

**Department of Corporate and Community Services**

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TO: MEMBERS OF THE EAST RENFREWSHIRE COMMUNITY PLANNING  
PARTNERSHIP BOARD

**EAST RENFREWSHIRE COMMUNITY PLANNING PARTNERSHIP BOARD**

A meeting of the East Renfrewshire Community Planning Partnership Board will be held on  
**Monday, 30 August 2021 at 10.00am.**

The agenda of business is as listed below.

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

**CAROLINE INNES**

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DEPUTY CHIEF EXECUTIVE

**AGENDA**

- 1. Apologies for absence.**
- 2. Welcome and Introduction by Chair.**
- 3. Minute of meeting of 13 June 2019 and matters arising (copy attached, pages 3 - 8).**
- 4. Annual Review 2020/2021 and Case Studies (copy attached, pages 9 - 40).**
- 5. Where We Are Now (copy attached, pages 41 - 58).**
- 6. Priorities for 2022 and Beyond (copy attached, pages 59 - 74).**
- 7. Any Other Business**

**8. Date of Next Meeting**

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**MINUTE**

**of**

**COMMUNITY PLANNING PARTNERSHIP BOARD**

**Minute of Meeting held at 2.00pm in the Council Chamber, Council Headquarters, Eastwood Park, Giffnock on 13 June 2019.**

**Present:**

Councillor Tony Buchanan (Chair)	Anne Marie Kennedy, (Voluntary Action East Renfrewshire)
Graeme Binning, (Scottish Fire and Rescue Service)	Brian McNulty, (Police Scotland)
Valerie Davidson, (Strathclyde Partnership For Transport)	Lorraine McMillan, (East Renfrewshire Council)
Neil Hastie, (Scottish Government)	Julie Murray, (Chief Officer, Health & Social Care Partnership)
	James Russell, (Skills Development Scotland)

Councillor Buchanan in the Chair

**Attending:**

Caroline Innes, Deputy Chief Executive; Jamie Reid, Communities and Strategic Insight Senior Manager; Tracy Butler, Partnerships Team Leader; Louise Bickerton, Partnerships Support Officer; and Ron Leitch, Committee Services Officer.

**Apologies:**

Mark Newlands, (Scottish Enterprise); and Wendy Wilkinson (Scottish Government).

**INTRODUCTION**

1. Councillor Buchanan welcomed those attending and invited all present to contribute to the discussion and debate.

**MINUTE OF PREVIOUS MEETING**

2. The Board considered the Minute of the meeting of 25 June 2018. Ms Davidson clarified that she represented Strathclyde Partnership for Transport and not Scottish Passenger Transport as shown in the Minute.

Having noted this correction, the Board approved the Minute of the meeting of 25 June 2018.

## ANNUAL REPORT 2018/19

3. Councillor Buchanan invited the Deputy Chief Executive to introduce the report on the Annual Review 2018/19.

The Deputy Chief Executive explained that the Annual Review 2018/19 was the opportunity for the Board to consider the work of the Community Planning Partnership (CPP) over the past year. This work had been guided and scrutinised by the Performance and Accountability Review (PAR) at its twice-yearly meetings and full details were contained in the comprehensive pack of papers issued to members prior to the meeting. Consequently, it was not her intention to go over these in detail but to focus on a few key messages and to guide the Board on the decisions that required to be made.

The key messages included a report on high level Community Plan indicators provided as an assurance that key data for the area continued to be monitored and scrutinised by the PAR which had raised no major issues in this regard. The PAR had however increased its focus on a small number of indicators, including business survival rates, incidences of crime, perceptions of increased crime and female life expectancy, which had gone against the intended direction of travel.

She went on to report that the CPP was successfully embedding the delivery of the Fairer East Ren outcomes within the partnership arrangements and in May the PAR had approved delivery plans for 4 out of the 5 outcomes. These were the reduction of the impact of child poverty; improving employability; and a joint plan focussed on promoting mental wellbeing and reducing social isolation. Planned transport studies would develop a greater depth of understanding of transport needs within the area to inform the Improving Transport delivery plan.

The CPP had continued with its phased approach to locality planning with participatory budgeting stimulating interest and participation in all locality plan areas with more than 1200 local people casting votes to allocate £100,000 to community-led activities in Barrhead, Thornliebank and Neilston through a local participatory budgeting steering group. In the second phase, the Neilston locality plan was progressing well and a draft plan would be published later in the year. Early development work in Thornliebank was identifying community members and groups who were keen to engage in this process. Overall, the approach to locality planning was based on building relationships with communities and strengthening a planning and service delivery process which met their needs.

The Deputy Chief Executive concluded her report by showing a short video showcasing the 2019 Neilston participatory budgeting voting event which she had referred to earlier following which she opened the item up to members for comments or questions.

Chief Superintendent McNulty commented that the increase in incidences of crime had to be viewed in context with the number of crimes increasing only marginally and against a trend of year on year reductions. However, he did express his concern at the increased perception of crime and stated that Police Scotland was continuing to make increased use of social media in an effort to ensure that positive messages on crime and detection were being made available to residents and businesses. Mr Hastie reported that the Scottish Government had concluded that the perception of crime as opposed to the incidence of crime was a national problem with an aging population reporting that they felt less safe now than in the past. The Chief Executive also commented that perception of crime could be a short-term perception depending on when a survey was conducted, citing that the most recent Citizen's Panel survey had taken place shortly after a serious police incident had occurred in the area.

Local Senior Officer Binning welcomed the report, expressing the view that strong relationships continued to develop across the authority area and that an increasing role for Scottish Fire and Rescue Service (SFRS) locally had been reflected in the recent appointment of an SFRS Local Authority Liaison Officer (LALO) to work alongside the Police Scotland LALO in the Council's Partnerships Team. This arrangement followed a joint decision with the Scottish Ambulance Service (SAS) to base a full-time fast-response paramedic unit at Clarkston Community Fire Station.

Ms Murray, (Chief Officer, Health & Social Care Partnership (HSCP)) stated that, working with a number of partners, the HSCP was commencing its own locality based processes which would be data-rich and see further close collaboration with partners and local communities in locality plan areas.

Ms Kennedy welcomed the report and expressed the view that, now that the information was going out to communities, it was important to emphasise the many positive aspects which it contained.

