their communities


There have been some key successes to report under Fairer East Ren including:

- East Renfrewshire **Trading Standards** have been working with **Police Scotland** to **raise awareness of telephone scams** that are impacting local residents. Local retailers were educated around current trends including victims being deceived into purchasing high value vouchers such as Amazon, Google Play and iTunes. Retailers received educational posters for displaying within the store for staff and customers. Police Scotland Youth Volunteers delivered awareness leaflets to a number of homes in East Renfrewshire, leaflets were displayed in the vaccination centres and included in food parcels that were delivered to residents.
- Unable to continue its community-based work due to the pandemic, **Talking Points** linked up with the **new Community Hub** and the Initial Contact Team within Social Work to provide advice and support to Voluntary Action East Renfrewshire in the creation and delivery of new community

supports. The Talking Points Co-ordinator was based within Voluntary Action's buildings in order to better respond to identified needs and when appropriate, provide support.

Talking Points customer feedback:

*"I was feeling frustrated, anxious, and angry and didn't know where to turn to next. I phoned the community hub and within 15 minutes Talking Points had phoned and were on my case. ---- was a great listener, had a very calming manner and told me not to worry as he would find out the required information. This was last Thursday at the back of 14.00. By Friday afternoon he had made contact with the department and gave me the superb news that I had been needing. I'd like to thank ---- so much for taking time to help me and resolving my problem so quickly."*

- **Talking Points** members continued to meet with its partners during lockdown via Microsoft Teams, continuing to link with the Community Hub when their expertise was required to give advice and support to residents either by phone, Zoom or Teams. In March 2021, the three Community Hub partners, HSCP management and Talking Points partners agreed to formalise and capitalise on the relationships forged during the pandemic within the Community Hub and the message that *"Talking Points has a new home at the Community Hub"* was circulated.
- 
- As a result of the pandemic many organisations and groups had to stop operating which resulted in the majority of supports being focused around the following areas:
    - 23 organisations supported to access national and local pandemic funding opportunities
    - 62 organisations & groups receiving weekly updates on the latest Scottish Government guidance, support information and local supports
    - 28 organisations part of the Wellbeing Network
    - 13 organisations part of the Food Dignity Network
    - 8 organisations part of the Digital Inclusion Partnership
    - 28 social enterprises & 49 non-social enterprises 1:1 capacity support interventions
    - 14 online group training sessions – 118 social enterprise attendees & 106 non-social enterprise attendees.
  - East Renfrewshire **Trading Standards** and **Police Scotland** have been working in partnership to **raise awareness of telephone scams** that are impacting local residents. Retailers throughout East Renfrewshire were visited and educated around current trends which included victims being deceived into purchasing high value vouchers such as Amazon, Google Play and iTunes. Retailers were provided with educational posters for displaying within the store for staff and customers. Police Scotland Youth Volunteers delivered awareness leaflets to a number of homes in East Renfrewshire, leaflets were displayed in vaccination centres and included in food parcels that were delivered to residents.
  - Only high risk fire home safety visits were carried out during lockdown, however visits will be resumed as soon restrictions are lifted.

## Snapshot of success 2020-2021

### Expanding the Telecare Service

**Telecare**, or community alarm, **provides a link from a person's home to the Council's 24 hour response centre**. The alarm allows people to raise an emergency and at the touch of a button. The Telecare service has continued to reach new residents – on average around 40 per month - and the team has worked tirelessly through the pandemic to ensure that there has been no disruption to the service. Telecare responders carried out more than **1,500 emergency visits each month**.

#### Comments from Telecare clients:

*"The ladies were very friendly, helpful and put me at ease, they helped me and they were so lovely and patient with me, making sure that I was ok and safe before they left, they wouldn't accept anything other than a thank you. They are a credit to the council and the wonderful service that they provide, for which I am very grateful"*

*"The girls that came to install my mum's alarm were absolutely lovely. They put myself and my mum at ease very friendly, exceptionally helpful and professional. This has given me peace of mind that my mum is in safe hands should she ever need help. Thank you again."*

### Financial harm toolkit launched

In the summer of 2020, Trading Standards launched a financial harm toolkit, empowering residents to **avoid personal and financial harm**, particularly relevant for those residents in vulnerable situations. The self-help toolkit contains information such as **doorstep crime, email scams, unwanted mail, online shopping, Covid-19 scams, financial abuse and power of attorney**. It also covers **scam prevention** tailored to protecting residents living with cognitive impairment/dementia, financial abuse of the elderly and what residents should do if they receive nuisance phone calls.



## Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank



Our Community Planning Partnership (CPP) recognises that inequalities are experienced in some communities more so than others. We are working together to reduce these inequalities by targeting and focusing our resources where they can have the most impact on people's lives.

In 2017 the CPP agreed that extra focus should be given to the communities of Auchenback, Dunterlie, Arthurlie & Dovecothall, Neilston and Thornliebank as we know from data and lived experiences that outcomes in health, employment, education and experience of crime can be disproportionately poorer when compared with other areas of East Renfrewshire.

We use a 'locality planning' approach to address these outcome inequalities. This means we look at a 'locality' or 'neighbourhood' as whole, aim to understand people's needs, priorities and aspirations, and collectively work on improving them with all of the resources across all of our organisations and local community groups there. Locality planning is also about building and maintaining ongoing partnerships in a neighbourhood and enabling the people there to be as involved in decision making about services and improvements as they want to be.

In light of COVID-19, locality planning has been heavily impacted across the four localities. As a result, we are currently exploring different engagement methods including online workshops and sessions to engage with existing groups and new members from the community, whilst we are unable to provide building-based face to face delivery. The focus at this time is very much on renewal and recovery. At the time of writing this report we are still working on a detailed locality planning timeline.

A Community Hub was established in March 2020. Between April 2020 and March 2021 there were:

- Over 1,862 calls received
- Over 1,500 offers of help from volunteers (via on-line and hub calls)
- 1,080 prescriptions and shopping deliveries co-ordinated
- 288 calls signposted to local supports
- 4,385 wellbeing calls made by staff and volunteers
- Over 5000 affordable, reusable face masks produced by volunteers

## Next steps

In March 2021, community planning partners agreed that the Performance and Accountability (PAR) group meetings to oversee progress and scrutinise performance would be replaced with a simpler approach of two meetings per year, **focusing on action**. These meetings will consist of Board members (including Councillors) as well as representation from the following thematic groups:

- Child Poverty Oversight Group
- Strategic Local Employability Partnership
- Wellbeing Network
- Safe ER
- East Renfrewshire Digital Inclusion Partnership

It was also agreed that in time, the Locality Planning Steering groups could also be represented at these meetings.

For 2021-22, the FairER Delivery Plans will be reviewed and revised as one year Recovery Transition Plans developed by the appropriate thematic groups (as listed above).

Despite not being able to meet face to face for over a year, community planning partnership working has continued throughout, ensuring our responses to the pandemic and its impacts on local residents have been effective. More than ever, a partnership approach will be essential for recovery and renewal across East Renfrewshire and to ensure that we are not simply 'returning to normal' but are 'building back better'.



**Report produced by Strategic Services Team, East Renfrewshire Council**

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# Fairer East Ren: Transition Delivery Plans 2021-2022

Delivering the outcomes of the East Renfrewshire Community Plan

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## Background

- Fairer East Ren is the Local Outcome Improvement Plan for East Renfrewshire Community Planning Partnership.
- Fairer East Ren identifies how partners will work together to reduce socio-economic inequality and this is set out in a number of themed delivery plans:
  - Child poverty in East Renfrewshire is reduced (Local Child Poverty Action Report)
  - Residents have the right skills, learning opportunities and confidence to secure and sustain work
  - Residents' mental health and wellbeing is improved
  - Residents are safe and socially connected within their communities
- The partners have reviewed these plans in early 2021 to consider the impact of COVID-19. The relevant thematic groups have considered the strategic and intermediate outcomes, progress indicators and critical activities from our previous plans and updated them accordingly.
- This document sets out the most relevant outcomes, indicators and activities for 2021-2022.
- There is a further Fairer East Ren outcome relating to transport which remains unchanged, although it should be noted that there is a new activity relating to Community Transport within the Mental Health and Wellbeing outcome.
- A further review will take place later in 2021 with a view to developing three year plans for the period 2022-2025.

## Child poverty in East Renfrewshire is reduced (Local Child Poverty Action Report)

Responsible Delivery Partnership : Child Poverty Oversight Group , Chairs  
Caroline Innes (ERC) and Julie Murray (HSCP)

Whilst East Renfrewshire has one of the lowest levels of child poverty in Scotland, there are still around 3,000 of our children and young people living in low income families; that is 16% of all children and young people living in the area.

East Renfrewshire has the highest proportion of children in any local authority in Scotland; one in every five people in the area is aged 0-15 years. Migration has a large impact on the population of East Renfrewshire and especially the child population; in 2018/19 nearly 500 more children (0-14) migrated into the area than left

Child poverty can be reduced by supporting parents to increase their income from employment and/or from social security, whilst also reducing their costs of living.

Just over 1 in 10 (14%) of households in East Renfrewshire are 'workless' meaning there is no individual over the age of 16 in the household who is employed. Over a third of children in East Renfrewshire come from 'mixed households'. This means a household contains at least one person aged 16 to 64, where at least one person aged 16 and over is in employment and at least one other is either unemployed or inactive.

