

Department of Business Operations and Partnerships

Director: Louise Pringle

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Date: 24 June 2022

When calling please ask for: Eamonn Daly (0141-577-3023)

e-mail: eamonn.daly@eastrenfrewshire.gov.uk

TO: Provost Montague; Deputy Provost Campbell; and Councillors Anderson, Bamforth, Buchanan, Convery, Cunningham, Devlin, Edlin, Ireland, Lunday, Macdonald, McLean, Merrick, Morrison, O'Donnell, Pragnell and Wallace.

EAST RENFREWSHIRE COUNCIL

A meeting of the East Renfrewshire Council will be held in the Council Chamber, Council Headquarters, Giffnock, on **Wednesday 29 June 2022 at 7.00 pm.**

The agenda of business is as listed below.

Prior to the commencement of the meeting the Provost will make a statement that the meeting will be webcast live and recorded for later publicly accessible archive viewing.

Yours faithfully

Louise Pringle

L PRINGLE

DIRECTOR OF BUSINESS OPERATION AND PARTNERSHIPS

PROGRAMME OF BUSINESS

- 1. Report apologies for absence.**
- 2. Declarations of Interest.**
- 3. Submit for approval as a correct record and signature the Minute of meeting of the Council held on 25 May 2022.**
- 4. Submit for approval as a correct record the Minutes of meetings for the period 26 May to 28 June 2022.**

5. Notice of Motion

Consider Notice of Motion in the following terms:-

That a Senior Councillor Allowance for the Vice Chair of Planning will be created and the Senior Councillor allowance removed from the position of Convener of Environment.

Submitted by Councillor O'Donnell and Anderson.

- 6. Statements by Conveners/Representatives on Joint Boards/Committees.**
- 7. Appointments – Report by Director of Business Operations and Partnerships (copy attached, pages 5 - 8).**
- 8. Provost's Engagements – Report by Director of Business Operations and Partnerships (copy attached, pages 9 - 10).**
- 9. Strategic End-Year Council Performance Report 2021-22 and Draft ODP 22-23 – Report by Report by Chief Executive (copy attached, pages 11 - 112).**
- 10. Community Plan Annual Performance Report 2021-22; Fairer East Ren Transition Plans 2022-23; and Local Child Poverty Action Report: Year 4 - Report by Director of Business Operations and Partnerships (copy attached, pages 113 - 222).**
- 11. Second Round of UK Levelling Up Fund 2022 – Report by Director of Environment (copy attached, pages 223 - 234).**
- 12. National Care Service - Report by Chief Executive (copy attached, pages 235 - 238).**
- 13. Organisational Changes: Chief Officer – Report by Director of Business Operations and Partnerships (copy attached, pages 239 - 248).**
- 14. Covid-19 Recovery: Update – Report by Chief Executive (copy attached, pages 249 - 264).**
- 15. Calendar of meetings 2023 – Report by Director of Business Operations and Partnerships (copy attached, pages 265 - 268).**
- 16. Kirking of the Council - Report by Director of Business Operations and Partnerships (copy attached, pages 269 - 270).**

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

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EAST RENFREWSHIRE COUNCIL29 JUNE 2022Report by Director of Business Operations and PartnershipsAPPOINTMENTS**PURPOSE OF REPORT**

1. To consider appointments to various unfilled internal and external positions.

RECOMMENDATIONS

2. That the Council:-
 - (a) consider appointments to the vacancies as listed; and
 - (b) authorise the Chief Executive to carry out a review of Council's governance arrangements and submit a report to a future meeting.

REPORT

3. At the meeting of the Council on 24 May, appointments to various internal and external positions were made. However, a number of positions for which nominations were sought could not be filled and were continued to this meeting. Subsequent to the May meeting, Councillor Macdonald tendered his resignation from the position of Convener for Social Work and Health. As this was a Cabinet position he consequently also resigned from Cabinet, Cabinet (Police & Fire) and the Education Committee. A further consequence of no longer being on the Education Committee is that Councillor Macdonald is no longer able to sit on the Teaching Staff Appeals Committee, as membership of the Education Committee is a prerequisite of membership of the appeals committee. The Convener for Social Work and Health is also designated as the lead councillor on the East Renfrewshire Integration Joint Board and the Council's nominee to serve on the Board of NHS Greater Glasgow and Clyde.

4. Councillor Macdonald also tendered his resignation from the following external appointments.

- Association of Public Sector Excellence (APSE)
- Strathclyde Concessionary Travel Scheme Joint Committee
- Strathclyde Partnership for Transport/Strathclyde Passenger Transport Authority

5. In addition, Members may recall that it was highlighted that although contact had been made with those external organisations on which the Council was represented prior to the elections to enquire if continued Council representation was being sought, some replies had not been received. It was reported that if any further representation requests were received, these would be reported to future meetings. 1 confirmation, from the Lowland Reserve Forces and Cadets Association, has now been received.

6. The attached list provides details of all the positions (both internal and external) now to be filled.

Review of Cabinet

7. In 2010, the Chief Executive carried out a review of Cabinet. In view of the new political structure of the Council it is proposed that the Chief Executive be instructed to carry out a review of the Council's governance arrangements and submit a report to a future meeting of the Council for consideration.

RECOMMENDATION

8. That the Council:-
- (a) consider appointments to the vacancies as listed; and
 - (b) authorise the Chief Executive to carry out a review of Council's governance arrangements and submit a report to a future meeting.

Local Government (Access to Information) Act 1985

Report Author: Eamonn Daly, Democratic Services Manager 577 3023

Background papers - none

Convener for Social Work and Health (including Cabinet, Cabinet (Police & Fire), Education Committee, East Renfrewshire IJB (lead councillor) and NHS Greater Glasgow and Clyde Board)

Committee Vacancies

Committee	Members	Vacancies
Appeals Committee (5 members)	Anderson (Chair)	Vice Chair 3 Ordinary Members
Audit & Scrutiny Committee (7 members)	Morrison (Chair) Buchanan Edlin Ireland Montague Wallace	Vice Chair
Civic Hospitality Committee (5 members)	Montague (Chair) Campbell (Vice Chair) Bamforth Edlin	1 Ordinary Member
Community Asset Transfer Review Panel (5 members)		5 Ordinary Members from the following Bamforth Campbell Convery Cunningham Lundy Macdonald McLean Merrick
Licensing Committee/Board (5 members)	Edlin (Chair) Convery Montague Morrison	Vice Chair (for committee only – Board will appoint own Vice-Chair of required)
Teaching Staff Appeals Committee (5 members)	Anderson (Chair) Pragnell (Vice Chair) Campbell	2 Ordinary Members from the following Buchanan Devlin Merrick O'Donnell Wallace

Association of Public Sector Excellence (APSE) – 1 vacancy

Glasgow City Deal Cabinet (substitute) – 1 vacancy

Lowland Reserve Forces and Cadets Association – 1 vacancy

Renfrewshire Valuation Joint Board (named substitutes for Councillors Ireland, Macdonald Morrison and Provost Montague) – 4 vacancies

Strathclyde Concessionary Travel Scheme Joint Committee – 1 vacancy

Strathclyde Partnership for Transport/Strathclyde Passenger Transport Authority – 1 vacancy

(NB the nominee will also sit on the Strategy and Programmes Committee (meets quarterly) and the Personnel Committee (meets twice a year).

EAST RENFREWSHIRE COUNCIL**29 June 2022****Report by Director of Business Operations and Partnerships****PROVOST'S ENGAGEMENTS****PURPOSE OF REPORT**

1. To advise the Council of the civic engagements carried out Provost Montague since the meeting of the Council in May.

RECOMMENDATION

2. That the report be noted.

REPORT

3. As COVID related restrictions relax, opportunities for the Provost to attend events and carry out civic duties continue to increase.

5. Since the meeting in May Provost Montague has carried out the following civic engagements:

1 June – Attended the Platinum Jubilee Flag Raising, Council HQ

1 June – Attended Platinum Jubilee Tree Planting, Rouken Glen Park and Cowan Park

3 June – Attended Include Me Too Platinum Jubilee celebrations, Cowan Park

4 June – Attended the Big Platinum Picnic, Newton Mearns Baptist Church

9 June – Attended St Ninian's HS Mass and Graduation

15 June – Attended NHS Choir concert, Barrhead

16 June – Attended former employee's funeral

17 June – Attended Isobel Mair school's Ruby Anniversary Coffee Morning

17 June – Attended Carlibar PS PTA Event, Barrhead

20 June – Attended Armed Forces Day Flag Raising, Council HQ

20 June – Met with local cycling campaigners, Council HQ

RECOMMENDATION/...

RECOMMENDATION

6. That the report be noted.

Report Author

Eamonn Daly, Democratic Services Manager 07584 116619
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Background papers - None

EAST RENFREWSHIRE COUNCIL29 JUNE 2022Report by Chief ExecutiveSTRATEGIC END-YEAR COUNCIL PERFORMANCE REPORT 2021-22 and
DRAFT OUTCOME DELIVERY PLAN 2022-23**PURPOSE OF REPORT**

1. The purpose of this report is twofold. The first is to consider our one year operational Draft Outcome Delivery Plan 2022-23 which highlights our key planned activities for meeting our outcomes and indicators to measure success. The second is to review the Council's 2021-22 performance based on performance indicators in the [Outcome Delivery Plan \(ODP\) 2021-24](#)

RECOMMENDATIONS

2. It is recommended that Council:
- (a) Scrutinises and comments on the summary of the Council's performance at end-year 2021-22 at Annex 1, noting the ongoing impact of COVID-19 on Council services and;
 - (b) Scrutinises and notes the end-year complaints report attached at Annex 2; and
 - (c) Approves the one year operational Draft Outcome Delivery Plan 2022-23 (Annex 3)

OUTCOME DELIVERY PLAN 2022-23

3. The Council sets out its contribution to the partnership outcomes in the [Community Plan](#) through the content of the Outcome Delivery Plan (ODP). The Community Plan sets out the Community Planning Partnership's (CPP) vision for all of East Renfrewshire's communities. The Community Plan incorporates Fairer East Ren, (the Local Outcomes Improvement Plan required under the Community Empowerment Act). Fairer East Ren is focused on tackling inequalities and closing the gap between communities in East Renfrewshire.

4. The ODP builds on Vision for the Future and conveys what the Council is doing to contribute to the delivery of the agreed Community Planning local outcomes. The Council is responsible for ensuring that the money we spend contributes towards achieving these outcomes and we work in partnership with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust to deliver our outcomes. The ODP has historically been a rolling three year plan, updated annually.

5. Vision for the Future is the Council's 10 year strategy which builds on the Community Plan but focuses specifically on the contribution of the Council to achieving the outcomes in the Community Plan. At the Council meeting on the 3 March 2022, it was agreed that Vision for the Future would be reviewed to reflect the impact of COVID on our communities and the growing importance of addressing climate change.

6. This year, the ODP 2022-23 (Annex 3) has been developed as a one year operational plan primarily as a consequence of COVID and to allow for a strategic planning review. There has been a slight delay this year with the presentation of the Draft Outcome Delivery Plan due to the election period.

7. The ODP is structured as follows:

Strategic Outcomes 1 – 5

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

Customer, Efficiency and People outcomes

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

Finance Information – Spending Plans

This section sets out each department’s revenue spending plans over the next year. Figures beyond 2022-23 are indicative and may change based on developments nationally. Figures for the Capital budget and Housing Revenue Account are also listed.

Annexes and data notes

Outcomes on a page

Fairer East Ren (LOIP)

Integrating National, Community Planning Partnership and Council outcomes

Our Vision

8. A light touch review of the ODP has been carried out in 2022 taking into account recovery planning and the impact of COVID-19 across the Council family. There have been no significant changes to the plan this year. Whilst the outcomes and intermediate outcomes have remained the same, critical activities have been revised and some updated. There have been no changes to the indicators within the plan. Targets for indicators in the ODP were not included in the plan for the year 2020-21 due to the pandemic and were reintroduced for 2021-22. Targets have been set for the one year period 2022-23 for the majority of indicators. Given the impact of COVID, some targets have been re-baselined to reflect the impact on our communities and services.