Having heard Councillor Buchanan note that the perception that East Renfrewshire was not a safe place in which to live was not supported by the available data and express the view that the media tended not to report on good-news stories but to concentrate on bad news, the Board agreed to:-

- (a) note the Community Plan End Year Data Report and the PAR's role in monitoring and scrutinising the data;
- (b) note the completed Fairer East Ren Delivery plans;
- (c) note the progress on the phased approach to locality planning;
- (d) note the progress on delivering the 2018/19 priorities; and
- (e) approve the Annual Progress Reports to communities on the Community Plan; Auchenback Locality Plan; and the ADD2Barrhead Locality Plan in principle and delegate authority to the Chief Executive, in consultation with the Leader of the Council, to make any minor amendments required by the Council following its consideration of the reports at the meeting on 26 June.

#### **PRIORITIES FOR IMPROVEMENT 2019/20**

4. Councillor Buchanan invited the Communities and Strategic Insight Senior Manager to introduce the report on the proposed improvement areas for the forthcoming year.

The Communities and Strategic Insight Senior Manager explained that each year the Board gave further guidance to the work of the PAR by setting improvement priorities for the following year. The 2 priorities proposed for 2019/20 had been informed by national research on potential improvement areas for CPPs across Scotland.

During discussions at the PAR a theme had emerged that smarter sharing of evidence between individual partners and across delivery partnerships could bring significant benefits as the CPP moved into the delivery phase of Fairer East Ren and Locality Plans. A proposal had subsequently been agreed to improve the sharing and use of evidence between partners in order to make the most of existing capacity.

Community planning partners within East Renfrewshire had a strong story to tell around community participation over the past 2 years with more than 2000 people engaged in the development of Fairer East Ren and Locality Plans and high levels of involvement in participatory budgeting and locality planning. The natural next step was for the CPP to challenge itself to ensure that the voices of vulnerable and seldom-heard groups were heard. The second improvement proposal to target community engagement around vulnerable people, seldom-heard groups, and communities of interest had emerged from these discussions.

Local Senior Officer Binning welcomed the report and advised the Board that SFRS was working to reduce incidences of non-fire related injuries within the home environment such as trips and falls and was working closely with the Health and Social Care Falls Team to try to achieve this. Achieving this objective would reduce the number of calls to SFRS to assist in moving casualties and also lead to a positive impact on the number of referrals to hospital Accident and Emergency Units.

Having heard Councillor Buchanan again emphasise the critical importance of partnership working and the need to make every effort to give everyone a voice in the community, the Board agreed to approve the proposed priorities for improvement during 2019/20 as set out in the report.

## **CHIEF OFFICERS' PUBLIC PROTECTION GROUP ANNUAL REPORT 2018/19**

5. Councillor Buchanan explained that the Chief Officers' Public Protection Group (COPPG) brought together senior staff from the Council, NHS Greater Glasgow and Clyde (NHSGGC), East Renfrewshire Health and Social Care Partnership (HSCP) and Police Scotland to provide strategic direction and oversight of public protection arrangements within East Renfrewshire and invited the Council's Chief Executive to present the Annual Report 2018/19.

The Chief Executive briefly explained that the group provided strategic direction on priorities concerning risk and clear expectations for partnership arrangements on the safe delivery of services that kept people and communities safe. It ensured that partnership working within East Renfrewshire met with national standards around risk management and, in addition, considered how effective local planning arrangements within services and the partnership were in managing risk.

Having outlined the membership and core functions of the group, the Chief Executive drew the Board's attention to the first East Renfrewshire Public Protection Conference which had been attended by approximately 180 delegates and which had been deemed to have been an overwhelming success. She also highlighted the group's work on a number of national priorities including around child protection, adult protection, Multi Agency Public Protection Arrangements (MAPPA); and violence against women and girls. She concluded her introduction by explaining how the focus of the group's work made extensive use of data and case studies in determining strategic direction.

Chief Superintendent McNulty welcomed the report and expressed the view that it was vital to reinforce to local residents the key messages which it contained. He also expressed the view that operational partnerships across East Renfrewshire continued to gain strength and that a considerable amount of valuable work around public protection was being done by CPPs across Scotland.

Following further brief discussion, and having heard the Chief Executive explain that work around mental health and vulnerability would be looked at by the group in the coming year, the Board:-

- (a) noted the high level public protection activity outlined in the report; and
- (b) agreed that the group should continue to provide annual updates to the Board concerning public protection scrutiny and improvement activity that provided assurance that people and communities were being kept safe.

## **INFORMATION AND CONSULTATION SESSIONS**

6. Councillor Buchanan explained that Information and Consultation Sessions were a key part of the Council's community planning arrangements through involving Elected Members in the work of the CPP and invited the Partnerships Team Leader to introduce the report.

The Partnerships Team Leader provided a brief overview of the sessions which had taken place during 2018/19. These had covered a wide range of topics including, amongst others, progress on preparation of the Local Development Plan 2; town centre improvement works; Glasgow City Deal Projects; transportation investment; community justice; improved outcomes for care experienced young people; and the Public Health Strategy for NHS Greater Glasgow and Clyde 2018/28.

She went on to explain that to date topics had been agreed for 2 sessions planned for 2019/20 covering Community Choices Mainstreaming which builds on the participatory budgeting work which had already been carried out and reported on in the Annual Report 2018/19, and a session from the Youth Forum. A number of other topics had been proposed for future sessions including a presentation by Glasgow City Council on City Regeneration; Civil Contingencies; further detail on the progress of Glasgow City Deal Projects within East Renfrewshire; and potential impacts arising from the devolution of a number of welfare benefits to the new Social Security Scotland agency.

Following brief discussion, the Board noted the report for 2018/19 and invited members to contribute any further suggestions for future sessions to the Partnerships Team.

## **VALEDICTORY – CHIEF SUPERINTEDEDENT BRIAN McINULTY**

7. Councillor Buchanan advised the Board that this would be the last meeting attended by Chief Superintendent McInulty who would shortly be retiring from Police Scotland. He thanked him for his contribution to the Board and also for his attendance at meetings of the Council and Cabinet (Police and Fire) to update them on key policing developments.

The Deputy Chief Executive added her appreciation and thanks to Chief Superintendent McInulty and congratulated him on his recent award of the Queen's Police Medal (QPM) in Her Majesty's Birthday Honours List.

Chief Superintendent McInulty replied in appropriate terms, thanking the Council and the Board for their continuing support for Police Scotland and commending to them his successor, Chief Superintendent Hazel Hendren.

**DATE OF NEXT MEETING**

**8.** It was reported that the next meeting of the Board would be held on Thursday 11 June 2020 at 2.00pm in the Council Chamber, Council HQ, Eastwood Park.