Those *living* in East Renfrewshire receive the highest average weekly pay in Scotland; the average weekly full time pay is £815 and the average weekly part time pay £257. However, those *working* in East Renfrewshire receive the lowest average weekly pay in Scotland; the average weekly full time pay is £487 and the average weekly part time pay is £165. Further, around a third (31%) of employees over 18 earn less than the living wage in East Renfrewshire which is double the Scottish average.

East Renfrewshire residents are less likely than the Scottish average to receive income from social security and benefits. 7% of all primary pupils from P4 to P7 are registered for free school meals, which is lower than the Scottish average of 21%. 7% of secondary pupils are registered for free school meals, again this is lower than the Scottish average of 17%.

The costs of living in East Renfrewshire are higher than average, particularly in relation to housing costs. The average property price in 2021 is £250,935 which is the second highest in Scotland. The average weekly local authority rent is £76.86.

We recognise the lower than average levels of poverty in the area but we understand that we have not yet seen the full impact of Covid-19 and therefore we need to continue to work together as a Community Planning Partnership to tackle poverty, with a particular focus on the most vulnerable group including lone parents, young parents and larger families.

There are currently around 2,400 lone parents with one or more children and it is projected that this will increase. There are fewer young mothers in East Renfrewshire than the Scottish average; 7% of all births in East Renfrewshire were to mothers under the age of 25, compared to 17% nationally.

East Renfrewshire's approach to child poverty is linked closely with the priority outcomes of employability and promoting positive mental health and wellbeing as outlined in the other Fairer East Ren plans to follow.

## 1.1 Child poverty in East Renfrewshire is reduced

### Population Outcome

The outcome we want is...

All children in East Renfrewshire experience a stable and secure childhood and succeed

### Intermediate Outcome

We will know we are making good steps along the way WHEN...

Child poverty is reduced

### Our contribution

So what we need to achieve is...

Improved income from employment for parents

Enhanced gains for families from income maximisation and social security

Reduced costs of living

### Critical Activities

By...

Encouraging more local businesses to become Real Living Wage accredited

Increasing support for in-work parents to remain active in the workplace, train and gain progression

Improving availability, access to and uptake of good quality in-work support programmes

Providing all PACE employability clients with financial inclusion support

Improving the knowledge of financial wellbeing within school leavers

Improving parental access to benefits and income maximisation information and advice, including new referral pathways

Reducing energy costs for vulnerable families

Increasing provision of affordable housing options to vulnerable groups

Reducing cost to families of school attendance and participation

Reducing cost to families of Early Learning and Childcare

Reducing cost to families of the pregnancy pathway.

### Critical Indicators

- Children living in poverty
- Real Living Wage employers in East Renfrewshire
- Working age unemployment level
- Children and young people participation level
- Free School Meal uptake at Primary School
- Access to financial wellbeing advice in East Renfrewshire
- Fuel poverty
- Uptake of funded early learning and childcare entitlement

## Inclusive Economic Recovery and Growth

Responsible Delivery Partnership: East Renfrewshire Local Economic Partnership (LEP) , Chair, Michael McKernan (ERC)

East Renfrewshire has a population of 95,500 and around 57,000 of these residents are of working age. Around 77% of working age residents are economically active.

However, over the past year we have seen a rise in unemployment, like the rest of the country. There are 1,600 working age people who are unemployed which is an increase of approximately 400 people compared to the previous year. 14.3% of households in East Renfrewshire are 'workless' meaning there is no individual over the age of 16 in the household who is employed.

Although there are comparatively high employment levels within the authority compared with Scotland as a whole, local socio-economic data shows that there are areas of higher unemployment in our most deprived areas. There continues to be a significant gap in employment rates and earnings between disabled and non-disabled residents, with around a 30 percentage point gap between disabled and nondisabled residents in 2020. The number of 16-64 year olds claiming out of work benefits has increased over the last year from 3.3% in April 2020 to 3.6% in April 2021, however as a broader span of claimants are required to look for work under Universal Credit than under Jobseeker's Allowance, this rise is expected.

Whilst it is acknowledged that employment remains the best route out of poverty, it is not a protection against poverty, for example, around one third of people working in East Renfrewshire continue to earn less than the living wage. This is double the Scottish average.

Almost 97% of 16-19 year olds are participating in education, employment or training, which compares well to the national figure of 91.8%. It is acknowledged, however that the participation rates will vary in different communities within the authority.

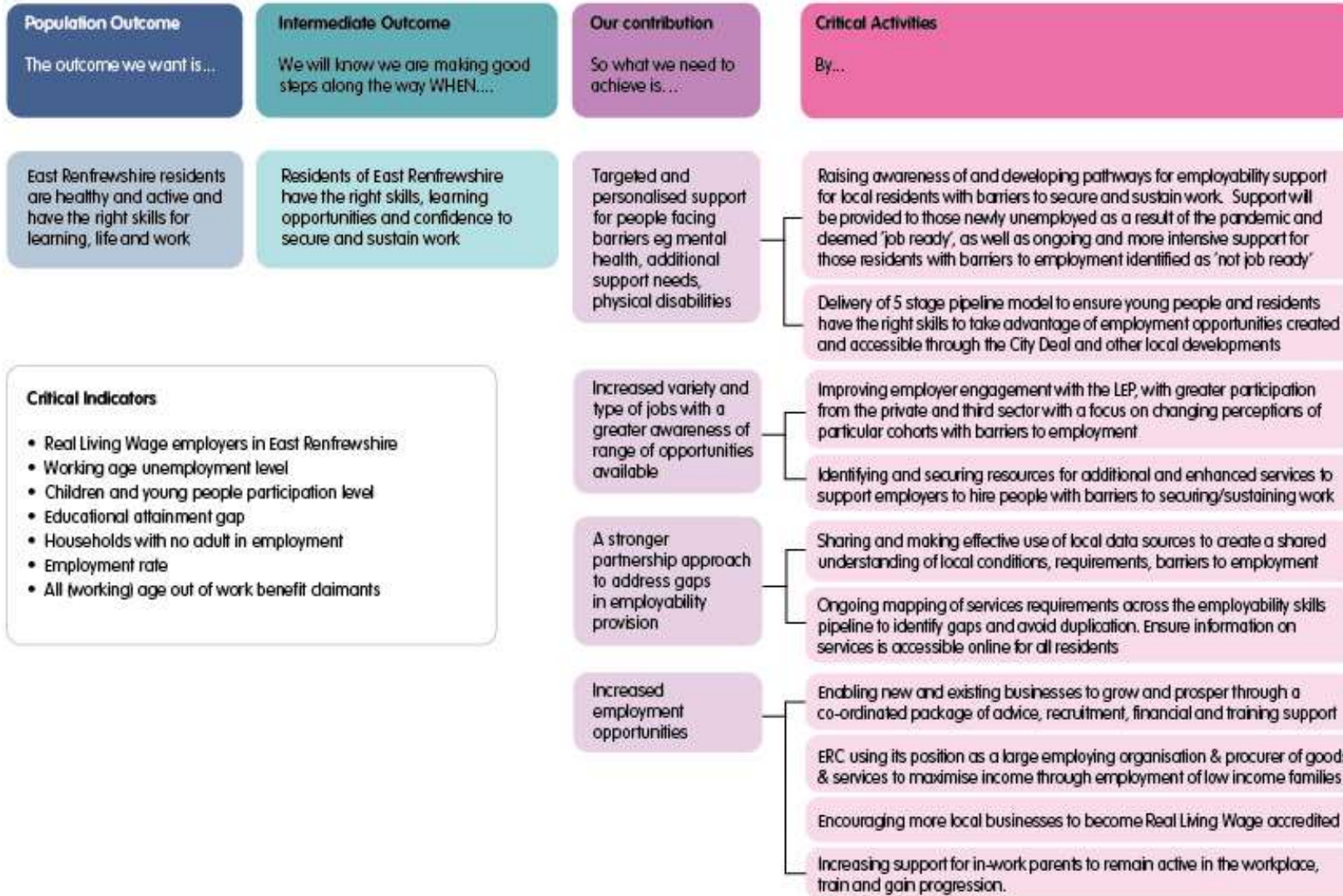
East Renfrewshire's Local Employability Partnership (LEP) has an important role ensure that the Inclusive Growth agenda is considered and mainstreamed across a wide range of Council and partner activities. Inclusive Growth means economic growth that combines increased prosperity with greater equality, creates opportunities for all, and distributes the benefits of increased prosperity fairly. This is done by promoting fair work and good-quality jobs; promoting equality and tackling inequality; and ensuring that success and opportunity is shared across the whole of East Renfrewshire.

We need to consider the importance of inclusive growth as a 'preventative' measure. If, for example, a development helps a vulnerable group or community to improve its skills and access to jobs, evidence shows that demands on a range of key services – social work, housing, criminal justice, health etc. – will be reduced.

East Renfrewshire's approach to employability is linked closely with the priority outcomes of tackling poverty and promoting positive mental health and wellbeing.



**2.1 Residents of East Renfrewshire have the right skills, learning opportunities and confidence to secure and sustain work**



## Community Wellbeing and Connectivity

Responsible Delivery Partnerships: East Renfrewshire Wellbeing Network ,  
Chair, Ruth Gallagher (Voluntary Action East Renfrewshire); East Renfrewshire  
Digital Inclusion Partnership (Chair tbc)

The effects of the Covid-19 pandemic over the last year have further highlighted the importance of good mental health and wellbeing for residents. Whilst lockdown has provided opportunities for many to help others in their community, for example, through volunteering, loneliness and isolation remain issues for many residents within our communities which has led us to identify social isolation as a priority area. Demographic changes projected in our population also emphasised the need to prepare for increased numbers of older people and increased numbers of single person households. During our engagement, residents also repeatedly highlighted the benefits and importance of a strong sense of community, social connections together with feeling safe.