9. As the ODP is a Council-wide plan, it cannot cover the extensive range of activity to be undertaken across the Council over the period 2022-23. Therefore, it is supported by a range of service strategies and operational plans which underpin the delivery of our strategic outcomes.

10. To set the ODP indicators in context, trend data has been included for previous years where available and indicator graphs contain the latest available data. Following the national approach school attainment and exclusion data in the plan refers to the relevant academic year rather than the financial year. 2021-22 data for these indicators is not available at this time and will be reported at a later date

11. This item reflects the strategic performance of the Council. Community Planning Partnership performance is presented in a separate paper considered for this meeting called Community Planning Partnership: Annual Performance Report 2021-2022.

END YEAR PERFORMANCE 2021-22

12. As a result of COVID-19 there continues to be variations across communities' and individuals' lived experiences due to the impact of the pandemic. Services are still operating at different levels as the Council focuses on recovery and renewal. A separate report on today's agenda gives a detailed overview of the extent to which services have continued to be affected by COVID-19 in the last year, including running of vaccination centres; isolation support; ongoing restrictions and rising caseload and customer contacts. Additional demands are still being placed on services, with staffing challenges in the form of absence and recruitment gaps, and in some areas, performance has not returned to pre-pandemic levels. As a result, comparative changes in indicator values from previous years should be treated with caution. There has been research and engagement undertaken to better understand the impact on COVID-19 on our communities that is central to planning our services.

13. Performance updates on the strategic indicator set included in Annex 1 have a latest data update, for most this will be for end-year 2021-22. Some indicators have a time lag, and the latest data will be 2020-21 or mid-year 2021-22 e.g. educational attainment, or occasionally more historic. Education data is for the academic year.

14. Reporting on our performance against the strategic indicators in the ODP alone does not capture the extent and impact of the challenges the Council faces because of COVID-19. Since March 2020 we have worked to negotiate the challenges presented by the pandemic. Responding to the crisis has tested us in ways we have never experienced before, and we continue to feel those impacts. Our ways of working have changed considerably. As we work to build back better, we are committed to taking forward new approaches that are delivering positive outcomes for local people. Departments will also report their end year performance at Cabinet/Committee/Board level later in the year.

OTHER STATUTORY REPORTING

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

16. We are also required to report on a suite of benchmarking indicators that make up the national Local Government Benchmarking Framework (LGBF), to enable comparative performance analysis with other local authorities. There is a one year time lag when reporting on the LGBF data set and LGBF comparative data for year 2020-21 was reported to Cabinet on 16 June 2022. A full set of comparative results can also be accessed via the [MyLocal Council Tool](#).

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

COUNCIL PERFORMANCE 2021-22

18. Of the 48 indicators in the plan, there has been new data available for 40 of these indicators at end-year 2021-22. Despite the continued focus on renewal and the additional challenges and demands placed on services, East Renfrewshire Council has continued to achieve excellent performance results across many areas including educational attainment, delivering affordable housing, and supporting our local businesses.

Outcome 1- Early Years and Vulnerable Young People

19. East Renfrewshire has an ambitious Early Years plan which focuses on prevention and early intervention. We know that the earliest stages of life are crucial to a child's development and life chances. Three indicators around child protection and infant feeding are currently off target. Due to the small number of children involved in child protection procedures the percentages can fluctuate from quarter to quarter. Furthermore, the ongoing impact of the pandemic has made it more challenging to engage with children and young people regarding advocacy services. It has also been harder for some families to implement and sustain safety plans and there are ongoing conversations and improvements to the levels of support provided where children are at risk of harm. Where the safety scores have decreased, appropriate measures have been put in place to ensure the children's safety. The rate of exclusive breastfeeding at 6-8 weeks in the 20% most deprived zones (SIMD 1) in the area is 7.5% and refers to 4 out of 53 reviews. The visible downward trend is exacerbated by the small numbers of infants living in these areas.

Learning, Life and Work

20. As well as maintaining excellent educational attainment levels overall, the gap between the most and least deprived children achieving 5 or more awards at SCQF level 5 has reduced since 2017-18; the Education Department achieved the gap target in each of the last 3 years, albeit there is a slight increase in the gap in academic year 2020/21. Very low levels of school exclusion rates at primary and secondary level have also been maintained. The number of school learners, successfully completing a wide range of vocational qualifications with our further and higher education partners, remained high in 2020/21 with 348 young people enrolled in a broad range of courses.

21. Under the Building Back Better and Fairer, the Education Department is supporting schools and nurseries with their ongoing recovery. The Department is also working with them to develop future performance targets to measure success. These will be finalised in advance of the school session 2022/23 and reported to the Education Committee in August.

22. COVID-19 safety protocols reduced leisure centre visits throughout 2021/22. Centres opened with very limited operation with restrictions easing over time though Carmichael Hall continues to be used as a vaccination centre. Usage did increase over 2021/22 with Q1 numbers at 20% of pre-COVID levels, rising to 50% by year end. There was also reduced physical access to libraries through most of the first half of the year. Restrictions eased for most facilities in September though Mearns library remained closed for repairs. Most adult programmes did not return until 2022/23. Virtual visits accounted for 61.4% of the total. Attendances overall recovered steadily over the year, starting at 10.5% of pre-COVID levels in Q1 and rising to 22.4% by Q4.

Environment and Economy

23. 92 new build affordable homes were delivered in 2021/22. 39 of these new units have been delivered through the Council's New Build Programme, 5 units by Link Housing Association, 10 units by Barrhead Housing Association, 25 by Sanctuary Housing Association, and 13 Intermediate for sale units delivered by private developers. The affordable homes range in size from 1-4 bedrooms to meet a range of housing needs locally. The target is 225 over 5 years by end of 2022, with the cumulative total of 212 to date. With the impact of construction delays we have had some slowing of delivery on sites tied up with private development in the last two years. There are 77 units due in the coming months at Maidenhill and Balgraystone, Barrhead. The effects of COVID may continue to impact on the delivery of affordable housing over the next year and this is being closely monitored. Future targets will be approved via the Local Housing Strategy process later this year.

24. We helped 30 businesses to improve performance due to assistance provided by the Council in 2021-22. In addition to the levels of assistance for local businesses as part of routine support, the Economic Development team also supported in excess of 750 businesses and over 250 self-employed individuals via various COVID business support grants during the year. A total of £5.4m of COVID business grants were paid out. We also delivered 12 employability schemes helping 153 local residents into sustainable employment including the Young Persons Guarantee and No One Left Behind programmes.

Safe, Supportive Communities

25. In the context of growing demand, we have further improved and are ahead of our target for improving the personal outcomes of women who have been victims of domestic abuse with 86% overall reporting an improvement in outcomes.

26. Community wardens continued to play a key role in our isolation and support services by providing welfare support calls and food parcel deliveries to the most vulnerable. Nationally this service ended in May 2022, although work continues to process Self-Isolation Support Grants. There has been an increase in the number of recurring incidences of anti-social behaviour complaints (10.4% up 3.4%). A multi-agency group meets on a weekly basis to reduce such cases and engage with those affected.

Older People and People with Long Term Conditions

27. Despite the additional challenges of providing key Health and Social Care services in the recovery phase, all those that required a protection plan had one in place at end-year point. HSCP services also continued to support older people and people long term conditions. In the social health care Talking Points survey, that asks if people's needs are being met, 89% of respondents felt they were living where or as they wanted to live.

28. The percentage of those whose care need reduced following rehabilitation increased to 60% at end-year 2021-22, back to previous pre-pandemic levels. We continued to develop our support for unpaid carers in collaboration with our local Carers' centre and have continued to see high levels of carers (92%) reporting that service quality of life was maintained.

Customer, Efficiency and People

29. There has been a significant increase in online customer contact (excluding payments). This is due to the transfer to GOSS online forms, customer preferences changing, and new online services like garden waste permits and the housing allocations bidding service. There was a total of 84,208 transactions made in 2021/22.

30. The overall absence for 2021/22 is 9.44 days lost per FTE. When reviewing the absence data for 2021/22 the trend is on the rise in comparison to 2020/21. However, this is not a true comparison due to the pandemic and a proportion of our employees were working in a more flexible manner throughout this period; therefore absence levels were not as high in comparison to previous years. To compare absence performance more accurately 2021/22 was considered against the 2019/20 absence levels, which shows that the Council's absence performance has improved slightly, however, the overall absence is marginally above the 2021/22 target. Quarterly absence reports continue to be discussed at Corporate Management Team, reiteration of the importance of managers prioritising absence management continues. The gender pay gap reduced to 5.71% in 2021-22, down from 6.48% in the previous year.

31. The Council still performs well across many of the ODP indicators where data updates are available at end-year, despite the significant challenges faced by the pandemic. In the remaining areas where there is scope for building on levels of performance, departments will continue to closely monitor progress and take appropriate action. The focus remains on moving to a renewal phase whilst still responding to the challenges of COVID. We aim towards achieving previous pre-pandemic performance levels, particularly in areas where services were most affected by the impact of COVID.

COMPLAINTS

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

The volume of complaints received has increased from 2020/21 – up by 39% from 1,108 to 1,541. The Council missed the SPSO target for responding to frontline complaints (5 days) recording an average of 6.2 days and missed the target for investigation of complaints (20 days) recording an average of 21.7 days (this has improved from previous year's average of 22.8 days). The response times have been impacted by ongoing pandemic-related pressures on our services. Reporting issues have been exacerbated by the move to a new real time complaints system which was introduced in June 2022. We have a local complaints' handlers' network, which is considering the use of the new system and reviewing staff training needs. We are also working with system suppliers to look at options for recording of completed complaints – currently complaints are only recorded as closed on the date the record is closed, there is no way to retrospectively add an earlier completion date. This means that response times can look longer than actual if there is any delay in updating the records.

33. The increase in complaints received was concentrated in the first half of the year and the causes have been identified as the change to garden waste collection along with the introduction and embedding of the new council tax system. Overall, across all complaint stages, 43% of complaints were not upheld, 27% resolved¹, (a new category for complaints added this year by SPSO) 19% upheld and 11% partially upheld.

34. Evidence shows that service improvements have taken place across the organisation. Some of these are targeted at improving the efficiency of services along with improving the customer experience, for example the introduction of online booking systems and continued updating of these based on the information received.

PUBLICATION OF END YEAR PERFORMANCE INFORMATION

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

¹A complaint is resolved when both (the organisation) and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld. (SPSO definition)

FINANCE & EFFICIENCY

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

CONSULTATION

37. Services across the Council continue to consult with customers and communities as part of service delivery and redesign. Consultations taking place in the second half of the year include the budget consultation with residents and the provision of free period products consultation.

PARTNERSHIP WORKING

38. This report summarises performance of the Council towards the outcomes within the Community Plan. Results could not have been achieved without continued excellent partnership working, including with the Health and Social Care Partnership (HSCP), East Renfrewshire Culture and Leisure Trust (ERCLT) and Voluntary Action East Renfrewshire (VAER).

IMPLICATIONS OF REPORT

39. As this report is primarily a progress and performance update, there are no particular implications in terms of staffing, property, legal, IT, equalities or sustainability. Each of these issues has been mainstreamed through service plans and equality impact assessments carried out where appropriate.

CONCLUSION

40. This report details the performance of the Council at end-year 2021-22. The Council is performing well across many of the ODP indicators; however, the impact of COVID-19 is, and will continue to have an impact on future performance and delivery of services. Primarily, as a consequence of COVID we have produced a one-year operational Outcome Delivery Plan for 2022-23 to allow for a period of review and reflection on our strategic planning.