# 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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## 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:

Indicator	Source	Previous data	Current data	Notes
<b>Male life expectancy at birth</b>	National Records of Scotland	80.7 (2016-18 rolling average)	<b>80.3 (2017-19 rolling average)</b>	Higher than the Scottish average (77.2)
<b>Female life expectancy at birth</b>	National Records of Scotland	83.6 (2016-18 rolling average)	<b>84.0 (2017-19 rolling average)</b>	Higher than the Scottish average (81.1)
<b>Healthy birthweight (singleton babies)</b>	NHS (modelled by the Improvement Service)	89.8% (2017-18)	<b>82.7% (2019)</b>	Higher than the Scottish average (81.8%)
<b>Children and Young People Dependency Ratio</b>	National Records of Scotland	0.26 (2019)	<b>No new data</b>	

### 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 had 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:



- Establishment of 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** to households in need through MART and the Citizens' Advice Bureau.
- 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.



### 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

Indicator	Performance summary	Previous data	Current data	2021-2022 target	2022-23 target	2023-24 target
% S4 pupils with school meal entitlement that achieved 5+ National 5 qualifications in S4		56%	47% (target 55%)	Not set yet	Not set yet	Not set yet
% Workless households	Slight increase, still on target and below	13.1%	14.3%	14.3%	Not set yet	Not set yet

	Scottish average of 17.1%					
% Working age population in employment	Slight decrease	75.4%	<b>77.7%</b>	74.2%	Not set yet	Not set yet
% 16-19 year olds participating in education, employment or training	Slight decrease	96.9%	<b>96.7%</b>	97%	Not set yet	Not set yet
% 16-64 year olds claiming out of work benefits	Slight increase of 0.3 % points. Less than Scottish level 6%	3.3%	<b>3.6%</b>	3.6%	Not set yet	Not set yet

Our CPP also monitors the following indicators to provide an overall picture of strategic priority 2: learning, life and work:

Indicator	Source	Previous data	Current data	Notes need updating
% School leavers in a positive destination	Scottish Government (modelled by the Improvement Service)	97.5% (2018-19)	<b>96.2% (2019-20)</b>	A slight decrease however update compares favourably to the Scottish average of 93.3%
% Population who are economically active	Office for National Statistics (NOMIS)	75.4% (2019)	<b>76.6% (2020)</b>	An increase of 1.2 percentage points from the previous period but 0.2 percentage points lower than the Scottish average (76.8%).

### Fairer East Ren Outcome: Residents have the right skills, learning opportunities and confidence to secure and sustain work

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.
- **Work EastRen** secured **50 tablets** via the Connecting Scotland programme for **households with children** or where a child is normally resident (including pregnant women with no children in the household) at risk of digital inclusion.
- Town Centre Recovery groups continue to meet as and when required to help form local responses to Covid-19.
- **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:

Indicator	Source	Previous data	Current data	Notes
% Adult population educated to HND/Degree level or above	Office for National Statistics (NOMIS)	58.5% (2019)	60.4% (2020)	Higher than the Scottish average of 49.3%. These figures are estimates based on a sample survey. True values will lie between + or – 3.9% of the quoted figure.

<b>% Population of working age (16-64)</b>	Office for National Statistics (NOMIS)	59.5% (2019)	<b>No new data available</b>	This figure has slowly been decreasing over the last 6 years. Lower than the Scottish average of 64% in 2019.
<b>% Residents who are 'satisfied' or 'very satisfied' with East Renfrewshire as a place to live</b>	East Renfrewshire Citizen's Panel	95% (2020)	<b>89% (indicative, 2021)</b>	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.
<b>Business Survival Rate</b>	Office for National Statistics	60.3 (2014-17)	<b>52.7 (2016-2019)</b>	
<b>Median earnings for East Renfrewshire residents who are employed</b>	Office for National Statistics (modelled by the Improvement Service)	£590.70 (2018)	<b>£647.30 (2020, provisional)</b>	This figure has risen by over £55 and is substantially higher than the Scottish average (£486.70)
<b>Carbon Dioxide (CO2) emissions per resident</b>	Department for Business, Energy & Industrial Strategy (modelled by the Improvement Service)	4.6 (2015-16)	<b>4.2 (2018)</b>	

## 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 2019-2020

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.

## 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

*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)*

Indicator	Performance summary	Previous data	Current data	2021-22 target	202-23 target	2023-24 target
% Adults with a strong sense of belonging to their community (source: East Ren Citizen's Panel)	Increase of 14 percentage points above target.	78%	<b>47%</b>	65%	Not set yet	Not set yet
% Adults who have someone they can rely on for help (source: East Ren Citizen's Panel)	Slight decrease of 1 percentage point below target.	69%	<b>61%</b>	72%	Not set yet	Not set yet

Our CPP also monitors the following indicators to provide an overall picture of strategic priority 4: safe, supportive communities:

Indicator	Source	Previous data	Current data	Notes
<b>Number of crimes per 10,000 population</b>	Police Scotland (modelled by the Improvement Service)	272 (2017-18)	<b>232 (2019-20)</b>	Decrease of 40 crimes per 10,000 population
<b>Number of dwelling fires per 100,000 population</b>	Scottish Fire & Rescue Service	63 (2018-19)	<b>100 (2019-20)</b>	The increase may be as a result of more residents being at home due to the pandemic.
<b>% Adults who think levels of crime have 'increased slightly' AND 'increased greatly' in the past two years</b>	East Renfrewshire Citizen's Panel	29% (2019-20)	<b>No new data available</b>	On a par with the previous year. The Citizens Panel survey is bespoke to East Renfrewshire so there are no Scottish comparisons available.

### Fairer East Ren Outcome: Residents' mental health and wellbeing is improved

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.
- 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)*

## 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

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)

Indicator	Performance summary	Previous data	Current data	2021-22 target	2022-23 target	2023-24 target
% Adults with a strong sense of belonging to their community (source: East Ren Citizen's Panel)	Decrease of 31 percentage points and below target.	78%	47%	65%	65%	Not set yet
% Adults who have someone they can rely on for help (source: East Ren Citizen's Panel)	Decrease of 8 percentage points and below target.	69%	61%	72%	72%	Not set yet

Our CPP also monitors the following indicators to provide an overall picture of strategic priority 5: older people and people with long term conditions:

Indicator	Source	Previous data	Current data	Notes
Older Age Dependency Ratio	National Records of Scotland	0.3 (2019)	No new data	
Male Life Expectancy at age 75 Years	National Records of Scotland	11.8 (2016-18 rolling average)	10.7 (2017-19 rolling average)	Male life expectancy at age 75 has decreased by around one year. East Renfrewshire has a higher life expectancy rate than the Scottish average.
Female Life Expectancy at age 75 Years	National Records of Scotland	12.9 (2016-18 rolling average)	12.3 (2017-19 rolling average)	Female life expectancy at age 75 has decreased slightly since the last estimate of 12.9 but has been consistently higher than the Scottish average.