These issues are high on the agenda at national level with a national mental health strategy in place and the Scottish Government's 'A Connected Scotland' plan which highlights the role of connected communities in tackling social isolation and loneliness. East Renfrewshire's outcome delivery approach will contribute to national efforts around mental health and social isolation.

This delivery plan is focused on an early intervention approach to promoting wellbeing, through self-help and community support. This is separate to the strategic approach in place to support people with specific mental health conditions through appropriate medical care and support services, which is a high priority in the HSCP Strategic Plan. Specific mental wellbeing supports for young people are a priority within the Integrated Children's Services Plan.

## 4.1 Residents' mental health and wellbeing is improved

### Population Outcome

The outcome we want is...

East Renfrewshire residents are safe and live in supportive communities

### Intermediate Outcome

We will know we are making good steps along the way WHEN...

Residents' mental health and wellbeing is improved

### Our contribution

So what we need to achieve is...

Improved wellbeing and resilience in people and communities

### Critical Activities

By...

Promoting the benefits of exercise and access to green spaces for improving mental health and wellbeing

Providing and signposting to programmes, self-help and online resources focused on improving mental health and wellbeing including those previously considered least vulnerable pre-pandemic

Building the capacity of communities and groups to re-establish and engage with those at most risk of social isolation

### Critical Indicators

- Community Hub calls
- Referrals to wellbeing support
- Residents engaged in volunteering & community groups
- Residents provided with devices (including internet access devices)
- Residents accessing digital support

Improved wellbeing and resilience in workplaces

Ensuring robust processes in place to measure staff, partners and volunteers' wellbeing in preparation for returning to the workplace

Increasing and enhancing staff and volunteer skills in understanding mental health and wellbeing

A prevention and early intervention approach to enhancing wellbeing

Providing early mental health and wellbeing support in primary care through GP practice based link workers

Undertaking local work to support national suicide prevention: Every Life Matters

Developing and maintaining a comprehensive community directory of local groups and services for signposting and referral

Connected residents and communities (including digital)

Mapping current community transport activity and identifying the impacts of Covid-19 on the transport needs of the most vulnerable residents

Building understanding of the barriers to residents going online

Increasing digital participation levels

Developing staff and volunteer confidence and skills to support residents to get online

Providing a blended approach to digital engagement & capacity building.

**Residents are safe and more socially connected within their communities**  
Responsible Delivery Partnership: Safe East Renfrewshire, Chair Murray  
Husband (ERC)

Loneliness and isolation are key issues for many within our communities and this has been particularly prevalent during Covid-19. All residents have faced restricted movements during lockdown and this has reduced the opportunity to engage with others, particularly for residents who have been shielding, those with restricted digital access and those with limited local supports.

Through previous engagement, we know the value residents place on the benefits and importance of a strong sense of community, social connections together with feeling safe. These issues are high on the agenda at national level with a national mental health strategy in place and the Scottish Government's 'A Connected Scotland' plan which highlights the role of connected communities in tackling social isolation and loneliness. We can anticipate the impact of Covid-19 will serve further emphasise the importance of this. East Renfrewshire's outcome delivery approach will contribute to national efforts around mental health and social isolation.

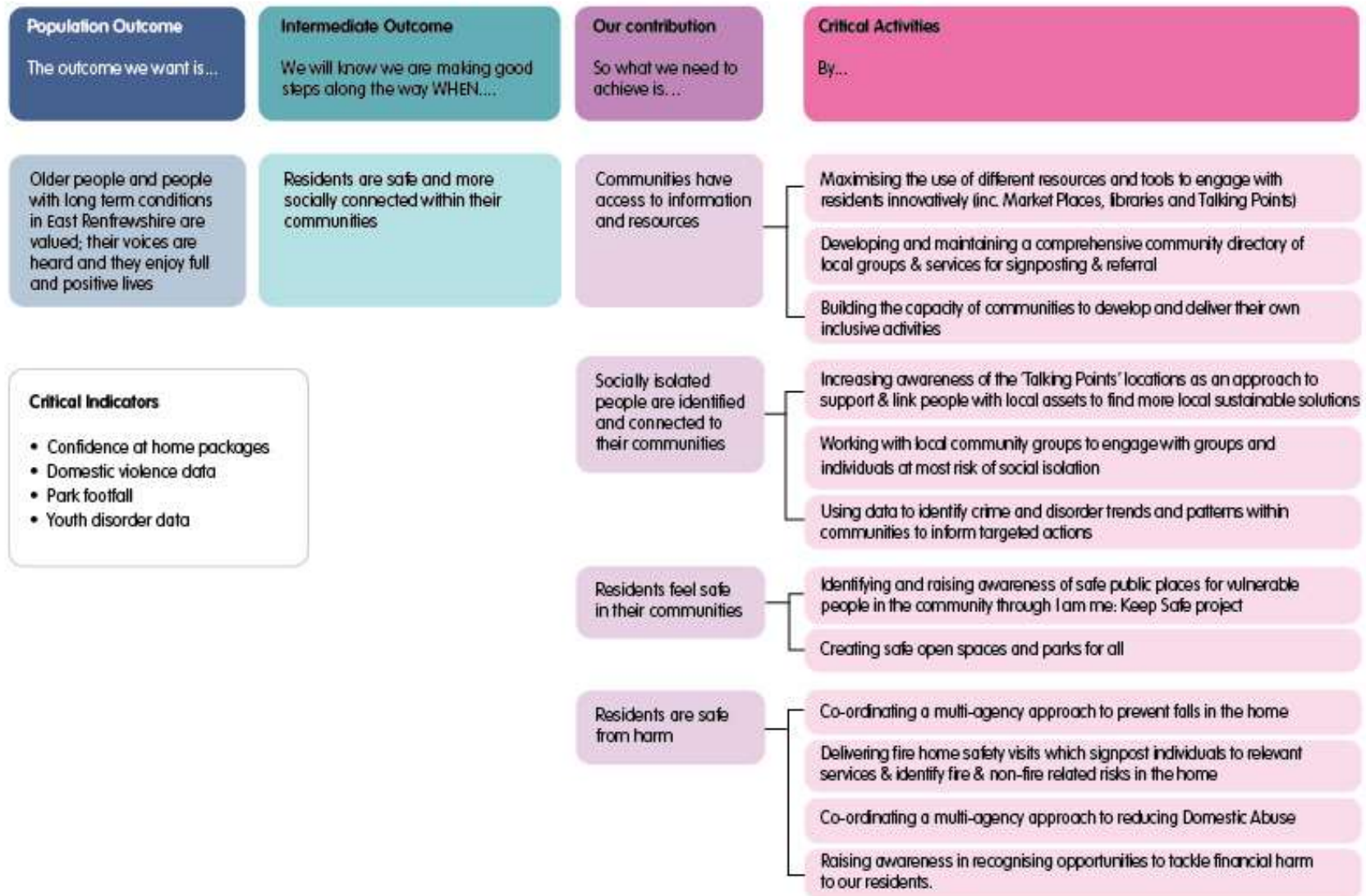
This delivery plan acknowledges a range of good work already underway by partners and opportunities for people to get more involved in their community and reduce isolation – including Voluntary Action East Renfrewshire's Community Hub and the HSCP's Talking Points.

East Renfrewshire population projections suggest increased numbers of older people and increased numbers of single person households going forward.

Work in Fire and Rescue, Police Scotland and Trading Standards and Prevention Services has highlighted the links between social isolation and safety. The Community Planning Partnership can work to identify those who are isolated and refer people on for support through joint working. This will allow action to help keep residents safe from harm, both at home and in their communities.

East Renfrewshire's approach to safety and social connections is linked closely with the priority outcomes of promoting positive mental health and wellbeing.

## 5.1 Residents are safe and more socially connected within their communities



The Community Planning Partners will oversee the progress towards a Fairer East Ren and will publish updates on our webpages at [eastrenfrewshire.gov.uk/communityplanning](http://eastrenfrewshire.gov.uk/communityplanning)

As we continue to deliver a Fairer East Ren we will create opportunities for working together with local people to ensure the plans meet their needs.



EAST RENFREWSHIRE COUNCIL30 June 2021Report by Chief ExecutiveUPDATE ON TEMPORARY WORKS QUICK QUOTE THRESHOLD TO SUPPORT  
COVID-19 CONSTRUCTION RECOVERY**PURPOSE OF REPORT**

1. The purpose of this report is to provide Council with an update on the temporary amendment to Standing Orders Relating to Contracts to support the council's response to COVID-19 construction recovery by increasing the works Quick Quote threshold from £150,000 to £500,000 which can be seen at Appendix 1.
2. Following a review of the temporary amendment this report also seeks Council permission to permanently increase the threshold to £500,000 for works contracts awarded through Quick Quote which will continue to accelerate small works contracts and is in line with Procurement Reform Scotland Act 2014 and the Construction Procurement Handbook 2018.

**RECOMMENDATION**

3. Council is asked to:-
  - a) approve the permanent increase of the works Quick Quote threshold from £150,000 to £500,000; and
  - b) note works activity undertaken from June 2020 to the current date using the increased threshold, as detailed in Appendix 1.