41. Despite the continued challenging circumstances, the Council's aim remains unchanged - making people's lives better and achieving positive outcomes for all of our communities.

RECOMMENDATIONS

42. It is recommended that Council:

- (a) Scrutinises and comments on a summary of the Council's performance at mid-year 2021-22 (Annex 1), noting the ongoing impact of COVID-19 on Council services and;
- (b) Scrutinises and notes the end-year complaints report attached at Annex 2; and
- (c) Approves the one year operational Draft Outcome Delivery Plan 2022-23 (Annex 3)

Lorraine McMillan, Chief Executive

Owen O'Donnell, Leader of the Council
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BACKGROUND PAPERS

- Local Government Benchmarking Framework 2020-21, Cabinet 16 June 2022
- Strategic Planning, Council 3 March 2022
- Outcome Delivery Plan 2021-2024, Council 20 June 2021

Outcome Delivery Plan 2021 - 2024



Strategic End-Year Performance Report 2021-22

The following report provides an update of Council performance data at end-year 2021-22. The information contained in this report includes indicators in the Outcome Delivery Plan 2021-24.

Data notes

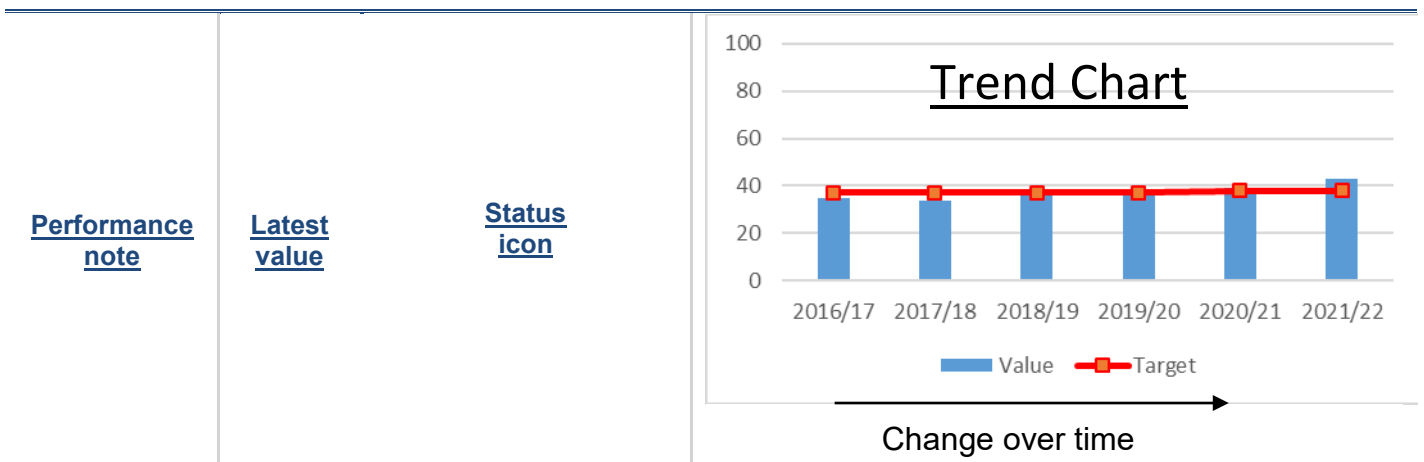
Indicators included in Annex 1 have a latest data update, the most recent being end-year 2021-22. Some indicators have a time lag and the latest data will not be the current year, e.g. some health and education data.

Targets

3 year annual targets have been set for most indicators in the ODP 2021-24, with the exception of some Education and health indicators that have a target for the end of a 2 or 3 year period.

Key

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



PI Status of last available data:

	Off target
	Target still to be achieved
	On Target
	For information only (no target set)

ODP 1 Council Performance

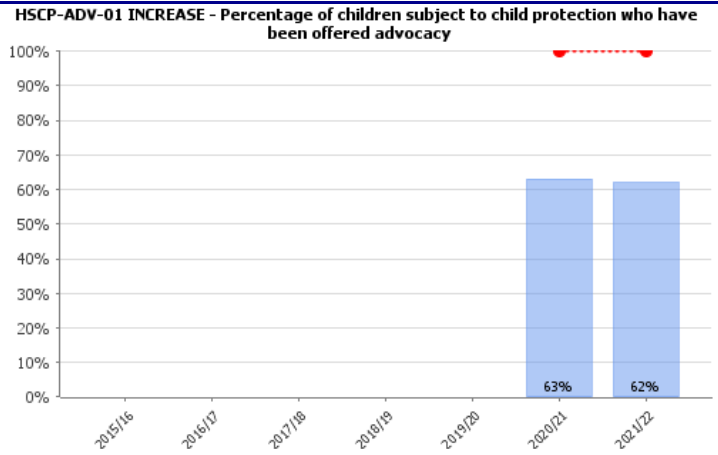


All children in East Renfrewshire experience a stable and secure childhood and succeed.

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

End year 2021-22. Whilst service provision is beginning to resume to pre-pandemic levels, there is still an ongoing impact of COVID on our ability to engage with children and young people the way we did under pre-lockdown conditions. We continue to see a more consistent offer of advocacy to children subject to child protection.

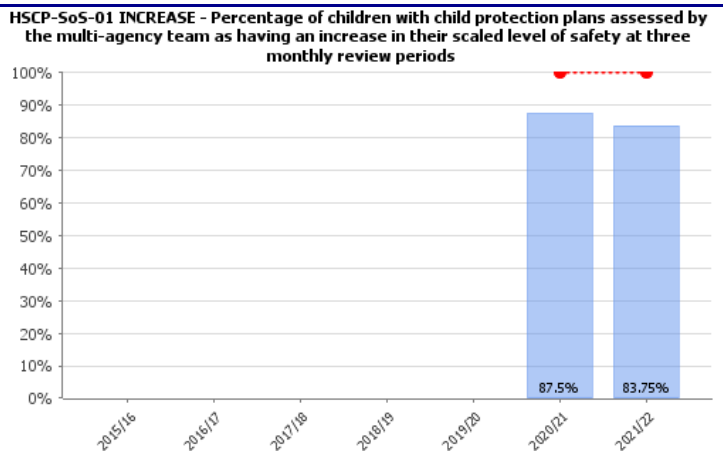
62%



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

End year 2021-22. 100% of Review Child Protection Planning Meetings held in Q1 and Q3 had an increased score in safety for children. In Q2 and Q4 the percentages were 78% and 57%, respectively. Giving a quarterly average of 83.75% for the year. Please note the numbers within this sub population are extremely small and a very slight change can lead to a large fluctuation in percentages. Overall, where risk increased appropriate measures were taken to safeguard the children.

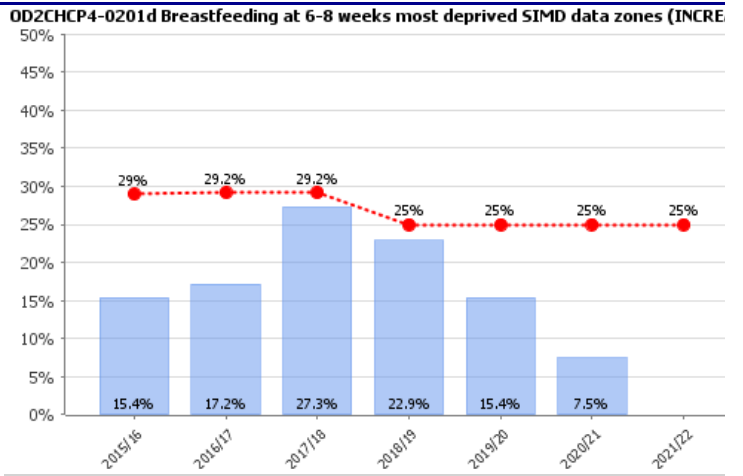
83.75%



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

Latest data 2020-21.
From the Public Health Scotland Infant Feeding Dashboard, the rate of exclusive breastfeeding at 6-8 weeks, between April 2020 and March 2021, in the 20% most deprived data zones was 7.5%. The pandemic has had an impact on breastfeeding rates across the deprivation quintiles and the downward trend in SIMD1 is exacerbated by the small number of infants in these areas.

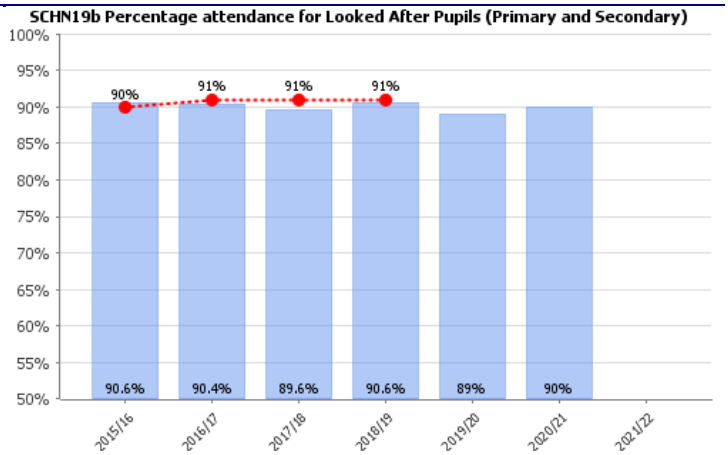
7.5%



Percentage attendance for Looked After Pupils (Primary and Secondary)

Latest data 2020-21. The overall attendance level for looked after pupils of 90% in East Renfrewshire compares favourably to the national figure of 87%. An in-depth audit of emotionally based school avoidance was undertaken, with a small number of pupils identified as being care experienced. More targeted support via Strategic Equity Funding is proposed for the next academic session.

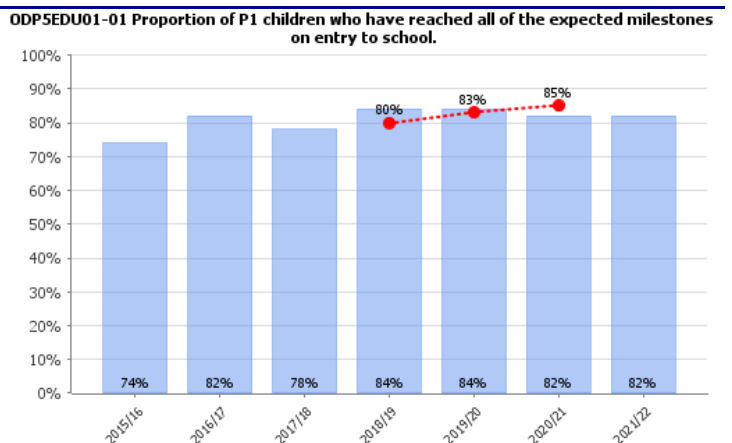
90%



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

Latest data 2021-22. The proportion of children attaining their milestones in the previous two years has been affected by COVID, demonstrating a decrease in attainment. This is not unexpected given the impact of school/early learning centre closures due to COVID and the subsequent impact on children's attendance. Despite the decrease in attainment, developmental milestone attainment in 2020/21 and 2021/22 is the third highest recorded since 2013-14. Cohort size 1147.

82%



ODP 2 Council Performance

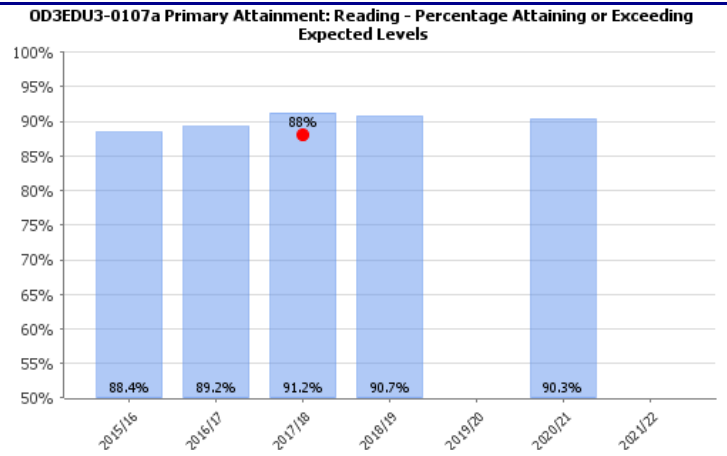
East Renfrewshire residents are healthy and active and have the skills for learning, life and work.



Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels

In 2020-21, 90.3% of primary pupils achieved or exceeded expected Curriculum for Excellence (CfE) levels in reading. The Council has not set targets due to the impact of COVID; these will form the new baselines.

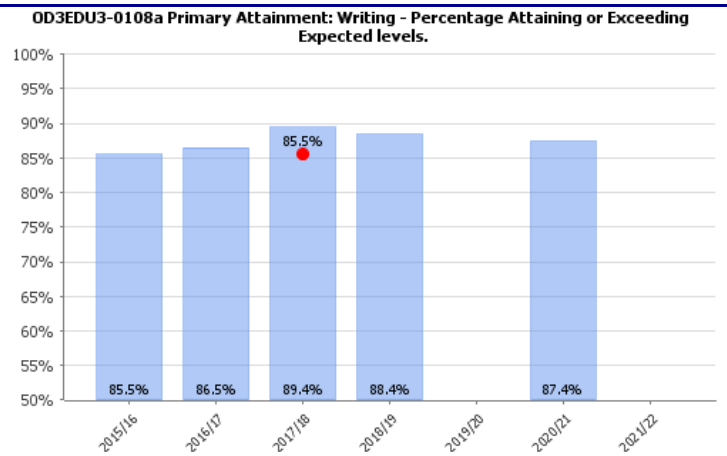
90.3%



Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels

In 2020-21, 87.4% of primary pupils achieved or exceeded expected Curriculum for Excellence (CfE) levels in writing. The Council has not set targets due to the impact of COVID; these will form the new baselines.

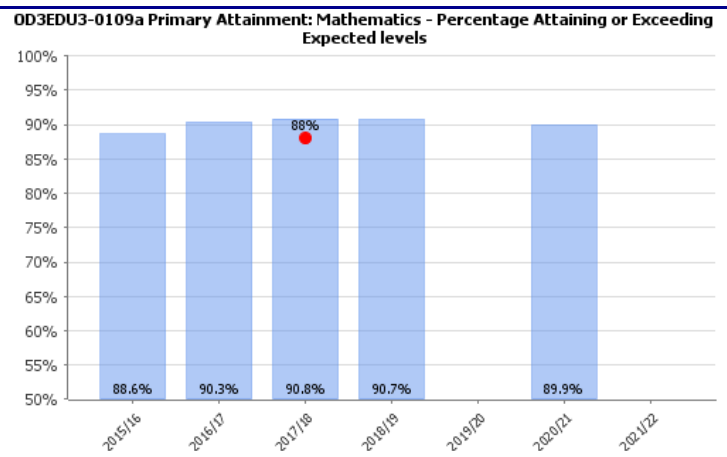
87.4%



Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels

In 2020-21, 89.9% of primary pupils achieved or exceeded expected Curriculum for Excellence (CfE) levels in numeracy. The Council has not set targets due to the impact of COVID; these will form the new baselines.

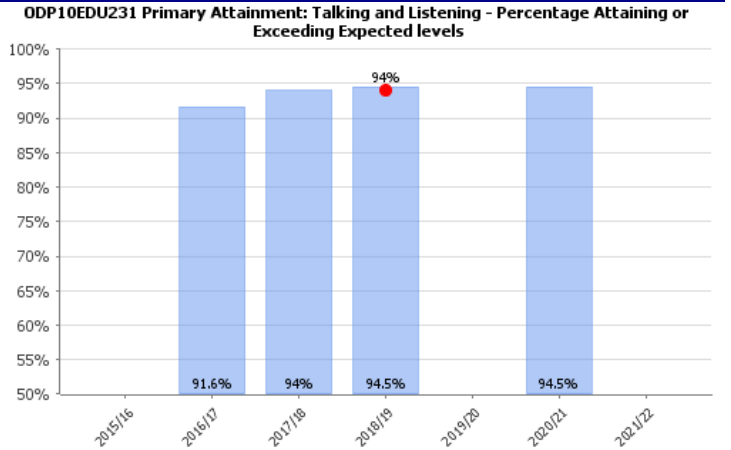
89.9%



Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels

In 2020-21, 94.1% of primary pupils achieved or exceeded expected CfE levels in talking and listening. The Council has not set targets due to the impact of Covid; these will form the new baselines

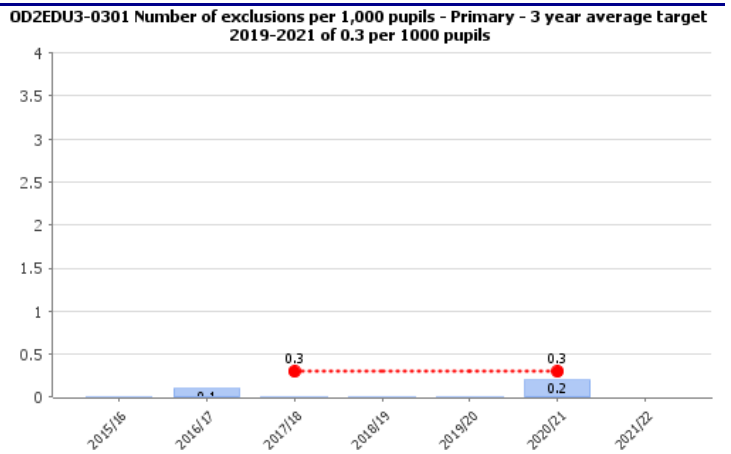
94.5%



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

The number of exclusion incidents increased in 2020-21 to 0.2 per 1000 pupils. East Renfrewshire compares very favourably to the national value of 8.1 incidents per 1000 pupils (latest published data for 2018-19). The department achieved the challenging three year average target of 0.3 incidents per 1000 pupils for 2019-21.

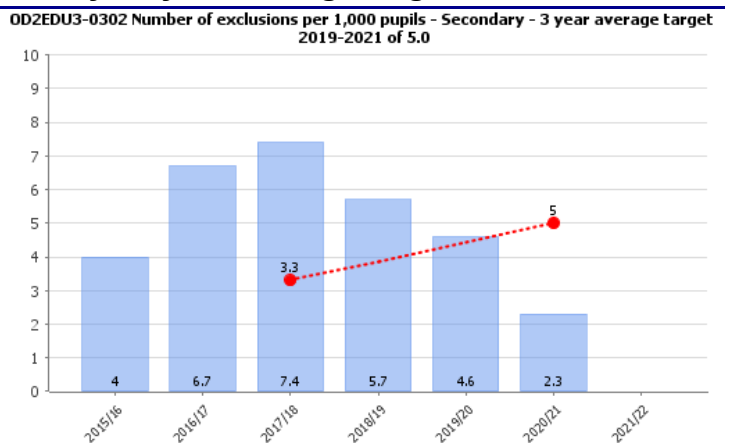
0.2



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

In 2020-21, the number of exclusions in the secondary sector decreased to 2.3 incidents per 1000 pupils. The ERC performance compares very well with the national figure of 39.6 incidents per 1000 pupils (latest published data for 2018-19). The Council achieved the very challenging target of 5 incidents per 1000 pupils over the period 2019-2021.

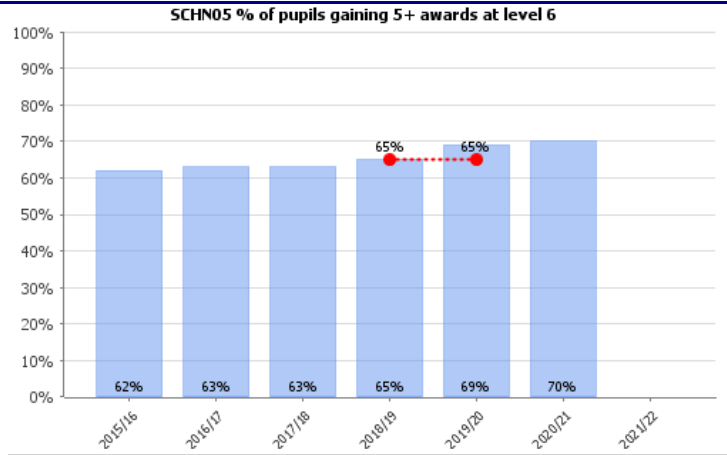
2.3



% of pupils gaining 5+ awards at level 6

Latest data 2020-21. The proportion of children achieving 5 or more awards at SCQF level 6 increased by 1% this year to 70%; the national value for this measure is 29% below. The Council have been ranked 1st for this measure since 2011-12 and has remained at least 17% above the Virtual Comparator¹ over the past five years. Cohort size 1342.

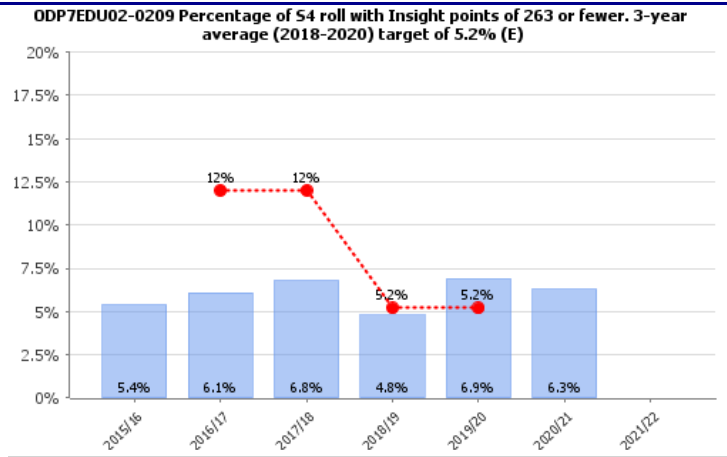
70%



Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2018-2020) target of 5.2%

Latest data 2020-21. The percentage of S4 pupils with total Insight point scores of 26s or fewer (equivalent to eight "Pass" awards at National 4) decreased to 6.3% in 2021.

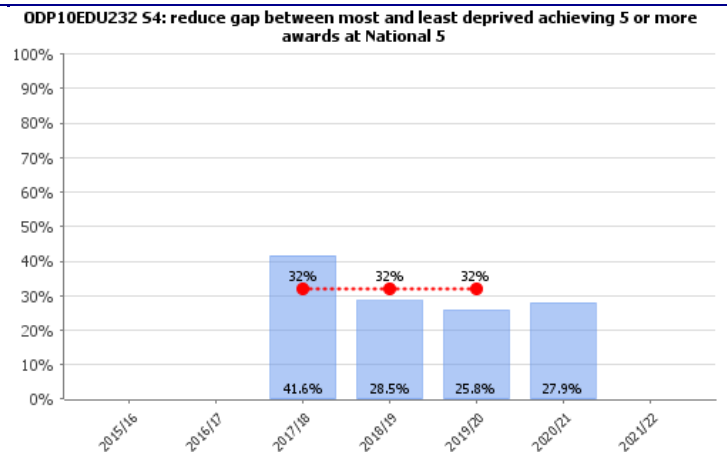
6.3%



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

Latest data 2020-21. The gap between the proportion of young people achieving 5 or more SCQF level 5 qualifications in SIMD deciles 9 and 10 compared to deciles 1&2 increased by 2.1% in 2020/21 to 27.9%.