### 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:


- 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**.

### 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.



### 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."*

## 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.

## 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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## Beyond the KPIs: Case Studies

The key indicators provide a great oversight of the work which has been done. In addition, there are some really strong stories to tell about the success of the Community Planning Partnership.

### There has been exceptional joint working;

Digital devices and connectivity have been distributed to the most vulnerable residents through the Connecting Scotland Programme and Digital Inclusion Partnership. Partner and voluntary organisations have worked together to identify those most in need of this support. The recipients received iPads or Chromebooks and connectivity for 2 years to allow them to become digitally able, active and involved during the pandemic. There are Digital Champions who have been trained to offer advice, information and ongoing support to those who feel they need a bit of help to navigate their device and utilise it to its full capacity. Some of the recipients were keen to participate in either one to one or group sessions where they would be able to learn from each other and gain confidence with the support of the Digital Champions to get the most from their device. Staff developed a 6 week programme where small groups of community members could meet to start on their digital journey. The programme focused on upskilling group members to be able to feel comfortable using their devices and to learn in an environment that was safe, supportive and friendly where no question was wrong. Participants shaped the programme content from week to week and looked for support to get started with the basics including turning it on and setting it up, using emails, social networking platforms, safety and scams online, online shopping, and day to day use including browsing the internet and watching films. At the end of the 6 week programme all participants felt that they had significantly increased their skills and confidence.

*"I am lonely and very bored, this class helps to pass time and meet new friends"*

*"I know how to switch it on and off, do zoom, Facebook, play games and I am learning how to crochet and knit online"*



### We have seen huge resilience in communities;



Supporting the reopening of businesses and town centres is a priority for East Renfrewshire Council and as part of the council's economic recovery strategy, the Economic Development Team has facilitated the creation of 4 town & village centre recovery groups, covering our key areas.

The purpose of these groups is to support not only businesses owners and traders, but also give town centre users and residents the confidence that they can safely access local high streets and businesses.

The town centre recovery groups are multi-agency lead by Economic Development with representatives from our business improvement districts (BIDs), chamber of commerce, police, federation of small businesses, local residents as well community & third sector groups all in attendance.

The membership is as diverse as possible in order to ensure the right people are being aware of the most up to date guidance available – both nationally and more locally – but also this diversity

means the council is hearing a number of different perspectives and can therefore be more responsive to the needs of the community.

The groups hosts regular online meetings where a variety of issues, including funding and the latest national guidance, are discussed. We are able to use these meetings to identify local business and resident needs in relation to our town centres, as well as to signpost attendees to information, raise awareness of new legislation and campaigns.

To date these groups have supported a number of joint initiatives and it was through these groups that we were able to agree a course of action for safely reopening our town centres, secure funding and put plans into action to assist businesses and users alike. A number of the agreed actions were delivered by group members, including Voluntary Action East Renfrewshire and our BIDS, who were best placed to deliver specific initiatives quickly, through their previously established contacts and strong connections within the town & village centres. Pooling the groups resources, ensured all initiatives supported and built on the work of others and helped ensure duplication of efforts was avoided.

Although these groups have been created in response to the impact of COVID-19 on local businesses and our town centres, our ambition is that they will evolve over time and continue to bring the necessary people together for the long term benefit, growth and sustainability of our town and village centres.



### **The commitment of staff and volunteers has been outstanding;**

On the 1 December 2020 the Scottish Government announced that the Covid-19 vaccination programme was to be rolled out in Scotland. The First Minister described delivering the programme as the “biggest logistical peacetime challenge that the country will ever have undertaken”. Health Boards were advised to work with local Health & Social Care Partnerships and local authorities as the vaccinations were to be delivered in two initial phases. The first was to commence in December 2020, for clinical staff and elderly and vulnerable people, and the second phase to commence in February 2021 for the general population.



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 team vaccinated an 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.

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 issue. The team have administered 1053 first doses and 1098 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

To deliver the second phase of the vaccination programme, the Barrhead Foundry games hall and Carmichael Hall were identified in January 2021 as the two venues in East Renfrewshire that would become vaccination centres.

With very little lead-in time available, a project team, led by the Environment Department, was established in early January 2021 to liaise with GGC NHS and make the vaccination centres ready for operation on 1 February 2021. The team had input from a wide range of Services including ER Culture & Leisure Trust, Property

Services, Environmental Health, Roads & Transportation, HR, Corporate Health & Safety, HSCP, Finance Communications, Procurement, ICT, the Chief Executive's Office and the Civil Contingencies Service.

Work was required on both properties to make them suitable for delivering the vaccine in accordance with the requirements set out by the Scottish Government. Therefore, Property Services worked closely with contractors and Trust staff throughout January 2021. In addition, Environmental Health and Corporate Health & Safety made sure that the layouts complied with the vaccination centre operating procedures, Covid guidance and H&S legislation. The Civil Contingencies Service also liaised with the Council's CCTV unit, Police Scotland and Scottish Government representatives on site and vaccine security.

Outside the centres, Roads & Transportation prepared and erected the directional signing to both centres and implemented traffic management in Barrhead. The Leisure Trust agreed to provide support staff for the vaccination centres. The Leisure Trust senior and centre management team worked closely with HR to prepare rosters and bring staff off of furlough. They also produced operational procedures for staff to follow which were rolled out at site-specific training sessions. In addition, Voluntary Action (VAER) agreed that volunteers would assist in providing transport for those who needed extra help to travel to their appointments.

The vaccination centres were ready for opening on 1 February 2021 and the Communications team updated the Council's media channels to ensure that people knew the location of the vaccination centres, the travel options available and what to expect when they arrived. To supplement this, the Eastwood Theatre staff produced a short walk through film for each venue that was available on YouTube.

Since the opening of the vaccination centres on 1 February 2021 the Leisure Trust staff have worked tirelessly to liaise with the on-site GGC NHS clinical staff to provide support where required and ensure that the vaccination centres work efficiently and safely. Latterly, as more Trust staff return to their substantive posts, VAER has provided additional help to the Leisure Trust to provide these support roles.