**BACKGROUND**

4. The Public Contracts Scotland Portal provides a national advertising website for all Scottish public bodies and must be used for all regulated procurements which are those with a value of over £50K for goods and services and £2m for works contracts. The Public Contracts Scotland Portal also has an online quotation facility called Quick Quote which allows contracting authorities to obtain competitive quotes electronically for lower value, non-regulated procurement. Quick Quote allows the council to select a number of suppliers to respond to projects considered to be lower in risk and value compared to an open tendering activity where supplier response is unlimited.
5. Quick Quote is a formal procedure with minimum timescales for response, a detailed specification, terms of contract and bill for pricing included. Current practice at the council is to ask for quotes from a minimum of 5 suppliers, (1 of which should be local where possible), with an approximate timescale for issue, receipt and award of 15 working days compared to tender timescale of around 60 working days.
6. In June 2020, in line with best practice models to support economic recovery Council approved a temporary amendment to the Councils Quick Quote threshold from £150,000 to £500,000 for works contracts. This amendment was for a period of 12 months and reflected the following Construction Handbook and Scottish Procurement Policy Notes:

- [SPPN 4/2020 Coronavirus \(COVID-19\): procurement regulations for public bodies](#)
- [SPPN 5/2020 Coronavirus \(COVID-19\): supplier relief](#)
- [CPN 1/2020 Coronavirus \(COVID-19\): impact on construction contracts](#)
- [CPN 3/2020: Coronavirus \(COVID-19\) - preparations for contracting authorities to restart the procurement and management of construction contracts](#)
- [CPN 4/2020: Coronavirus \(COVID-19\) - managing disputes and cashflow](#)
- [Construction Procurement Handbook](#)

7. Contract Standing Orders were immediately amended to state that where a contract for works was for a total value above £20,000 but under £500,000 then a Quick Quote procedure should be used.

### REPORT

8. In the last 12 months the temporary threshold increase has allowed 7 works projects over £150,000 that were impacted by COVID-19 to be issued by means of the Quick Quote procedure using the reduced timescales which would have otherwise been full tender activities. The list of projects is included in appendix A.

9. The Procurement Reform (Scotland) Act 2014 and the Construction Procurement Handbook 2018 support the use of Quick Quote for works contracts below £2m which are low and medium risk and therefore consideration has been given to whether the threshold should be maintained at £500K or reduced back to £150K or increased to the £2m threshold used by some public bodies.

10. Local authorities with thresholds of £500,000 and above include Argyll & Bute, Borders, Dumfries & Galloway, Edinburgh, Fife, Glasgow City, Highland, North Lanarkshire and Orkney.

11. Over the last year the ability to issue Quick Quotes up to £500,000 has proven effective in awarding works contracts efficiently through a proportionate process which has been to the benefit of both suppliers and the Council in achieving best value. This approach has expedited contract delivery for our lower value, lower risk works contracts, and minimised resources required in the procurement process for both the Council and suppliers. There has been no negative impact on our processes and successful application of national guidelines in construction has been demonstrated.

12. Therefore it is recommended that the threshold is maintained at £500,000. Increasing the threshold permanently will mean that the council can continue to allow the number of bidders for construction work to be restricted to a manageable number, support the local supplier agenda where possible and negate the need for a full lengthy tender process for relatively small works contracts whilst still allowing the market to be tested albeit on a more limited basis. It will continue to demonstrate a clear audit trail to contract award ensuring transparency and accountability.

13. To ensure there are no negative impacts of this change, all Quick Quotes over £50,000 will be reviewed by the Procurement team at pre award stage which will include obtaining Head of Service or equivalent approval for contract award. This ensures that all award recommendations over £50,000 are subject to scrutiny.

### FINANCE AND EFFICIENCY

14. No financial implications.

## CONSULTATION

15. Increase of the Quick Quote threshold for works from £150,000 to £500,000 is supported by the Chief Officer Legal and Procurement.

## IMPLICATIONS OF THE PROPOSALS

16. There will be no additional risk to the Council from increasing the works quick quote threshold which will accelerate the delivery process for works contracts.

## CONCLUSIONS

17. The permanent amendment to the works Quick Quote threshold to £500,000 is in line with The Procurement Reform (Scotland) Act 2014 and the Construction Procurement Handbook 2018 to support the construction industry to support stimulation and recovery of the local economy and recovery of Council priority delivery plans.

## RECOMMENDATION

18. Council is asked to:-

- a) approve the permanent increase of the works Quick Quote threshold from £150,000 to £500,000; and
- b) note works activity undertaken from June 2020 to the current date using the increased threshold, as detailed in Appendix 1.

## REPORT AUTHOR

Chief Procurement Officer, Debbie Hill,  
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Report date: 22 June 2021

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## APPENDIX 1

## WORKS QUICK QUOTE ACTIVITY - £150,000 AND ABOVE FROM JUNE 2020

QQ 20 21 022	Groundworks Contract for Neighbourhood Services	£180,000
QQ 20 21 041	HEEPS ABS 2020-21 External Wall Insulation	£249,999
QQ 20 21 050	Duff Memorial Hall & Busby Library – Internal Alterations and Heating Upgrades	£349,999
QQ 21 22 002	Eastwood High School – Changing Village Refurbishment and Alterations 2021	£450,000
QQ 21 22 003	St Joseph's Toilets, LED Lighting and Water works	£375,000
QQ 21 22 006	Spaces for People: Light Segregation Cycle Lane: A77 Ayr Road	£500,000
QQ 21 22 008	Muirend Games Court	£150,000

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**EAST RENFREWSHIRE COUNCIL****30 June 2021****Report by Chief Executive****COVID-19 RECOVERY ACTIONS - UPDATE****PURPOSE OF REPORT**

1. To provide Elected Members with a further update on response, recovery and renewal work taking place across the Council and the Trust.

**RECOMMENDATIONS**

2. That the Council note:-
- a) the ongoing work on response, recovery and renewal;
  - b) that ongoing service delivery levels are still affected by staff involvement in response and recovery activities as well as the less efficient operating practices required to meet Coronavirus protocols; and
  - c) the continued additional workload of many staff.

**BACKGROUND**

3. As Members are aware, as part of the route map for moving through and out of the COVID-19 crisis, the Scottish Government introduced a new protection level system. The system contains 5 levels ranging from the level with least restrictions (level 0) to that with the most stringent restrictions (level 4). Members will recall that initially East Renfrewshire was placed in level 3. However levels were reviewed in light of an increasing number of COVID-19 cases across the country and East Renfrewshire along with a number of other areas in the central belt was placed in level 4. This was the position in December.

4. Much has changed since then. The vaccination programme got under way across the country and testing has become much more widely available. There has also been a continuing relaxation of restrictions, with all council areas now in either level 1 or 2. East Renfrewshire sits in level 2 at the time of writing.

5. Case numbers remain high in some areas, including in East Renfrewshire. There has also been an overall increase in case numbers since the introduction of the most recent relaxations. The Scottish Government continue to monitor the figures but to date have not taken any decisions about reintroducing restrictions in any area.

**REPORT**

6. The purpose of this report is to provide a further update to Members on work being carried out across the Council since the previous report, and should be read in the context of the previous update reports presented to the [Emergencies Committee in May](#) the [Council in June](#) the [Council in October](#), and the [Council in December](#)

7. The information is provided in 3 sections:
- Response – how the Council has responded to the challenge of the pandemic
  - Recovery – how far services have recovered and any remaining challenges
  - Renewal – some of the ongoing renewal activities across the council

### **Section 1 – Response**

#### Mass Vaccination Clinics

8. Vaccination clinics were set up by Council and Culture and Leisure staff at Carmichael Hall (Giffnock) and the Foundry (Barrhead). They have been operational from Monday 1 February and will continue at these locations until the end of September 2021. Discussions are ongoing with NHS Greater Glasgow and Clyde (NHSGGC) and the HSCP about future arrangements to deliver both COVID-19 and seasonal flu vaccinations beyond September 2021.

9. Additionally, three drop-in clinics have been available at the above sites on 4, 5 and 12 June. Over 1,000 attended these sessions.

10. The operation of vaccination centres represents a significant commitment from the Trust. Its buildings have been available for a considerable length of time and its staff support the non-clinical day-to-day operation of the vaccination centres. However, as more leisure facilities are able to open and staff return to their substantive posts, there will be a transition for some support centre tasks to volunteers.

#### HSCP Vaccination Programme

11. The HSCP COVID-19 vaccination programme commenced in December 2020 with the majority of care home residents vaccinated over a two week period, by staff volunteering from nursing teams across the HSCP. In January, the team vaccinated additional residents and care home staff, as part of a mop up exercise. At the end of each session, any spare vaccine was used to vaccinate HSCP care at home staff outside the care homes. Second doses were administered mid-February and mop up doses at the end of March completing the programme. Overall, the HSCP has vaccinated over 400 care home residents and 400 staff administering 1,663 doses in our local care homes.

12. District nurses supported by other HSCP staff have carried out COVID-19 vaccinations in residents own homes for those unable to attend vaccination centres due to frailty or other health issues. The team have administered 1,053 first doses and 1,098 second doses to people referred by GPs or the vaccination clinics. This is on top of the 3,500 visits they undertake to deliver care to people in their own homes each month.

#### PPE

13. Through the PPE hub, set up and run by HSCP support staff, the HSCP has successfully distributed essential protective supplies (1,764,020 gloves, 812,757 aprons, 933,500 masks, 2,146 litres sanitiser) to those who needed them, including HSCP and partner providers' staff, carers, and personal assistants.