27.9%

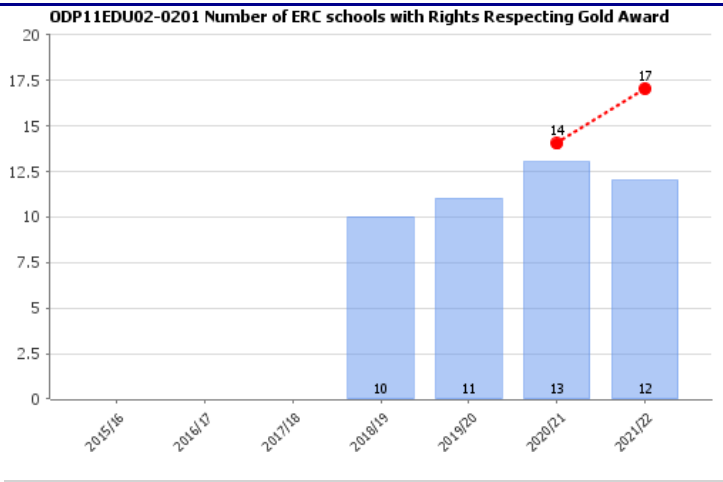


¹ The virtual comparator is made up of pupils from schools in other local authorities who have similar characteristics to the pupils in the school (s).

Number of ERC schools with Rights Respecting Gold Award

Latest data 2021/22. The number of schools with a Gold award is 12. In addition, 12 schools currently hold a Silver award with a further 10 holding Bronze and three schools are ready to submit for Bronze. Whilst the number of gold awards have fallen slightly, the combined total number of awards has increased from last year, despite the pressures of COVID. The award is granted by UNICEF UK to schools that have fully embedded children’s rights throughout the school in its policies, practice and ethos.

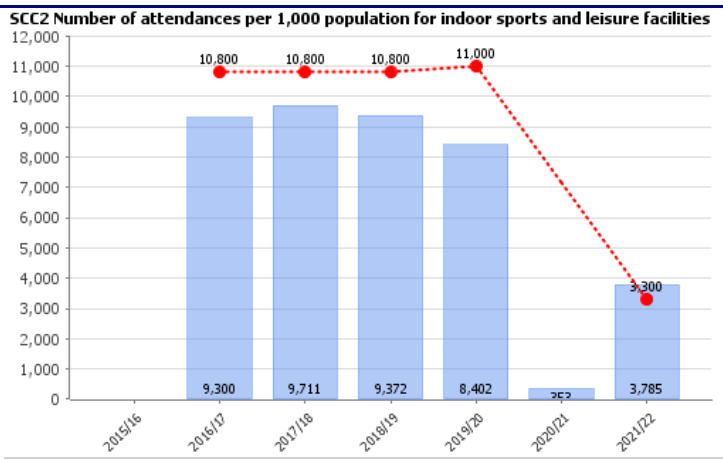
12



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

Year End 2021/22 – COVID-19 safety protocols reduced leisure centre visits throughout 2021/22. Centres opened with limited operation during the first half the year with restrictions easing over time. The main games hall in The Foundry was reopened in October, but access by community groups was only reinstated in April of 2021/22. Carmichael Hall continues to be used as a vaccination centre. Usage did increase over 2021/22 with Q1 numbers at 20% of pre-COVID levels, rising to 50% by year end.

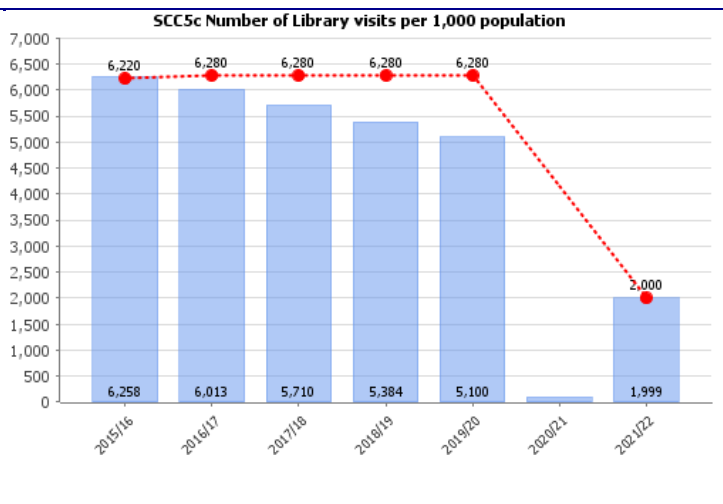
3,785



Number of Library visits per 1,000 population

Year End 2021/22 – COVID-19 protocols reduced physical access to libraries through most of Q1-Q2. Restrictions eased for most facilities in September. Others opened up in Q3, except Mearns which remained closed for repairs. Most adult programmes did not return until 2022/23. Initially Bookbug sessions ran with reduced numbers in keeping with guidelines. As restrictions eased numbers were increased and new sessions added. Virtual visits accounted for 61.4% of the total. Attendances overall recovered steadily over the year, starting at 10.5% of pre-COVID levels in Q1 and rising to 22.4% by Q4.

1,999



ODP 3 Council Performance

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



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

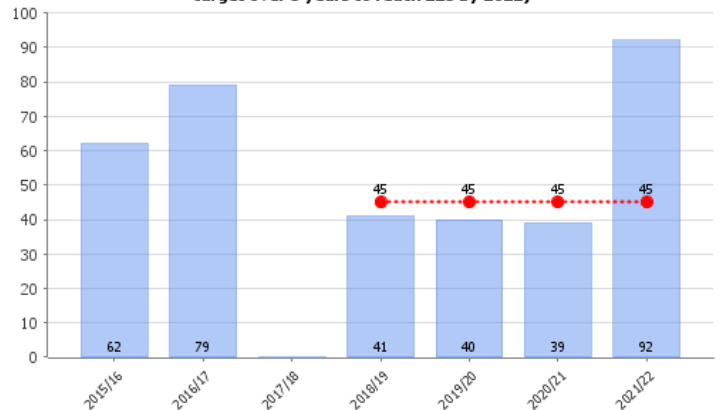
End Year 2021-22. 92 new build affordable homes delivered. 39 of these new units have been delivered through the Council's New Build Programme, 5 units by Link Housing Association, 10 units by Barrhead Housing Association, 25 by Sanctuary Housing Association, and 13 Intermediate for sale units delivered by private developers. The affordable homes delivered range from 1-4 bedrooms to meet a range of housing needs locally.

Target was 225 over 5 years by end of 2022 (target of 45 per year). Cumulative figure is 212. With the delays and slowing of construction we have had some slowing of delivery on sites tied up with private development in the last two years. There are 77 units due in the coming months at Maidenhill and Balgraystone, Barrhead..

92



odp10ahnew Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022)



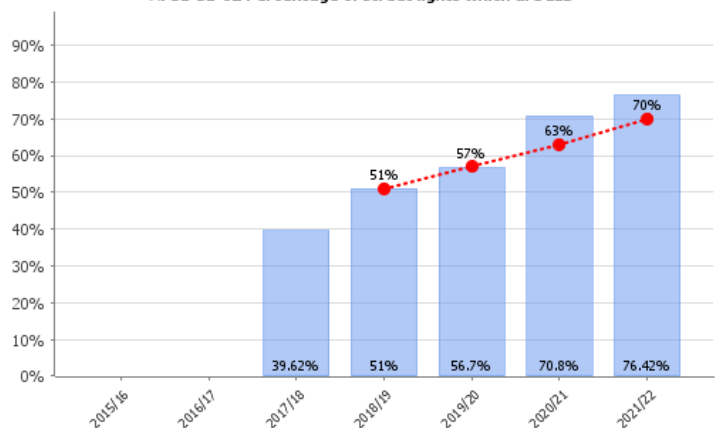
Percentage of street lights which are LED

End Year 2021-22. 76.4% of street lights are LED (11,700 of 15,310 total lighting units).

76.4%



APSE-SL-02 Percentage of street lights which are LED



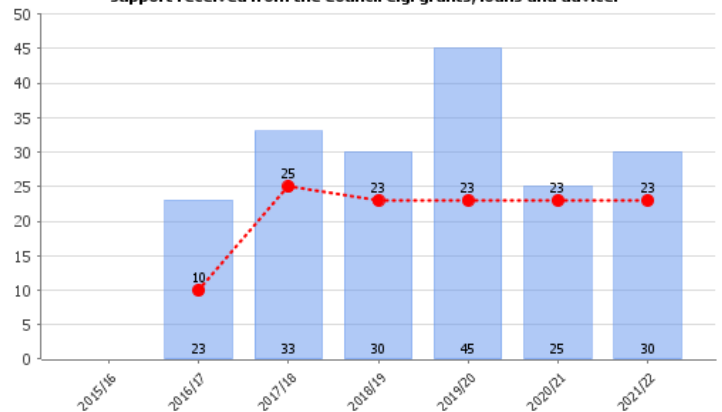
Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.

End Year 2021-22. Target exceeded. We have assisted 30 businesses. In addition to the levels of assistance for local businesses as part of routine support, the Economic Development team have also supported a further 750+ businesses plus 250+ self-employed individuals via various COVID business support grants during 2021/22.

30



ODP8ENV - 0301 Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.



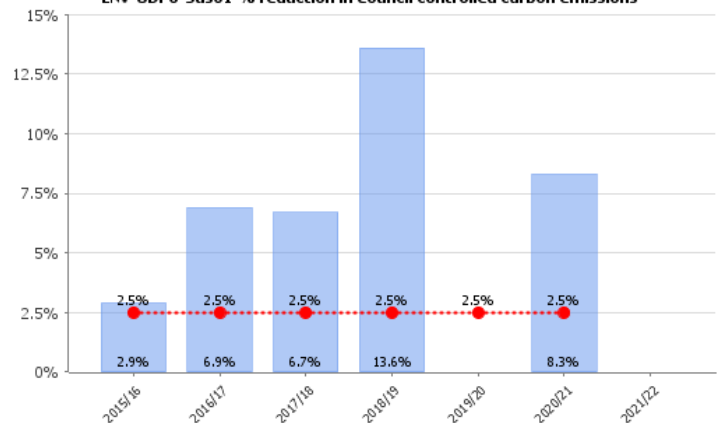
% reduction in Council controlled carbon emissions

2021/22 data not yet available. Carbon emissions for the preceding financial year are calculated in November, in line with Scottish Government reporting requirements.

8.3%



ENV-ODP6-Sus01 % reduction in Council controlled carbon emissions



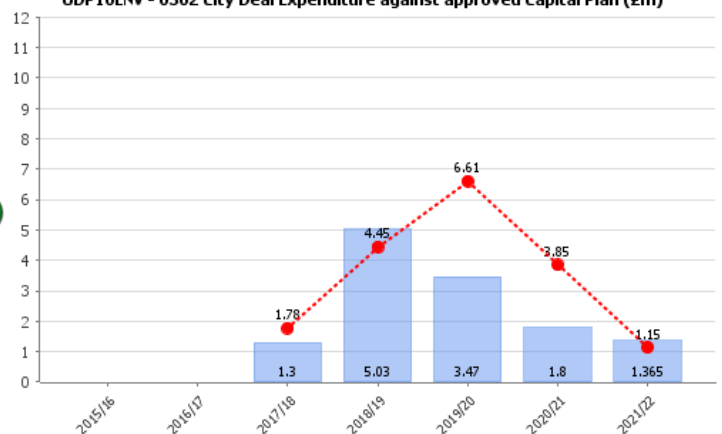
City Deal Expenditure against approved Capital Plan (£m)

End year 2021-22. The spend on City Deal projects has been reduced as a result of a reprofiling exercise. This considered several issues including project delays, impacted by the pandemic and the knock-on effect on dependent projects. The total City Deal spend in 2021-of £1,365,468 was above target, covering 5 projects including Barrhead South Railway Station.