Since the start of the Covid-19 vaccination programme, it is clear that there is a high level of staff commitment across the Council, Leisure Trust, GGC NHS, HSCP, CCS and voluntary sector to work together to get things done on time and ensure the operation of vaccination centres is efficient and comfortable for staff and residents visiting for vaccination.

To date the majority of East Renfrewshire's population has had both doses of the Covid-19 vaccination and the centres will continue to vaccinate the younger population in accordance with government guidance. The centres will also be providing the flu vaccination when that programme commences in September 2021.



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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.

**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.

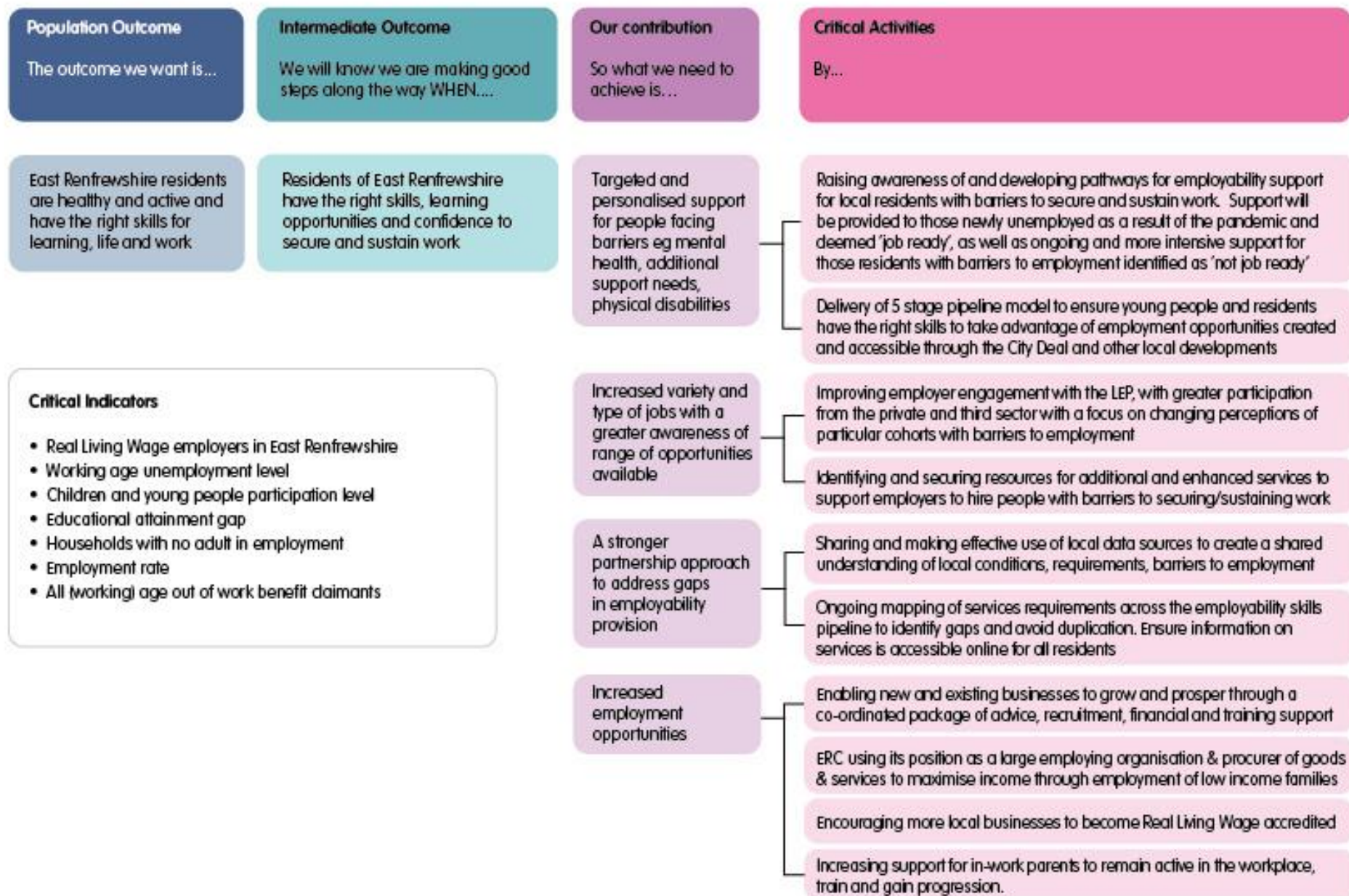
East Renfrewshire's Local Employability Partnership (LEP) has an important role ensure that the Inclusive Growth agenda is considered and mainstreamed across a wide range of Council and partner activities. Inclusive Growth means economic growth that combines increased prosperity with greater equality, 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

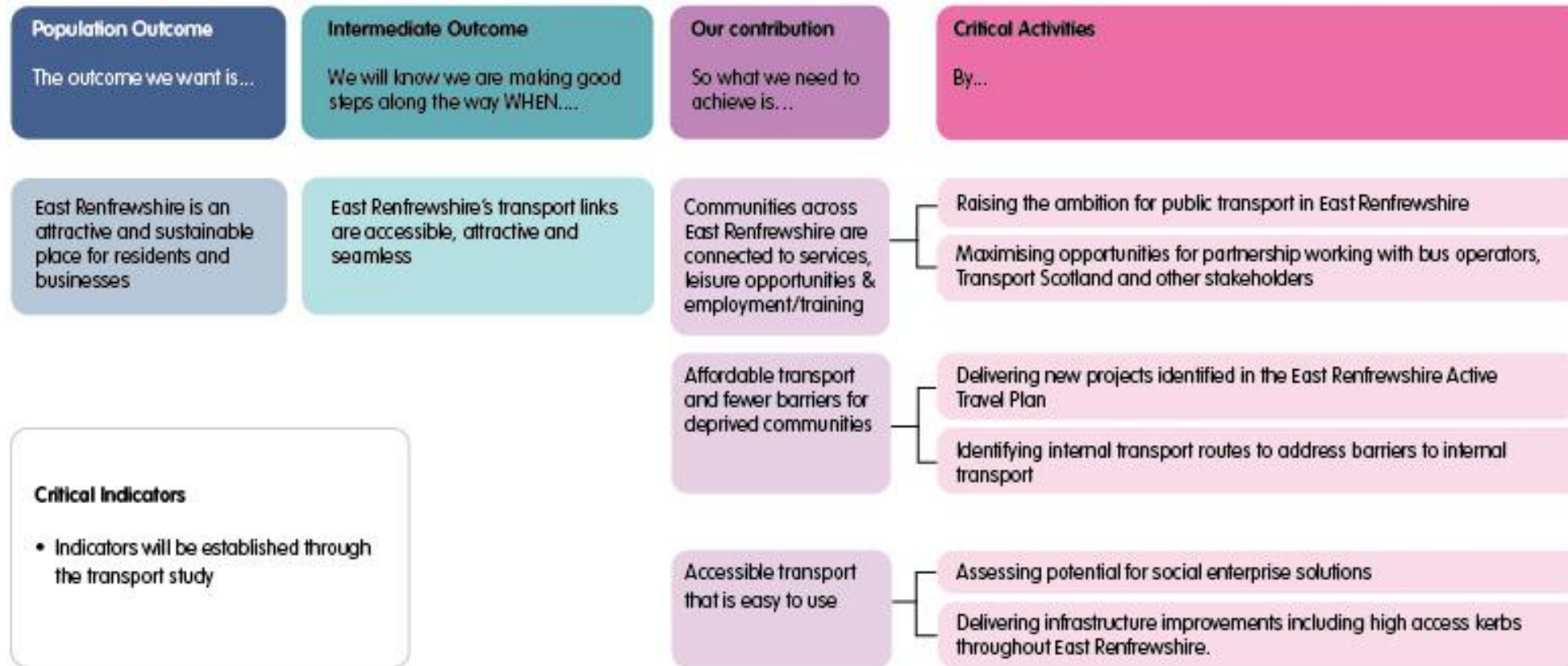
Responsible Delivery Partnerships: East Renfrewshire Wellbeing Network ,  
Chair, Ruth Gallagher (Voluntary Action East Renfrewshire); East Renfrewshire  
Digital Inclusion Partnership (Chair tbc)