#### COVID-19 Testing

14. Testing is a central tenet in the Scottish Government's response to the COVID-19 pandemic. At the time of the last report, East Renfrewshire had a Mobile Testing Unit located at the Greenlaw Works (Business Centre). This site has remained operational since



September 2020, continuing to be in place on a Monday to Friday basis. The Greenlaw Mobile Testing Unit is utilised for symptomatic persons, with bookings through the Government portal.

15. Asymptomatic testing is considered a key way to break chains of COVID-19 transmission; by identifying those who carry the virus, but do not display symptoms. In 2021, asymptomatic testing has been a focus of the response to the pandemic. 2021 has witnessed the establishment of asymptomatic testing centres and provision of at home test kits: especially for school pupils and many frontline staff.

16. An Asymptomatic Testing Centre was established at the Cowan Park Pavilion (Barrhead) on 22 February 2021. It is open on a drop-in basis, to serve those living and working in the area. The centre was initially staffed by a combination of Council / Trust staff and the Armed Forces; and is currently staffed by a combination of Council / Trust and NHS officers. Home testing kits are available for collection from Cowan Park. It is currently intended that Cowan Park will remain operational as a testing facility to September 2021.

17. In response to the May 2021 surge in positive cases within East Renfrewshire, the Council identified testing as a key community reassurance; as well as a method in stabilising the increasing case rate. Additional asymptomatic testing was established at the Woodfarm Education Centre car park (Thornliebank) and the GHA Rugby Club car park (Giffnock), through Scottish Ambulance Service operated Mobile Testing Units. Both sites offer walk-in testing, as well as home test kit collection. Woodfarm is open Monday to Sunday; while GHA is open Monday to Friday. Both sites will remain in place until at least 25 June – but this will remain under review in light of Covid rates in East Renfrewshire.

18. During the surge in positivity, work was undertaken with community leaders and the voluntary sector to distribute home testing kits. To date, approximately 1,000 kits have been distributed to residents across East Renfrewshire. Additionally, significant steps were taken to promote Asymptomatic Test Sites, with details delivered to all town centre commercial properties. Enhanced social media presence, a digital advertising vehicle and community radio have also been utilised to extend the reach of messaging.

19. East Renfrewshire has also implemented a Vehicular solution to support asymptomatic testing in communities. This allows the vehicle to be placed in communities with rising or concerning COVID rates. Again, this facility allows walk ins and the collection of home testing kits. The vehicle has been operational since week commencing 24 May, initially being located at Newton Mearns Baptist Church.

20. HSCP district nursing and care home liaison nursing staff have supported COVID testing for those unable to access testing centres, mostly our care home and housebound populations. They supported care home staff to undertake a range of testing including PCR and Lateral flow testing. HSCP admin staff have linked with laboratories, pharmacy, and NHS transport to put in place easy access to testing including running out of hours on call arrangements for many months.

#### Support to Care Homes

21. In addition to testing and vaccination, the HSCP has developed and coordinated many services and supports to care homes. Care homes have been caring for some of our most vulnerable residents over the course of the pandemic. Care home liaison staff have supported homes to manage residents' care, with advice on pressure area care, food, fluids and nutrition and individual nursing issues. Along with NHSGGC colleagues, they have offered infection prevention control advice and supportive visits. Commissioning and contracts staff have supported homes with daily welfare calls, and arranged virtual meetings and workshops for

managers, updating them on changes to guidance and providing a forum for peer support. The HSCP adult support and protection team has worked closely with homes advising and investigating to keep the most vulnerable individuals safe from harm. Twelve care home support and assurance visits were completed in April/May 21 by senior health and social work HSCP managers. They were humbled and inspired by the care home staff and managers and were shown many examples of where they had provided care and end of life care in the most difficult and unprecedented circumstances. Bespoke support has been offered to care homes particularly affected by the pandemic and the wellbeing of staff and residents continues to be a high HSCP priority.

### Environmental Health and Trading Standards

22. Environmental Health officers are the Council's public health professionals, playing a key role in liaising with NHSGGC. Work takes place with the Public Health Protection Unit, Test and Protect, etc. to investigate case clusters in commercial settings to prevent COVID-19 spread in the community; additionally Environmental Health have taken part in NHS led Problem Assessment Groups and Incident Management Teams. The collaboration between agencies has been pivotal in identifying elements of concern as part of the recent surge.

23. The Coronavirus Regulations assigned enforcement roles to Environmental Health and Trading Standards Officers. The Services have collaborated to undertake inspections of businesses. They have been proactive in supporting other Council services and East Renfrewshire's business community in COVID-19 protective and preventative measures, linked to the lifting of restrictions by the Scottish Government. To assist with this function, the Scottish Government granted one year's funding for a Public Health Compliance Officer.

24. A significant facet of the work undertaken by Environmental Health and Trading Standards has been liaising with East Renfrewshire's business community by undertaking the "four Es" approach to the Coronavirus Regulations (Engage, Explain, Encourage and Enforce). This has ensured that the majority of businesses are aware of any variations to the restrictions arising from level changes, understand the implications when changing levels and abide by the relevant safety measures.

25. Unfortunately, the number of scam-related crimes continues to be an issue during the pandemic. Trading Standards Officers have continued to work with Police Scotland and other partners to achieve a safe, fair trading environment with informed and confident consumers.

### Business Grants

26. Economic Development continue to spend considerable time processing and paying a wide range of Scottish Government COVID support business grants to local businesses. This has also required assistance from other departments in processing payments. Since March 2020, 2962 payments have been processed to the value of £19,489,510.

27. The most recent grants programme relates to top-up payments to Taxi Drivers and Operators, as well as new localised Level two and three restrictions support. The ever-changing nature of restrictions locally and continual development of new grant programmes has posed a significant staffing resource issue.

### **Education**

28. All schools and nurseries across East Renfrewshire continue to operate as normal with a range of mitigations and measures in place to support the continuation of learning for our children and young people whilst minimising the potential risks of transmission. All risk

assessments and mitigations are monitored and reviewed on an ongoing basis by the department's health and safety team as well as by staff across each establishment to ensure safety remains a priority at all times.

29. Case numbers in schools and nurseries have continued to fluctuate in line with the increase in positive cases across different communities, however, the impact has been minimised by the robust approaches to risk management across all establishments. Behaviours such as social distancing, regular hand washing, the wearing of face coverings and maintaining good ventilation have become embedded practice for both staff and pupils and contribute to the continued low instances of COVID across most establishments. Specific Scottish Government funding to support the safe re-opening of educational establishments continues to be targeted at maintaining the enhanced cleaning regime within establishments, the supply of PPE resources across the estate and additional Pupil Support Assistant (PSA) hours to assist with pupil supervision and help to embed COVID safe behaviours and practices.

30. As part of the approach to minimising the risks of transmission within schools and nurseries, at home Lateral Flow Device (LFD) testing was introduced earlier this year for all education staff and secondary school pupils. The LFD test kits are available on a voluntary basis, with staff and pupils encouraged to take a test twice weekly to identify any asymptomatic cases and alert the individual to not attend work or school.

31. The ongoing response to the pandemic unavoidably includes a significant administrative burden for senior management and business support teams across the department. As well as the rollout of testing initiatives the recording, reporting and communications round positive cases remains a challenge. In order to mitigate this to some extent an element of Scottish Government recovery funding is being used to provide some temporary business support additionality until March 2022.

32. Grants to support our partner providers in the early learning and childcare sector have been administered by the department, both in terms of the initial Transitional Support Fund for Childcare Providers and thereafter the grants made available to these organisations during the further periods of temporary restrictions.

### **Education - Supporting Families**

33. Throughout the pandemic, there has been a continued recognition of the impact on lower income families struggling financially and requiring additional support. Working alongside the Scottish Government and the Council's Accounts Payable (Creditors) section, the department has provided Winter and Spring Hardship Payments in advance of the Christmas and Easter school holidays, to provide families with additional support over these periods. The hardship payments provide £100 for each child accessing free school meals and are paid directly to the parent or guardian. A subsequent Summer Hardship Payment is being paid in advance of the summer holiday, with a further payment due by December 2021. In addition, in recognition of the winter weather and the greater emphasis on outdoor learning within school, an additional £25 payment was made to all School Clothing Grant recipients in advance of the 2020 Christmas holidays, enabling the purchase of additional warm clothing.

34. Since March 2020, the Education Department has provided food packs, throughout all periods of school closure, including school holidays to families who would normally access free school meal provision within school. Approximately 1,350 food packs were delivered to families on a weekly basis, with significant efforts being made by Facilities Management and Environment Transport staff to ensure distribution.

35. In light of the easing of restrictions and with more families now returning to work, the department has recognised the need for a more sustainable flexible solution to support the

provision of food over the holiday periods. For the summer holidays, a new voucher scheme has been launched which provides families with a flexible voucher to use across a range of different retailers, enabling greater choice. As a new scheme, we will be seeking feedback over the coming months and ensure that this is considered when developing solutions for future holiday periods.

## **CRMT Sub-Groups**

### **Humanitarian Support & Assistance**

#### Isolation Support

36. The Humanitarian Support workstream continues to oversee the Council's proactive outbound calling to those asked to isolate by Public Health Scotland; administering the Self-Isolation Support Grants (SISG) via the Scottish Welfare Fund team; answering queries from East Renfrewshire residents to the National Helpline; and keeping an overview of the requirements of those on the shielding list. There is close liaison with Voluntary Action East Renfrewshire, who continue to provide excellent support to local residents through their Community Hub, including wellbeing calls to those who may be isolated or lonely.