£1.365m



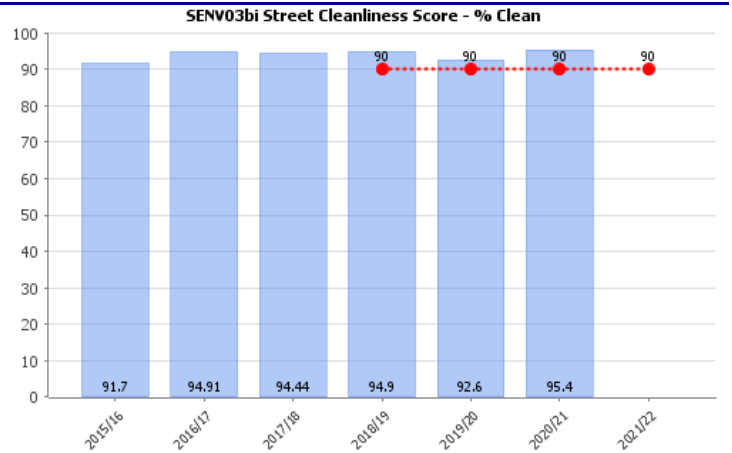
ODP10ENV - 0302 City Deal Expenditure against approved Capital Plan (£m)



Street Cleanliness Score - % Clean

End Year 2021-22. Target exceeded. Latest benchmarking data is 2020/21. ERC ranked 5th (up from 16th the previous year). Improvement in our street cleanliness score from previous year and remains above the national average (90.1%).

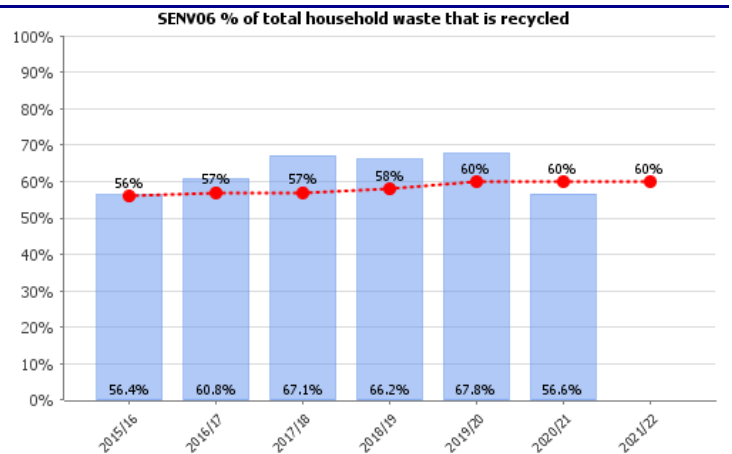
95.4%



% of total household waste that is recycled

End Year 2021-22. ERC ranked 2nd for 2020/21. Recycling rates reduced in 2020/21 compared to previous years. This downward trend was experienced nationally, with recycling rates dropping on average 2.9% (lowest since Local Government Benchmarking Framework reporting began). COVID-19 and restrictions have had an impact on recycling rates due to contamination/capacity issues for households and temporary closures of household waste recycling centres.

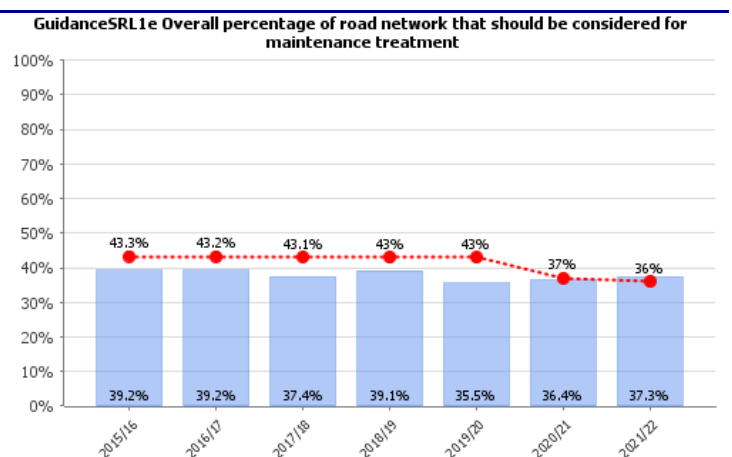
56.6%



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

End Year 2021-22. Data from the Society of Chief Officers of Transportation in Scotland (SCOTS) shows a slight decrease in the overall condition of our road network between 2020-21 and 2021-22.

37.3%



ODP 4 Council Performance

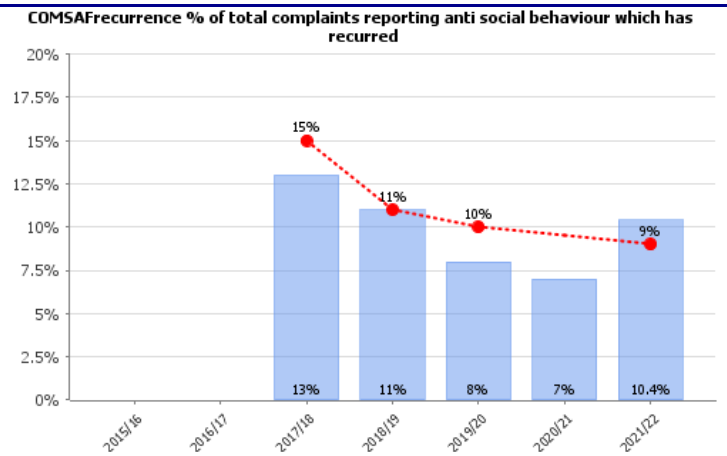
East Renfrewshire residents are safe and live in supportive communities



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

End year 2021-22. Community Safety received 450 noise calls during 2021/22. 192 of these calls were assessed as being anti-social behaviour in nature and 20 of these calls (10.4%) were from customers who had previously reported issues with their neighbours.

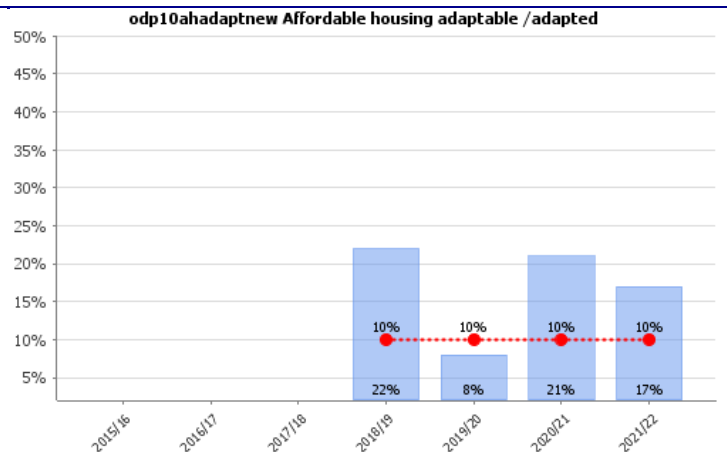
10.4%



Affordable housing adaptable /adapted

End year 2021-22. 17% (16 of 92 affordable homes delivered in 2021/22 are adaptable or adapted) - 10 Council homes and 6 Registered Social Landlord new builds.

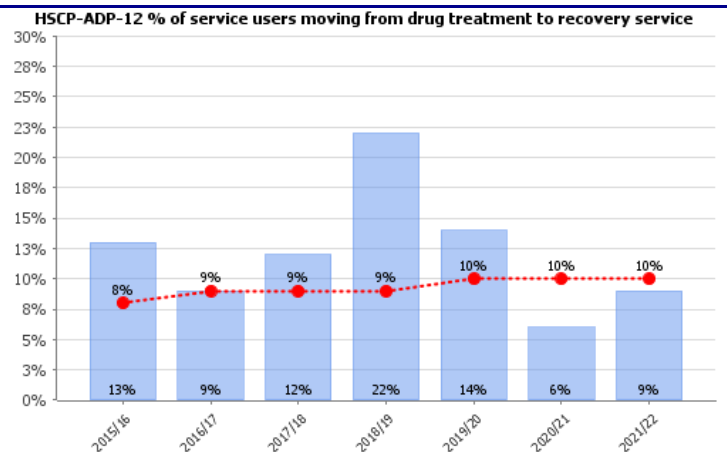
17%



% of service users moving from drug treatment to recovery service

End year 2021-22. Of the total 330 referral caseload in 2021/22, 31 were transferred to the Recovery Team over the year. This is an increase on the 2020/21 figure of 6% (where only 19 individuals moved from treatment to recovery services, due chiefly to COVID restrictions and reduced staffing levels).

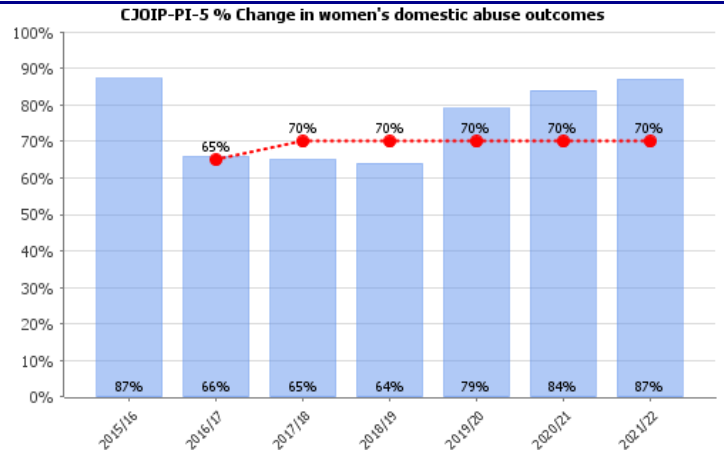
9%



% Change in women's domestic abuse outcomes

End year 2021-22. From April 2021 – March 2022, East Renfrewshire Women's Aid service reported significant change and improvement for women across all reported outcomes. 125 reviews were completed with 87% of women assessed noting improvement in progress in their outcomes overall. Reduction in risk is reflected in the significant increases in the areas of safety with 91% improvement, health & wellbeing 82%, and empowerment and self-esteem 78%.

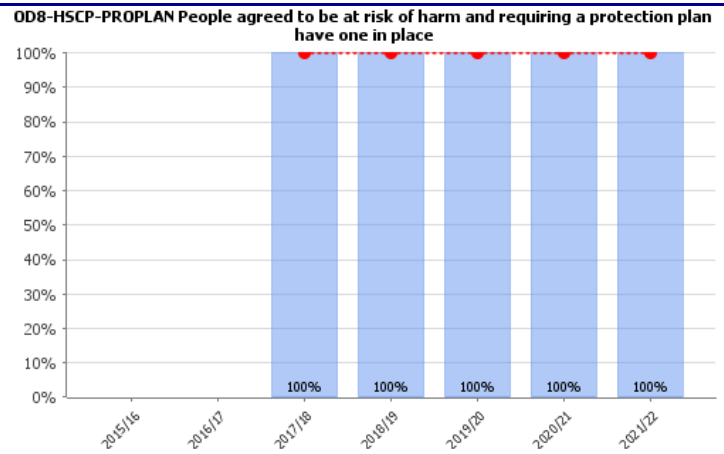
87% 



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


End year 2021-22. All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place.

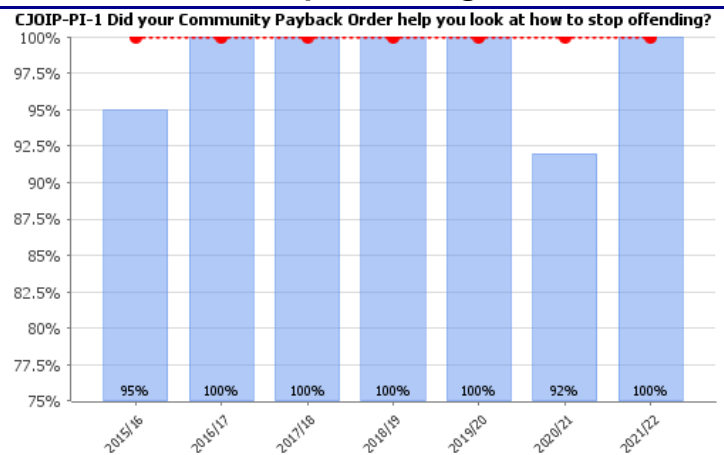
100% 



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

End year 2021-22. Due to the COVID-19 pandemic unpaid work continues to be significantly affected. As a result, just 55 Community Payback Orders were completed compared to 205 in 2019/20, though it is an improvement on last year's figure (44). Four survey forms were returned for those completing Community Payback Orders in 2021/22 with a 100% positive response.