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.

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



### 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...

### 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

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

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 resident 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.

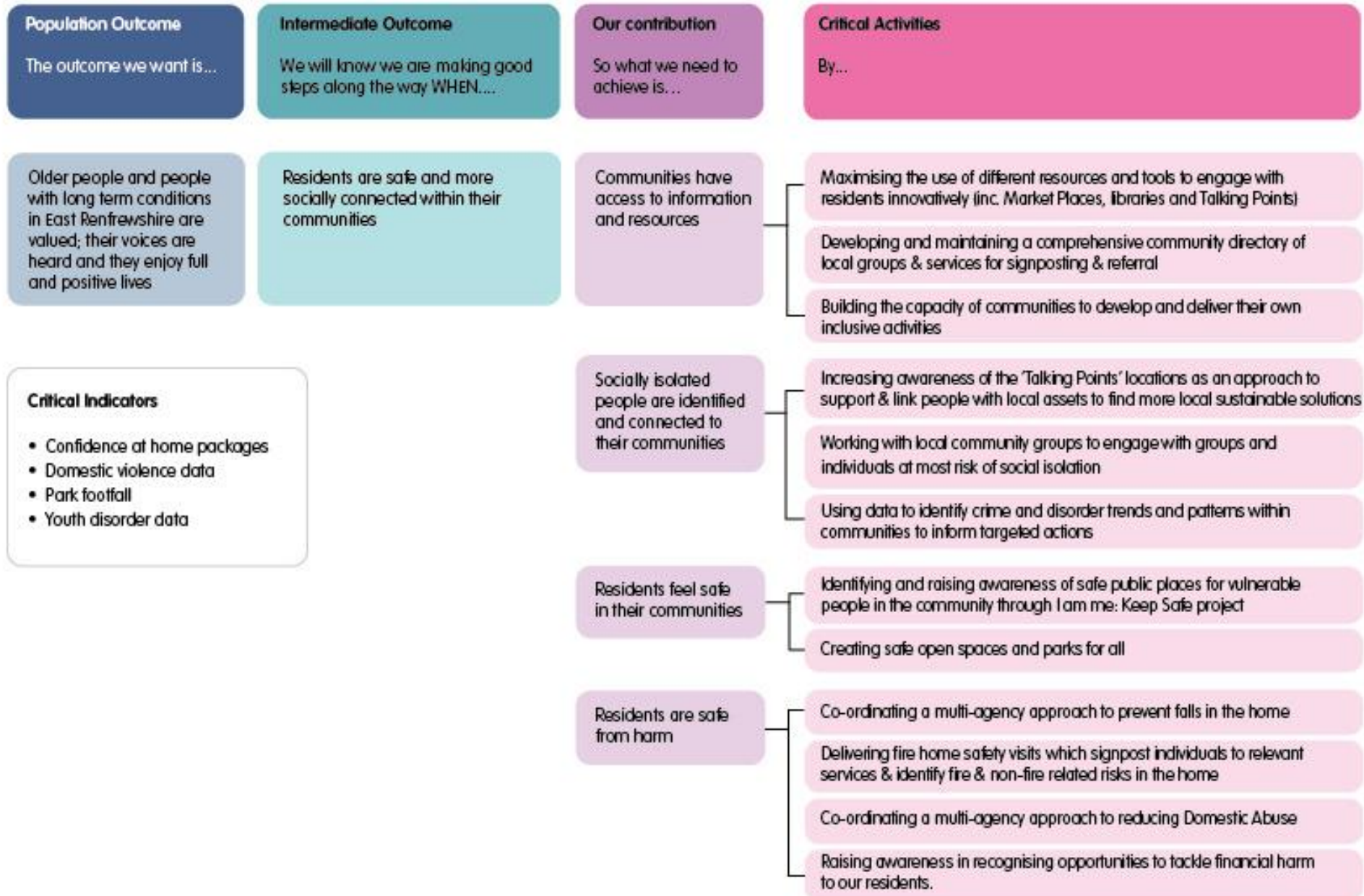
This delivery plan acknowledges a range of good work already underway by partners and opportunities for people to get more involved in their community and reduce isolation – including Voluntary Action East Renfrewshire's Community Hub and the HSCP's Talking Points.

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.

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## CPP Recovery and Renewal Session, Wednesday 16 September 2020

### Workshop Summary

Lorraine McMillan opened the session by welcoming partners to the first full CPP meeting of the year. Apologies and welcomes to new faces on the partnership were noted (**appendix**). Lorraine covered the objectives of the session:

1. Enable a shared understanding of the impacts of the pandemic on our organisations and communities;
2. Identify and discuss key priorities which will require us to work together and with communities; and
3. Consider what changes are required to our partnership plans and arrangements.

Lorraine referred to developing the Council's Vision for the Future long term strategy and the pre-pandemic intention to shape this with the partnership through 2020. In addition the need for shorter term recovery partnership actions and the importance of working with communities and not doing to.