37. It is expected that the Scottish Government will require continuation of the Isolation Support service and SISG until at least the end of September 2021, however there are indications that this service may extend further into the autumn and even winter as encouraging isolation is likely to be a key step in mitigating the need for further lockdowns. We are currently looking carefully at the resources for provision of this service and this is causing some operational challenges for the Community Wardens service, given that two of their staff have been the operational leads for Isolation Support calls and time-consuming screening and evidence gathering for the SISGs prior to processing by the Benefits team.

#### Humanitarian Support Funding

38. In response to COVID-19, the Scottish Government released several funds to local authorities throughout 2020/2021 to support residents in financial hardship; those struggling with the restrictions and guidance in place; those shielding and isolating as part of Test & Protect. Cabinet received an update on the Humanitarian Support funds on 3 June 2021 and noted that over the last year this funding has been used in various ways, in consultation with services and our third sector partners, Voluntary Action East Renfrewshire, to support local communities. This has included establishing and running the Humanitarian Food Hub which operated between April and September 2020; supporting running of Voluntary Action's Community Hub; supply of supermarket vouchers and emergency hardship grants via Money Advice and Rights Team's (MART) discretionary fund; helping with costs of prescription deliveries to those isolating or shielding; additional support for MART and the Scottish Welfare Fund to cope with increased demand; helping those on clothing grants with additional costs of winter clothing for outdoor education; supporting vulnerable Social Work clients and families with activity and wellbeing packs to ease tensions in households during lockdown; provision of digital devices to young people via Community Learning and Development services; supporting the establishment of local food larders as a longer-term solution to poverty-related food needs in East Renfrewshire; and additional support to the work of the Citizens Advice Bureau.

39. Cabinet noted that over £700,000 of one-off funding was available to the Council in 2021/22 for COVID-19 humanitarian support purposes. It was agreed that the MART local discretionary fund would continue for the remainder of the financial year, with provision also being made for shopping vouchers for food, short-term fuel support via Citizens Advice Bureau and officer time to manage increased demand on services responding to residents in socio-economic need (e.g. via the Scottish Welfare Fund).

40. It was noted that, whilst we do need to reserve a proportion of the funding to meet any emerging COVID-support needs over the year ahead, the focus of proposals is to build long-term, sustainable solutions which will help towards ongoing support for our most vulnerable residents as we recover from the pandemic. Cabinet agreed a 4-tier approach to managing the humanitarian funds for 2021/22:

- a) Reserving a proportion to respond to any emerging COVID support needs in 21/22
- b) Progressing a number of internal proposals from Council and HSCP services
- c) Conducting community engagement and research to inform the broader recovery strategy and a community bid process
- d) Conducting an East Renfrewshire community-bid process later in the autumn 2021 which will be open across the whole East Renfrewshire area and findings from the research will shape the criteria for the bids. This will be open to all community and third sector (not-for-profit) organisations with a focus on capacity building and sustainable solutions and will be delivered in partnership with our Third Sector Interface, Voluntary Action East Renfrewshire.

41. Further to the Family Pandemic Payments outlined above in the Education section of the report, households in receipt of Council Tax Reduction (c.4,500 households in East Renfrewshire) are also each to receive a Low Income Pandemic Payment of £130 by the end of October 2021. This will be administered by the Revenues and Benefits Service.

## **Section 2 – Recovery**

### **Environment Department**

42. As is the case with other departments and in previous reports, the Environment Department is certainly not in any way “back to normal”. Urgent COVID related issues take up considerable amounts of staff time. In particular, there is significant Environment Department staffing and resources dedicated to Business Grants, Testing and Vaccination Centres.

#### **Environmental Health and Trading Standards**

43. With Environmental Health playing a significant role in COVID-19 response, there is limited capability to recover fully to pre-pandemic levels. Requests for the service to investigate other public health related matters such as pest control, air pollution and food hygiene issues remain high.

44. The Scottish Government permitted a pause in Food Law related inspections in March 2020, to support COVID enforcement. This has resulted in a backlog of premises subject to inspections, engagement and potential interventions. Food Standards Scotland has indicated that it expects Environmental Health to recommence inspections from September 2021. A Food Recovery Plan is in place to recover this backlog but activation of the Plan will affect both “back to normal” and COVID response actions.

45. Environmental Health and Trading Standards have also been providing advice to businesses with alcohol licences. Engagement is linked to the COVID-19 level restrictions introduced by the Scottish Government; with the advice seeking to support premises reopening and introduce control measures to ensure that this can safely take place.

### Corporate Health and Safety Unit

46. Corporate Health and Safety Unit (CHSU) Officers have been heavily involved with the pandemic response since March 2020. A proportion of their time continues to be dedicated to COVID related issues as other council services endeavour to recover and comply with changing restriction levels. They continue to receive requests for advice on guidance changes and how these reflect on the services, with risk assessment reviews of service tasks and buildings being undertaken on an ongoing basis to reflect such change. All CHSU activities have been reviewed and legislative compliance tasks prioritised. Approximately half of the Service is dedicated to recovery and business as usual activity.

47. The new service plan has been created which in the main looks at targets not completed last year and the team have commenced work on this plan. There continues to be increased demand on officer time from services to undertake “normal” activities in terms of supporting services. These are addressed as and when resources are available.

48. CHSU will continue to monitor changing Scottish Government advice in relation to Coronavirus and provide support to services with the requirements these bring. The focus now is on delivery of the new service plan that includes fire risk assessment, inspections, management of hand arm vibration and the continued progression of the new health and safety management system.

### Housing

49. The provision of Homeless and Housing Advice services continues to be mainly by telephone, because of limited staff access to Council buildings. Whilst service standards in terms of timescales are maintained, there is a dilution of quality of service in the absence of face-to-face interviews. Looking forward, we will consider how to re-introduce face-to-face housing advice and homeless interviews within the restrictions imposed on both limited staff numbers in the offices and continued restrictions on public access to buildings.

50. Allocations of housing remains relatively unaffected by the restrictions imposed. However, despite prioritising properties for homeless applicants, there remains a backlog of homeless households awaiting a permanent offer of accommodation and in temporary accommodation.

51. Housing Officers are able to perform their duties in relation to environmental inspections of estates and their letting process role; however, COVID restrictions in place have prevented house visits except in the most urgent circumstances. This has had a significant impact on the level of support provided in tenancy conditions disputes and anti-social behaviour. As restrictions ease, there will be a refocus of staff priorities and duties to include and encourage face-to-face interviews in tenant’s homes to provide support and assistance.

52. Rent arrears has continued to rise into 2021/22 as the effects of restrictions on family incomes continue to be felt. The number of council tenants in receipt of Universal Credit has more than doubled during the pandemic. Officers continue to provide support and assistance, predominately by telephone, owing to the current restrictions. Housing Services are undertaking preparations for the lifting of statutory measures, which have prevented rent arrears recovery processes to ensure that tenants continue to be supported whilst income levels to the Council are maximised.

53. Non-essential repairs resumed on 26 April, however due to backlog of inspections and repairs reported during lockdown, work requests are prioritised on the basis of – revisiting older ones; making sure homes are secure; and air and water tight. The backlog of non-essential repairs is expected to be addressed by the end of June, with normal service response

times returning. Planned improvement works are gradually resuming, starting with the 2019-20 backlog. However, with the furlough scheme in place to the end of September 2021, some of our suppliers and contractors might not be able to provide required services before this time.

#### Development Management and Building Standards

54. While Development Management and Building Standards are able to carry out the majority of their duties, there are still protective measures in place to minimise the risk of COVID-19. Site visits are typically kept to a minimum, being either pre-arranged or limited in terms of officer attendance. Additionally, within Building Standards, developers are asked to provide photographs or videos instead of typical site visits. Both Services continue with limited public interaction, in light of visits to offices not being possible.

#### Neighbourhood Services

55. Neighbourhood Services continue to operate in a strong recovery position, delivering all related frontline essential services to residents. The Service is significantly challenged by the need to retain “bubbles” within our frontline crews. Bubbles ensure any possible outbreak of COVID-19 is quickly contained and its impact minimised across our workforce. However, this system of operation means that the deployment and movement of employees between crews and activities is severely restricted and at times service delivery has been slower.

56. In order to ensure Neighbourhood Services still operate to the standards required, there has been increased revenue spend in both agency workers and in overtime in order to protect the safety of our teams and deliver services to our customers. On occasion, certain service delivery issues have not been able to be resolved as quickly as desired. This is because even with the use of overtime and agency personnel, employee bubbles cannot be broken. The risks to ongoing service delivery could be compromised if diligence around employee deployment to work activities is not applied in this respect.

#### Economic Development

57. Economic Development have dedicated significant resources to Business Grants throughout the pandemic, the continual development of new grants and changing of existing grants continues to pose resource challenges. Areas of strategic work that had been planned; such as developing strategies in economic development, tourism, employability and community wealth building, have been delayed due to staff resource shortages.

58. All referrals to the Work EastRen team are being allocated and routine assessments are taking place. There has been a significant increase in the levels of referrals to the team; primarily from Department of Work and Pensions and self-referrals. During the pandemic, there has been increased demand from groups the team do not normally see, for example job-ready, skilled unemployed residents. Business growth, Business Gateway, Town Centre, Place and Community Benefits work continues to be delivered remotely.