100% 



ODP 5 Council Performance

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

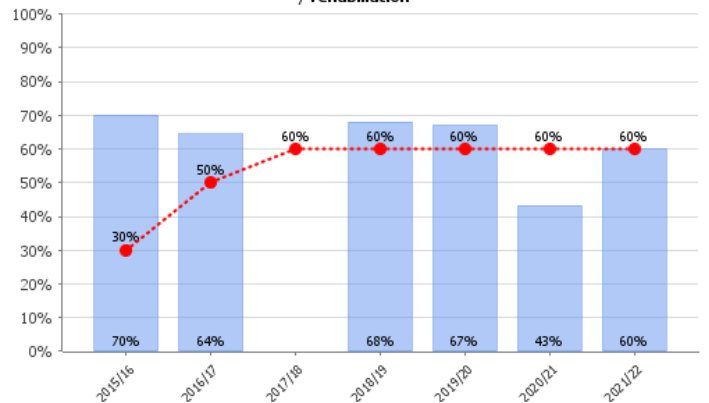


Percentage of those whose care need has reduced following re-ablement / rehabilitation

End year 2021-22. There were a total of 195 re-ablement clients this year, 39 remained open at end year. Of the completed cases, 94 were discharged with a reduced or no service; 43 were discharged with the same service and 2 were discharged with increased services (with a further 6 still waiting for services to start). Additionally 4 people were re-admitted to hospital, and a further 7 died. Performance in this regard has significantly increased on the 2020/21 (43%) outturn, and we are now reaching the performance target on this indicator.

60%

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

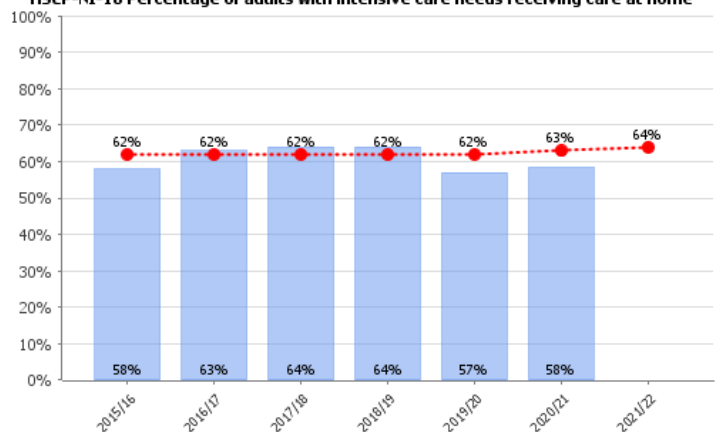


Percentage of adults with intensive care needs receiving care at home

Latest data 2020. Data relates to all adults receiving care at home against care home residents and those receiving continuing care in acute settings. In comparison Scotland figure for 2020 was 62.9%. A change in reporting for 2019/20 meant that reported care home residents increased impacting on performance for this indicator. We have also been delivering on our policy to prioritise support to our most vulnerable residents and reducing the number of clients with small care packages. In the reporting period we continued to work to minimise ongoing support needs for individuals, employing additional occupational therapist resource to strengthen our re-ablement approach. We continue to improve our internal data and closely monitor patterns of demand for care at home. Data published March 2022 (Source: Public Health Scotland).

58%

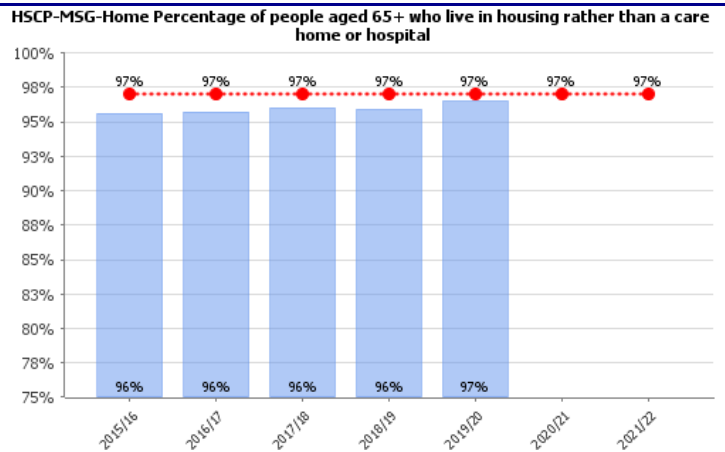
HSCP-NI-18 Percentage of adults with intensive care needs receiving care at home



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

Latest data 2019-20, released May 2022. Indicator is still under development by Scottish Government and may change in future. Due to different configurations of services, figures for the hospital/hospice categories may not be comparable across partnership areas. Figure comprises 91.6% of people living unsupported at home, with a further 4.9% being supported to live at home. (Source: Scottish Govt May 2022)

97%



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

End year 2021/22. In 2021/22 of the 762 valid responses 676 reported their needs met. This year's figure is down on 2020/21 (91%).

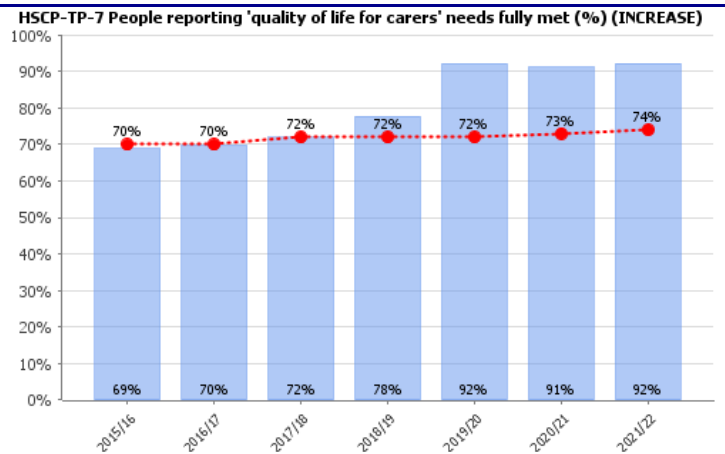
89%



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


End year 2021/22. In 2021/22 of the 114 valid responses 107 reported their needs met. This year's figure is up on 2020/21 (91%).

92%

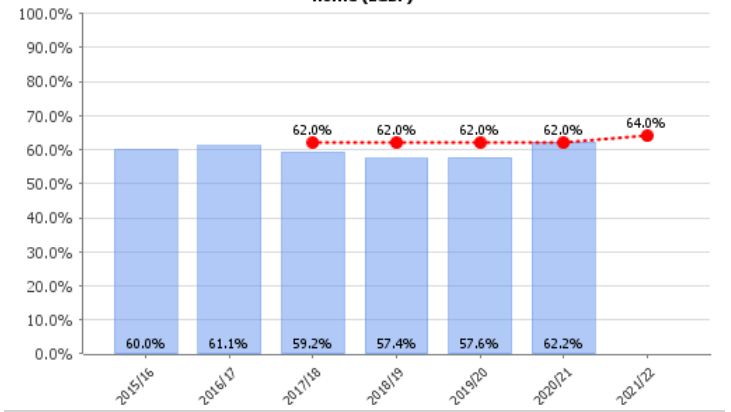


% of people aged 65 or over with long term care needs receiving personal care at home (LGBF)

Latest data 2020-21. The Local Government Benchmarking Framework data shows that our performance has improved slightly compared with the previous year (57.6%). This compares to a national average of 61.7%. The provision of quality care at home to support people to live independently and well in their own homes remains a key priority for the partnership and ongoing improvement of our care at home services continues. (Source: Improvement Service March 2022)

62.2% 

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



Customer, Efficiency, People- Council Performance



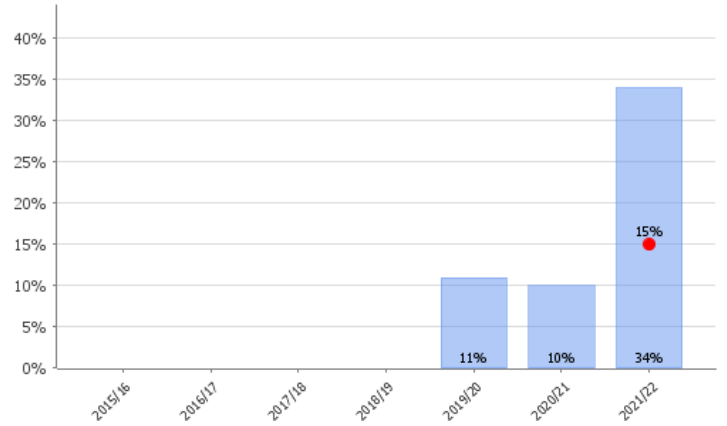
% of customer contact made online (excluding payments)

End Year 2021-22. There has been a significant increase in online usage. This is due to the transfer from Lagan to GOSS online forms, customer preferences changing, and new online services like garden waste permits and Housing Allocations bidding service. 84,208 transactions.

34%



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



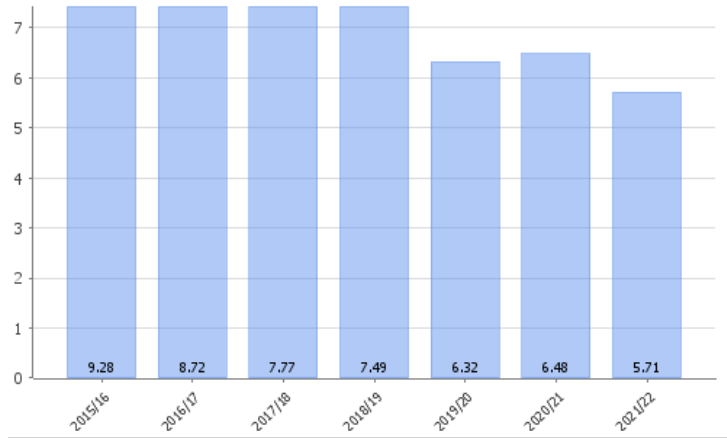
The gender pay gap

End Year 2021-22. The gender pay gap has reduced by 0.77% which is a positive result for the Council.

5.71%



SCORP03c The gender pay gap



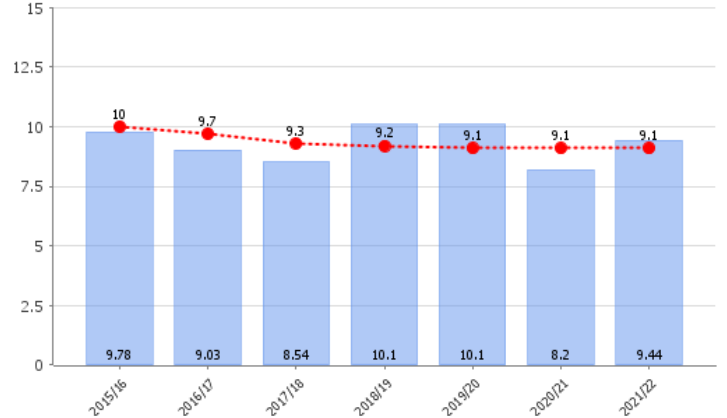
Sickness absence days per employee

End year 2021-22. Overall Council absence is 0.34 days per FTE over target. Quarterly absence reports continue to be discussed at CMT with the recommendation that managers should continue to prioritise absence management. This messaging will continue into 2022/23. A reminder will be sent to managers who use iTrent to remind them of the absence reports available to them through manager self-service so they can pro-actively manage absence in line with the maximising attendance policy.