### The Story of COVID in East Renfrewshire video

The group watched a video that presented data and graphics about the infection; crisis response of partners and the wider impact of the pandemic on socioeconomic factors in East Renfrewshire. Kay noted that the most up to date figures and any other feedback from partners would be incorporated before the video is circulated.

### The Challenges and Opportunities Ahead

There were three broad themed discussions facilitated by different partners – People and Communities; Inclusive Economy and Environment and Connectivity. The aim was to explore challenges and opportunities for partnership action, keeping inequalities, poverty and the involvement of communities at the centre and a range of priorities were identified and are summarised in the following pages. Feedback after the workshop suggest partners are already arranging to work together and progress a number of these.

### Next Steps

In opening this final discussion Lorraine McMillan acknowledged the current meeting and reporting arrangements are no longer fit for purpose. She stated the need to refresh how our community planning partnership operates in terms of groups, governance of action plans, delivery and performance. The PAR worked in the past however it's not what we need now. All in attendance were in agreement of the need for a more agile approach including -

- Short term multi-agency approaches to the big issues and projects, without seeking permission. Maximising skills and expertise across the partnership and working at pace. Investigate 'huddle' and 'hub' models.
- Assess what good partnership working looked and felt like in the last 6 months to protect and widen the ways of working.
- Increase visibility of staff across the partnership to each other and to communities for effective collaboration.

## People and Communities - Ruth Gallagher, Chief Officer, Voluntary Action East Renfrewshire

### Discussion questions

- How do we maintain this great level of community engagement and community action?
- What do we need to do together to tackle the real concerns around mental health across people of all ages and demographics?
- How can we work together to create fully connected communities given the links to improved health, wellbeing, access to benefits, jobs and learning and business?
- What are the needs and opportunities for partnership working to support children and adult learners, in particular those most at risk of falling behind?

### A snapshot of the discussion

There was consensus that this theme is the glue that holds everything else together. “There is a renewed sense of community and we’re seeing neighbours now in a way we weren’t before.”

Partners recognised the value of the support delivered by the community sector via third sector organisations and new neighbourhood mutual aid groups. This has helped to strengthen partnerships between the voluntary and statutory sector and bring new ways of working that will help to shape how we support people in the future. There were many references to providing support via hubs and interest in how we link these. “We need to refocus on HOW we do our services, not why we do them”.

“Mental ill health and isolation are growing issues for people of all ages – not just older groups or those in education. More people are recognising and accepting help where they may never have before.”

Digital inclusion was seen as key with opportunities to build on the early success of the Connecting Scotland Programme.

### Areas for action

- Build on the concepts of ‘stay local’ and ‘shop local’ for economic and social gain.
- Shift engagement style, avoid slipping into past routines with same groups/networks.
- Make residents aware of their influence.
- Engage shielding people as many are ‘new customers’ of our services.
- [Mental health and isolation support] Make it all right and easy to ask and all right to give. Transfer how we do this in the workplace to how we work in communities.
- Avoid medicalising challenges and boost lower level approaches to support without complexities of referral pathways and eligibility criteria.
- Potentially link child recovery hubs and employability/benefits services with the Community Hub model.
- Pool services into ‘Hubs’ around central issues such as family learning; transport and digital inclusion.
- Link digital connectedness with social connectedness.
- Build digital skills in line with business need and concentrate on those furthest from labour market.

## Inclusive Economy – Stephen Frew, Partnerships Specialist, Scottish Enterprise

### Discussion questions

- How do we unite our procurement powers to create opportunities for residents, communities and businesses?
- What do we need to do together to:
  - Protect jobs;
  - Support fair work; and
  - Provide support in particular to those with most barriers to work
- Do we hold an accurate view of the land and assets across the area? How do we work together and with communities on making the best use of them?
- How could we make City Deal projects work better for us post-covid and as mechanism to tackle inequalities?
- What are our opportunities for fostering more locally owned and socially minded enterprises in East Renfrewshire?

### A snapshot of the discussion

There was strong support for a community wealth building approach and moving away from traditional economic development. “Bringing the economic recovery together with community recovery should be a priority. Local communities and local businesses need to be at the heart of and benefit from our economic recovery.”

Examples of utilising procurement powers to create opportunities were shared with a sense that there was scope do more.

“Building community awareness of contracts, the opportunities for community benefit and how to go about influencing should be a starting place but clear and plain language communication is essential.”

### Areas for action

- Join up procurement powers.
- Build local awareness about procurement, benefits and scope for influence. Involve local groups/projects earlier in the process to shape benefits – build a wish list.
- Increase work with local business to establish what support they need to bid better and secure contracts.
- Large businesses supporting smaller businesses to build capacity.
- A strategy around plural ownership and fair work in East Ren.
- Update our strategy for developing social enterprise.
- Tackling unemployment

## Environment and Connectivity – Andy Cahill, Director of Environment, East Renfrewshire Council

### Discussion areas and question

- Inequalities and poverty - a cross cutting theme
- Build better not just renewal
- Transport opportunities across all Council area
- Infrastructure opportunities including community benefits
- Digital infrastructure
- Locality planning
- Partnership approach
- Community involvement

How do we, as a Community Planning Partnership, exploit our potential to reduce inequalities in transport, masterplans and digital infrastructure?

### A snapshot of the discussion

Changes in transport use, active travel and working from home are showing new opportunities for partnership work and the recent transport studies confirmed inequalities for people on low incomes, people with a disability and older adults.

Key programmes include Eastwood Leisure Centre, Learning and Leisure in Neilston campus and new council build houses. The Local Development Plan 3 will bring about large land releases and new masterplans being required.

*No One Left Behind* priority on youth and local figures on 16-24 year old unemployment suggest travel and access will be critical for unlocking youth unemployment.

### Areas for action

- Link community transport and community hub developments. Ruth to progress.
- Streamlining of the learner journey is crucial, Liz and Andy to discuss. College involvement particularly in Neilston.
- Community involvement in masterplanning for Local Development Plan 3.
- Bridging locality planning with place planning to avoid duplication of processes and create smarter, fewer plans with the communities concerned.
- Police Scotland and ERC Corporate Assets to work together on co-location opportunities at Eastwood Park.
- Unlock youth unemployment through travel and access improvements.