59. Looking forward, the Work EastRen team are hoping to be able to gain access to their new office in Lowndes Street, Barrhead, where they will be able to meet clients that are more vulnerable. It is expected that there will be an increase in demand from local residents for the employability team services once the Coronavirus Job Retention Scheme ends in September 2021.

60. The team continue to deliver a wide range of programmes to our residents including the European Social Fund and the Scottish Government’s No One Left Behind framework that includes the following: Employer Recruitment Incentives; Parental Employability Support; Employability Support for Disabled Parents and Local Redundancy Support. The team have completed their Service Delivery Plan for 2021/22.

### Technical Services

61. Technical Services continue to support services to realise their agreed capital plan aspirations. However, the recovering construction industry is challenged by intermittent materials supply and raw material shortages, which are both driving up prices and causing delays to completion. It is anticipated that this will continue to affect projects for at least the next six months. Technical Services continue to work with other Services and with Procurement to mitigate both cost and time impacts to projects.

### Property Services

62. Ventilation in schools remains a primary focus for the Property Services Team. However, staffing resources have also required to be allocated to ensure the vital compliance maintenance works are undertaken, particularly as more buildings reopen across the estate as the Council follows the Government road map for recovery.

63. Property Services are now liaising with ventilation engineers to ensure that the education estate is fully assessed before moving to complete the assessments of the remaining properties across the Council estate, this will include undertaking any minor works identified to comply with the Government guidance. Technical services will continue to progress the procurement of works specified by the completed designs, which are now being agreed with the ventilation engineers. Progress of the works will be dependent on the availability of contractors, materials and access to the buildings to complete the works with increasing challenges being faced across all construction sectors with regard to the availability of materials and with rising costs.

64. The Estates team have also been heavily involved in their usual day-to-day asset valuation work alongside taking a lead role in the creation of Community Asset Transfer procedures and COVID related debt cases work.

### City Deal

65. While City Deal service provision has continued through home working, projects have been adversely impacted due to restrictions arising from coronavirus. For example, the lockdown resulted in delays on the Balgraystone Road Project. These works are now complete and the road is open to the public, and is very well used.

66. The proposed Barrhead South Train Station and Aurs Road projects continue to be significantly delayed, because they require extensive engagement with Transport Scotland and Scottish Water. Both partners have understandably experienced similar difficulties brought by COVID-19 and as a result are prioritising emergency work.

67. Going forward, staff will continue to work successfully from home. However, the risks to the Council with regard to City Deal Projects continues to lie in relation to essential consultation with and consents from statutory agencies such as Transport Scotland and Scottish Water. Both continue to provide a restricted service due to Covid-19 and staff holidays. This has resulted in a delay to the programme and increased costs. The City Deal Projects and budgets have been realigned to take into consideration all of the aforementioned and was presented to Cabinet on 3 June 2021, and will considered by the Council at this meeting.

### Return to the Office

68. Scottish Government guidance for Levels 4 to 1 in the Protection Levels Framework is that people should work from home where possible. Within Level 0, the advice is that working from home remains the default, but a phased and limited return to offices



can begin. It should be noted that at this time, the Scottish Government have not confirmed a revised date when it expects all areas to move to Level 0 and / or below that.

69. To prepare for future returns, office accommodation within the Council has all been risk assessed to comply with the necessary rules around ventilation, sanitation and social distancing. All risk assessments have been recently revised to take account of any changes to guidance that may have been introduced since the start of the pandemic. It is anticipated that additional Scottish Government guidance relating to office accommodation will be issued prior to moves to Level 0 or below – which will likely lead to reassessments and changes to be implemented within our offices.

70. The need to adhere to social distancing has resulting in capacity reductions of around two thirds. Until social distancing requirements are changed, it is difficult to increase this capacity further without significant cost and disruption. Once social distancing is reduced, further re-occupation will occur.

71. The lessons learned during the pandemic, especially around how effective home and agile working can be, are being reviewed to assist considerations on how the Council will be able to operate in the medium to long term. This piece of work is entitled “The Way We Work” and will be the subject of a separate report to Cabinet in the future.

## **Education**

72. Following the second period of school closure announced during the Christmas holidays in December, and lasting from January to March 2021 there was a phased return to school for children and young people, with all returning to school and nursery on a full time permanent basis from Monday 19<sup>th</sup> April. As outlined earlier in the report, all establishments have a range of mitigations in place to ensure they can continue to operate safely and continued to support the learning of children and young people.

73. Regular reports on the recovery of schools and nurseries, and the wider department, have been considered by the Education Committee over recent months. Specifically, the Committee considered a report on the quality of remote learning provision at the meeting of 11 March 2021, receiving presentations from two head teachers on their own approaches in their schools. Additionally, at the meeting of the 22 April 2021, Committee considered a report on the approach to Getting it Right for Every Child, again hearing presentations from schools on their focus on supporting young people throughout the challenges experienced over the last 18 months.

74. Commendably our schools have adapted their learning and teaching provision from face to face, to remote and back to face to face, with ease, whilst maintaining a focus on high quality experiences for learners. Almost all our schools report that children have continued to make progress during this time and are working towards appropriate learning targets and goals. Schools have addressed gaps in learning by selecting appropriate interventions and strategies based on evidence from robust analysis of data, effective self-evaluation and research. Through an external scrutiny exercise undertaken by Education Scotland, the approaches of schools across East Renfrewshire were endorsed with recognition of the supports in place.

75. Whilst the vast majority of children and young people have adapted well to the changing provision of education over the last 16 months, a small number of children have struggled to adjust to the restrictions and the subsequent return to school and may require more intensive support to support the recovery of their learning. This can be very demanding on resource and the department is continuing to work with schools to identify where further support may be needed.

76. Further tranches of specific Education Recovery funding are being utilised to extend the additional recovery teaching resource through to the end of financial year 2021/22 as well as now also providing some staffing additionality within the early year's sector to support the transition to primary school and for family support. A Pupil Equity Fund premium for 2021/22 has recently been confirmed which provides a 15% uplift in funding this year in recognition of the new and additional challenges associated with tackling the poverty related attainment gap as a result of COVID-19.

77. All schools have access to our Healthier Minds Service, where children and young people in school are offered more timely and appropriate support for their mental and emotional wellbeing in order to ensure the right support is given at the right time. The multidisciplinary team includes personnel from CAMHS, Children's 1st, Educational Psychology, Social Work, RAMH and School Nursing. During the period of 09/04/21 – 04/06/21, there have been 103 referrals, with the most common reasons for referral being anxiety/stress, low mood and emotional support/regulation.

78. The department is working with colleagues from across the HSCP and Trust to deliver East Renfrewshire's Summer of Play programme, being supported by the Scottish Government. A range of activities are being planned to support children and young people across the authority with a strong emphasis on wellbeing. A full programme of activities is being put in place for the summer holiday period and being shared with schools to support those children and young people who will benefit most.

79. In the secondary sector, schools have been implementing the Alternative Certification Model (ACM), established nationally following the cancellation of the 2021 Scottish Qualification Authority (SQA) exams. Supported by the Education Department, ERC schools have worked collaboratively to validate assessments and moderate evidence. Following a rigorous quality assurance process, provisional estimates have been shared with pupils and submitted to the SQA.

80. In recent years there has been a significant investment by the Department in digital technologies and, specifically, the provision of devices for lower income pupils to supplement their learning opportunities. Throughout the last year, the department, working alongside the Scottish Government, has continued to invest in devices and mobile connectivity, with over 1,500 additional devices being distributed to schools. This has been an essential part in ensuring that schools have been able to continue to support the learning of children and young people when having to work remotely, both during periods of school closure but also, unfortunately, through instances where pupils are having to self-isolate.

81. More widely, the Education Department continues to provide high quality customer focussed services, with staff predominantly continuing to work from home. Over the last year, a number of significant processes, such as Early Learning and Childcare applications and school transport applications, have moved online, enabling easier access for customers and improving efficiency within the department. The continuing efforts of all staff across establishments and the department was recognised through the recent Customer Service Excellence report, noted by Education Committee, with 31 'compliance plus' notes. This is a significant increase on previous years and recognises the adaptability of the department in ensuring all customers can continue to access the appropriate level of service. The department will be continuing to consider the further opportunities for improvements in the months ahead to develop more online solutions.

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## HSCP

### Supporting people at home

82. Whilst the HSCP had to close our day services our learning disability staff worked with our provider partners to develop outreach and wraparound support for individuals and their families and our older people's Kirkton service staff were redeployed to support care at home.

83. Care at home has seen additional pressures due to a desire from more people to be supported at home and with more complex discharges. At the start of the pandemic some families wanted to limit the number of people coming into their homes and asked for their services to be suspended but as more people have been vaccinated the majority have reinstated services.

84. Our rehabilitation teams have experienced increased pressures in the absence of a number of specialist rehabilitation services and earlier discharges from hospital; the average of 40–50 referrals per week in 2019 / early 2020 has risen to 70-80 per week over the past 10 months.

85. For many people recovering from mental health and addiction the lockdown has been challenging. Despite the significant challenges presented by COVID-19, we have worked with individuals with lived experience and our partner Penumbra to design and develop a peer support service. Peer support is where people with similar life experiences offer each other support, especially as they move through difficult or challenging experiences. The East Renfrewshire service had its first referrals in early September, initially offering opportunities to meet face-to-face, within the restrictions at that time. More recently, peer support is being offered via phone or video call, in line with individuals' preferences.

### Support to Children and Families

86. HSCP Children's Services have maintained high rates of contact with children. (Childs Plan contacts averaged 72%/week; Child Protection averaged 100%/week; Throughcare/aftercare averaged 90%/week.), and have successfully managed to support the highest number of looked after children in school (57%). Our teams are seeing increasing complexity particularly for children with diagnosed neurodevelopmental disorders and a higher prevalence of families in crisis leading to more of these children coming under child protection and an associated increase in numbers coming into care. Despite this, 95% of children under child protection are supported in our local communities. Intensive Family Support packages of support and intervention have been designed to prevent breakdown and will be a focus for 2021/22.

### Support to Carers

87. Working with ER Carers, we have been ensuring carers have access to guidance and PPE. Check-in calls to carers were introduced by ER Carers, and carers have been offered support to set up and manage a peer support Facebook Group. The Mental Health Carers group continues to run virtually. The pandemic has impacted on carers, with the lack of resources and stimulation for the cared for person impacting on the health and wellbeing of all individuals. We have worked with the Care Collective to refresh our Carers Strategy. East Renfrewshire's Short Breaks Statement has also been updated to ensure all advice and information is current and includes the development of creative, COVID-19-safe online breaks that meet the outcomes of the Carer and the cared for person.

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**HR**

88. In December 2020 there were 60 employees absent as a result of COVID-19 including those employees reporting sick, isolating, and unable to work from home. The numbers increased again to 90 employees in March, decreased to 6 employees in May with numbers increased again although there are signs that the number of people affected is currently levelling off with the number of employees reporting sick, isolating and unable to work from home sitting at 32 employees. A significant resource is required to support managers and employees through these sickness absence situations and this support is ongoing. All employees continue to be supported and we continue to keep up-to-date with government and Public Health Scotland updates to ensure that the manager and employee guidance reflects the national position and that we communicate these changes to our employees. We continue to meet regularly with the Trade Unions and concerns raised are discussed and reviewed in a timely manner. The council continues to encourage staff to work from home where possible, as per current guidance, with the appropriate equipment and health and safety guidance provided to support employees in doing so. For those staff coming into buildings the numbers are tightly controlled to ensure all social distancing measures are maintained.

**Customer First**

89. In Customer First while registration services and a small number of staff continued to work from the offices throughout the majority of staff were working from home using a temporary telephony system for call handling with the service centres closed to the public. In line with the Scottish Government guidance Barrhead Service Centre including cash collection opened to the public on 26 April with appointment only available at Giffnock. During this period call volumes to our contact centre were extremely high which resulted in longer waiting times for our customers which were difficult to manage on the temporary telephony system so as part of recovery the Contact Centre staff all returned to the office on 29 April to respond to this situation.

**Community Safety**

90. The Community Wardens continue to work albeit with some restrictions to service still in place and some of the team diverted to support the isolation support calls and assessments for support grants. The wardens will be supporting the joint Safe East Ren summer plan with Police Scotland over the summer period.

**Section 3 - Renewal**

91. A cross-party Member Officer working group (MOWG) was established in 2020 to discuss the impacts of COVID-19 on local communities and services and consider the strategic issues and opportunities for renewal. The outcome of these discussions was to help and shape the Council's Vision for the Future and other plans and strategies in the Council, rather than develop a new renewal plan in its own right.

92. Commencing in July 2020, the group has since had discussions on the impact of COVID-19 in East Renfrewshire; economic recovery; poverty and inequality; educational attainment; mental health & wellbeing; and digital and there was also a session for Elected Members on climate change in April 2021.

93. It is recognised that the Council and HSCP is likely to need to continue to run response, recovery and renewal activities in parallel for the rest of the year. The output of the MOWG renewal discussions, together with insight from the Humanitarian research that will be conducted over the summer, will be used to update the Vision for the Future paper, which was last considered by Council in February 2020. There are likely to have been considerable shifts in specific areas of the document over the last year, not least in the community and green

priorities. There are opportunities now to get back on course and continue some of the conversations and engagements we had hoped to have before the pandemic reshaped the focus for the last year. A refreshed Vision for the Future will be brought back for Council consideration later in the year.

## CONCLUSIONS

94. As Members will see, significant staff resource is still being applied to deal with the effects of the pandemic. Although this had had the consequential effect of diluting the resource directed towards recovery and renewal activities, there has been significant progress achieved in both areas.

## RECOMMENDATIONS

95. That the Council note:-

- a) the ongoing work on response, recovery and renewal;
- b) that ongoing service delivery levels are still affected by staff involvement in response and recovery activities as well as the less efficient operating practices required to meet Coronavirus protocols; and
- c) the continued additional workload of many staff.

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**EAST RENFREWSHIRE COUNCIL****30 JUNE 2021****Report by Deputy Chief Executive****CALENDAR OF MEETINGS – 2022****PURPOSE OF REPORT**

1. To seek approval for the 2022 meetings calendar.

**RECOMMENDATION**

2. That the Council:-
  - (a) approve the 2022 meetings calendar; and
  - (b) note the dates of meetings of the Integration Joint Board.

**BACKGROUND**

3. In terms of the Council's Standing Orders, it is necessary for the full Council to approve the calendar of meetings of the Council, subject to the ability of committees to revise dates thereafter.

**REPORT**

4. To give Elected Members as much notice as possible of future meeting arrangements, the calendar of meetings is routinely prepared well in advance.
5. As usual the proposed calendar takes account of all meetings in respect of which the dates have been determined, but does not take into account those ad-hoc meetings which will be held as and when necessary (e.g. Appeals Committee, Appointments Committee, Planning Pre-determination hearing etc.) and any other special meetings that may be called from time to time.

**Council**

6. In recent years, due to the late approval of the Scottish Government budget and the subsequent late confirmation of local government funding levels, it has been necessary for the originally scheduled budget meeting to be cancelled and rearranged at relatively short notice. This has caused inconvenience for a number of Elected Members. To deal with this, it has been agreed for the previous 3 years that the scheduled budget meeting take place at the end of February. This arrangement worked satisfactorily and did not require the rescheduling of the budget meeting due to any last minute announcements by the Scottish Government. A similar arrangement has been proposed for 2022.

Education Committee

7. Every effort has also been made to ensure that meetings of the Education Committee are not held on the day of Jewish festivals.

Audit & Scrutiny Committee

8. Similar arrangements have been retained in relation to the timing of the presentation of the Treasury Management Strategy to the Audit & Scrutiny Committee and the full Council, the draft Annual Accounts to the Audit & Scrutiny Committee and the final Annual Accounts to the Audit & Scrutiny Committee and the Council, and appropriate dates built in to the calendar.

Venues

9. The calendar has been drafted with the expectation that meetings will take place in the normal venues, with the exception of those meeting that may have to be moved depending on whether or not the Chamber/Members Lounge is in use as the Election Office and for postal vote opening for the local government elections. However, this will be further qualified by circumstances at the time. It may be that the meetings still need to be held “virtually” or, depending on whatever social distancing guidelines are in effect at the time, it may be necessary to move to an alternative venue to enable “in person” meetings to take place.

Integration Joint Board

10. For Members’ information the dates of meetings of the Integration Joint Board have been included in the calendar.

**RECOMMENDATION**

11. That the Council:-

- (a) approve the 2022 meetings calendar; and
- (b) note the dates of meetings of the Integration Joint Board.

Local Government (Access to Information) Act 1985

Background Papers - None

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## SUMMARY OF MEETING DATES

January to December 2022

<b>COUNCIL – 7.00PM (Wednesday) N.B. Meeting marked with an asterisk (*) will start at 10.00 am on Thursday Meeting marked with a double asterisk (**) will start at 4.00 pm on Thursday</b>	<b>CABINET – 10.00AM (Thursday)</b>	<b>CABINET (Police and Fire) – 10.00AM (Thursday)</b>	<b>EDUCATION COMMITTEE – 10.00AM (Thursday)</b>
	27 January		
24 February (*)	10 February	17 February	3 February
	3, 10 and 24 March		31 March
27 April	7 and 14 April		
24 May			
29 June	16 June	9 June	23 June
	18 August		25 August
7 and 29(**) September	1, 15 and 29 September	22 September	
25 October	13 October		6 October
	10 November	24 November	17 November
14 December	1 December		

<b>PLANNING APPLICATIONS COMMITTEE 2.00PM (Wednesday)(</b>	<b>LOCAL BODY 2.30 PM (Wednesday) (if required)</b>	<b>REVIEW</b>	<b>AUDIT &amp; SCRUTINY COMMITTEE 2.30PM (Thursday)</b>	<b>LICENSING COMMITTEE 10.00 AM (Tuesday) (if required)</b>
19 January	19 January		20 January	18 January
16 February	16 February		17 February	15 February
16 March	16 March			15 March
20 April	20 April		7 April	19 April
15 June	15 June		23 June	7 June
10 August	10 August		11 August	16 August
14 September	14 September		29 September	13 September
12 October	12 October			11 October
9 November	9 November		10 November	8 November
7 December	7 December			6 December

JOINT CONSULTATIVE COMMITTEE (1 <sup>st</sup> TIER) 2.00 PM (Thursday)	INTEGRATION JOINT BOARD (Wednesday)
	26 January
10 February	
	16 March
23 June	22 June
	10 August
15 September	21 September
	23 November