## Appendix - Participants

Department for Work and Pensions	Robert McKay	Manager
East Renfrewshire Council	Lorraine McMillan ( <b>Chair</b> )	Chief Executive
	Caroline Innes	Deputy Chief Executive
	Michael McKernan	Business Development Team Leader
	Mark Ratter	Head of Service and new Director of Education
	Andy Cahill ( <b>Environment and Connectivity Theme Lead</b> )	Director of Environment
	Louise Pringle	Head of Communities, Revenues and Change
	Jamie Reid	Strategic Insight and Communities Senior Manager
	Kay McIntosh ( <b>Lead Facilitator</b> )	Strategic Services Development Manager
East Renfrewshire Culture and Leisure Trust	Anthony McReavy	Chief Executive
Health and Social Care Partnership	Kate Rocks	Chief Social Work Officer
	Candy Millard	Head of Adult Health and Social Services
Police Scotland	Bryan McGeoch	Chief Inspector and Area Commander for East Renfrewshire
Scottish Enterprise	Stephen Frew ( <b>Inclusive Economy Theme Lead</b> )	Specialist - Partnerships
Scottish Fire and Rescue Service	Jim McNeil	Local Senior Officer / Area Commander
	Alan Coughtrie	Group Commander
Scottish Government	Wendy Wilkinson	Deputy Director for Safer Communities and Location Director for East Renfrewshire
Skills Development Scotland	Sharon Kelly	Operations Director - West Region
SPT	John Binning	Principal Policy Officer
Voluntary Action East Renfrewshire	Anne Marie Kennedy	Chair of the Board
	Ruth Gallacher ( <b>People and Communities Theme Lead</b> )	Chief Executive Officer
West College Scotland	Liz Connolly	Principal and Chief Executive

## Apologies

Department for Work and Pensions	Hugh Mulholland	Senior Customer Service Leader
East Renfrewshire Council	Mhairi Shaw	Director of Education
Police Scotland	Hazel Hendren	Chief Superintendent and Divisional Commander for Greater Glasgow
Police Scotland	Joe McKearns	Superintendent for Glasgow South
Scottish Enterprise	Brian Connolly	Specialist - Community Wealth Building
Skills Development Scotland	James Russell	Director of Careers Information, Advice & Guidance Operations

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# Thematic review

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# Background

The normal cycle of Community Planning Partnership meetings in 2020 was disrupted due to COVID-19.

In both September 2020 and March 2021, CPP colleagues met via Microsoft Teams and discussed the role of the CPP in recovery and renewal across the authority. It was agreed that there should be a focus on action linked to three main themes:

- Community Wellbeing
- Community Connectivity
- Community Wealth Building

This report is intended to provide a summary of these suggested actions and responsible network group.



Community  
Wellbeing

Community  
Connectivity

Community  
Wealth  
Building

# Community Wellbeing

Mental ill health and isolation are growing issues for people of all ages – not just older groups or those in education. More people are recognising and accepting help where they may never have before

We need to refocus on HOW we do our services, not why we do them

Strengthen the Third Sector (strategy or otherwise) and link to TSI manifesto	Wellbeing Network/Partnership Lead: VAER Include: SFRS
Recognise shielding (clinically high risk) people as a discrete group and consider how we can support them on an ongoing basis	
Sustain and build the Community Hub model	
Make it easier for people to reach out and ask for low levels of support	
Use libraries better eg as wellbeing hubs	
Improve front line staff and volunteer awareness and understanding of mental health through mental health first aid and suicide prevention (SFR to co-lead with a voluntary sector partner?)	CLD Partnership (with increased partner involvement)
Strengthen our community learning offer	
Increase resident awareness of their influence and boost Have Your Say area of ERC website	Safer East Ren
Build a stronger link between Police and Fire and community/third sector to support vulnerable households and build prevention and early intervention approaches	
Develop peer to peer/community led approaches for home safety risks	
Create a portal for sharing observations and noting actions in relation to sharing information on population changes.	
Involve Police and other partners at earlier stages of land planning, changing the population and risk profiles	Locality Planning Steering groups
Pool services into 'hubs' around central issues such as family learning, transport and digital inclusion	
Strengthen locality planning	
Maximise the impact of Dunterlie Regeneration Plan	
Link locality planning and place planning	
Make best use of key facilities in the localities and their potential to support improvement in a range of outcomes (DIY Dunterlie model worked very well)	
Improve community involvement in LDP 3	
Maximise the impact of Neilston Masterplan on local outcomes (consider West College outreach programme)	

# Community Connectivity

There is a renewed sense of community and we're seeing neighbours now in a way we weren't before.

Roll out digital skills training	Digital Inclusion Partnership / Digital Network (Community Hub)
Deliver Connecting Scotland Programme	
Conduct user research on digital inclusion in East Renfrewshire	
Prioritise youth travel for DWP and SPT transport support	A (new) Transport group
Link community transport and the community hub developments	
Develop smart transport scheduling between Education, HSCP and with SPT support	
Make best use of SPTE funds to support community transport	
Promote and encourage active travel	



# Community Wealth Building

Bringing the economic recovery together with community recovery should be a priority. Local communities and local businesses need to be at the heart of and benefit from our economic recovery.

Building community awareness of contracts, the opportunities for community benefit and how to go about influencing should be a starting place but clear and plain language communication is essential.

Build on 'stay local, shop local' with Comms.	Strategic & Operational LEPs (DWP on Strategic)
Protect and create jobs through joined up actions	
Increase impact of Supplier Development Programme for local businesses	
Use labour market insights to regional, sectoral and national trends to inform partnership working - LEP	
Enhance PACE support to ensure fast and effective support to employers and workers	
Review the LEPs including consideration of members (Trust, College)	
Create intermediate labour market/volunteering opportunities	
Assess the need to provide support to enable residents (particularly on low income) to access home working jobs - including IT etc.	
Develop supports for longer term unemployed, furthest from the labour market	
Raise awareness of Community Wealth Building	ER Community Wealth Building group?
Develop a physical Youth Hub in existing facility in Barrhead (eg Museum)	
Deliver Youth Guarantee with partners	City Region Planning groups
Establish a Glasgow City Region approach to newly unemployed over 25's	
Consider City Region and Local approach to Community Wealth Building.	
Link national Co-op Development Scotland team/scheme to ER Social Economy development work .	
Consider public sector co-location (Eastwood facility, SE doing this with SDS in West College)	Community Benefits Group
Support home/agile working (considering the changing nature of work and where we work) and provide flexible office/work space eg Digital hub, Community hubs for education, work and study, Neilston campus/town centres. (See North Lanarkshire)	
Develop community wish list - new portal	
Maximise the impact of capital projects/new facilities	
Develop food growing initiatives	New Food Poverty Network