9.44



SCORP06 Sickness absence days per employee

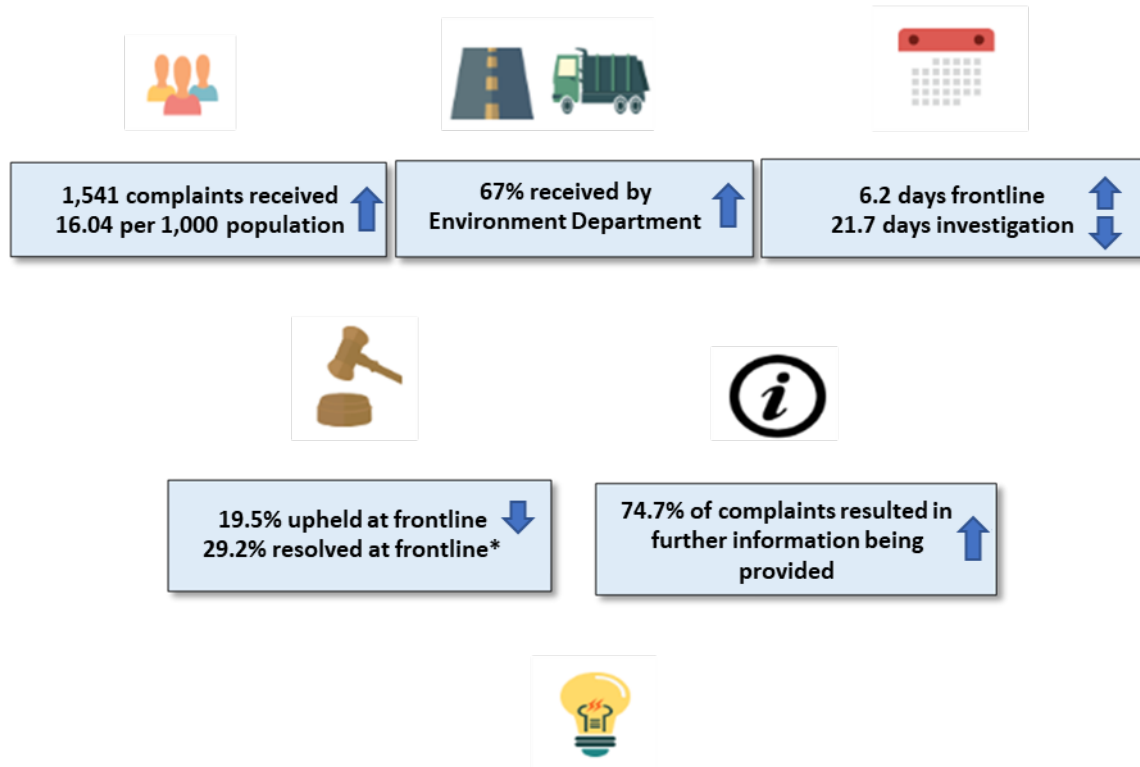


End-Year complaints 2021/2022

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. During 2021/22 we received 1,541 complaints, which represented an increase of 39% on the previous end-year figure of 1,108. Overall, across all complaint stages, 43% of complaints were not upheld, 27% resolved, (a new category for complaints added this year by SPSO) 19% upheld and 11% partially upheld. Most complaints continue to be received by Environment Department, continuing to account for around two thirds of all complaints received (67%). The data shows that we have missed the 5-day target to respond to frontline complaints with an average time of 6.2 days taken to respond and this is an increase from 5.1 days in 2020/21. The average time to respond to direct investigation complaints was above the 20-day target at 21.7 days but has improved from the previous year's figure of 22.8 days. This increase in complaints received was concentrated in the first half of the year and the causes have been identified as the change to garden waste collection along with the introduction and embedding of the new council tax system. Complaints figures for Q3 and Q4 were lower than the average complaints received for the same periods in the prior 8 years. As a result of complaints monitoring over the year, several improvement actions have been implemented and additional resources have been put in place to help improve delivery across Council services.

Note – arrows indicate increase or decrease from 2020-21.

*This is a new category so no trend information is available.



Improvements

- The process to award Garden Waste Permits was improved significantly because of a number of complaints received around the delay of permits being granted. This has resulted in permits being processed more quickly along with a huge saving in staff time.
- The online form to request bulky uplifts has been amended to include free text boxes to specify what items need collected along with reducing the categories of the items to improve the users experience.

End Year Complaints Report 2021/22¹

Complaints Received per 1000 of the Population

Description	2020/21	2021/22	Change	Notes
Number complaints received per 1,000 population.	11.6	16.04	+38.8	A total of 1,541 complaints were received in 2021/22





Complaints Closed at Stage one and Stage two

Description	2020/21	2021/22	Change
Number complaints closed at stage one as % of all complaints	91.6% (1,135)	92.5% (1,361)	+0.9% pts
Number complaints closed at stage two as % of all complaints	6.1% (66)	4.9% (72)	-1.2% pts
Number complaints closed at stage two after escalation as % of all complaints	2.1% (23)	2.6% (39)	+0.5% pts

Complaints by Stage (Not Upheld/ Partially Upheld/Upheld/Resolved)

Not Upheld	2020/21	2021/22	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	49.8% (492)	41.5% (565)	-8.3% pts
Number complaints not upheld at stage two as % of complaints closed at stage two	54.5% (36)	58.3% (42)	+3.8% pts
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	65.2% (15)	71.8% (28)	+6.6% pts
Partially upheld	2020/21	2021/22	Change
Number of complaints partially upheld at stage one as % of complaints closed at stage one	13% (129)	9.8% (134)	-3.2% pts
Number complaints partially upheld at stage two as % of complaints closed at stage two	36.4% (24)	25% (18)	-11.4% pts
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	21.7 (5)	17.9% (7)	-3.8% pts
Upheld	2020/21	2021/22	Change
Number of complaints upheld at stage one as % of all complaints closed at stage one	37% (365)	19.5% (265)	-17.5% pts
Number complaints upheld at stage two as % of complaints closed at stage two	9.1% (6)	8.3% (6)	-0.8% pts
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	13% (3)	7.7% (3)	-5.3% pts
Resolved	2020/21	2021/22	Change
Number of complaints resolved at stage one as % of all complaints closed at stage one	N/A new category	29.2% (397)	N/A
Number complaints resolved at stage two as % of complaints closed at stage two	N/A new category	8.3% (6)	N/A
Number escalated complaints resolved at stage two as % of escalated complaints closed at stage two	N/A new category	2.6% (1)	N/A

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

Description	2020/21	2021/22	Change	SPSO Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	5.1	6.2	+1.1	5	
Average time in working days to respond to complaints at stage two (investigation)	24.7	22.0	-2.7	20	
Average time in working days to respond to complaints after escalation (investigation)	17.2	21.0	+3.8	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	22.8	21.7	-1.1	20	

1 - Data notes: Definitions: Stage 1 - complaints closed at stage 1 Frontline Resolution; Stage 2 (direct) - complaints that bypassed stage 1 and went directly to stage 2 Investigation (e.g. complex complaints); Escalated - complaints which were dealt with at stage 1 and subsequently escalated to stage 2 (e.g. because the customer remained dissatisfied); Investigation - stage 2 and escalated complaints combined. Resolved is: A complaint is resolved when both (the organisation) and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld

Complaints at each stage closed within set timescales

Description	2020/21	2021/22	Change
Number complaints closed at stage one within 5 working days as % of stage one complaints	76.4% (754)	69.7% (948)	-6.7% pts
Number complaints closed at stage two within 20 working days as % of stage two complaints	63.6% (42)	58.3% (42)	-5.3% pts
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	82.6% (19)	36.2% (18)	-46.4% pts
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	68.5% (61)	54.1 (60)	-14.1% pts

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

Description	2020/21	2021/22	Change
% of complaints at stage one where extension was authorised	0.7% (7)	1.7% (23)	+1.0% pts
% of complaints at stage two where an extension was authorised	3% (2)	2.8% (2)	-0.2% pts
% of escalated complaints where extension was authorised	0 (0)	10.3% (4)	+10.3% pts

Model Complaint Handling Procedure - Core Performance Measures

The Local Authority Complaint Handlers Network, in collaboration with the Scottish Public Services Ombudsman (SPSO), have implemented a new set of standardised measures to gauge satisfaction of customers with the complaints process. There is continuing work to maximise the functionality available within the Goss complaints management system, implemented in June 2021. The coming year will provide data that is more comparable as the same system will have been used and also the figures will not have the caveat of being impacted by Covid-19.

Improvement Actions 2020/21

Complaints information is closely monitored to ensure we learn from complaints and make service improvements. In 2021/22, service improvement actions included the following:

- The process to award Garden Waste Permits was improved significantly because of several complaints received around the delay of permits being granted. This has resulted in permits being processed more quickly along with a huge saving in staff time.
- The online form to request bulky uplifts has been amended to include free text boxes to specify what items need collected along with reducing the categories of the items to improve the users' experience.

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East Renfrewshire Council
**Outcome
Delivery
Plan 2022–2023**
One year operational plan

Contents

Introduction	2
Our Strategic Outcomes and Intermediate Outcomes: This section includes diagrams detailing our intermediate outcomes, contributions, and critical activities and indicators.	
1 All children in East Renfrewshire experience a stable and secure childhood and succeed	9
2 East Renfrewshire residents are healthy and active and have the skills for learning, life and work	15
3 East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses	25
4 East Renfrewshire residents are safe and live in supportive communities	35
5 Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives	45
Customer, Efficiency and People	53
This section includes diagrams detailing our Customer, Efficiency and People outcomes, contributions, critical activities and indicators.	
Our Finances	62
This section sets out revenue budgets for departments	
Annexes and data notes	64
Outcomes on a page	
Fairer East Ren (LOIP)	
Integrating National, Community Planning Partnership and Council outcomes	
Our Vision	

Introduction

East Renfrewshire Council is committed to improving the lives of local people, promoting equality and fairness, and enhancing the area in which we live, now and for the future. This is our one year operational Outcome Delivery Plan (ODP) for 2022-2023 and sets out how services across the Council are contributing to the delivery of our outcomes, and our vision to be: ***“A modern, ambitious council, creating a fairer future with all”***

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

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

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

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

- The **East Renfrewshire Community Plan** is a long-term high level plan which sets out our vision for our communities.
- **Fairer East Ren** is the name of the Local Outcomes Improvement Plan (LOIP) as required under the Community Empowerment (Scotland) Act 2015. This plan is incorporated within our Community Plan and is has recently undergone review. Focusing on tackling inequalities across East Renfrewshire, we are delivering on action plans for each of the Fairer East Ren themes with our community planning partners. We are also working with our partners including community organisations and groups in Auchenback, the Arthurlie/Dunterlie/Dovecothall area of Barrhead, Neilston, and Thornliebank to identify specific needs, priorities and aspirations and to respond to them, as required by the Act. We are taking this approach as parts of these communities experience poorer outcomes compared to East Renfrewshire as a whole.

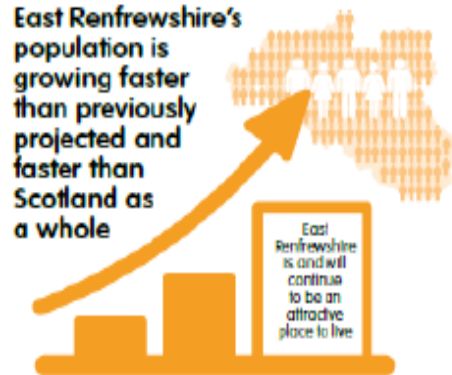
Our Outcome Delivery Plan

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

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

COVID-19 continues to impact lives and present potential risks for some people. The strong partnership working in place across East Renfrewshire has formed an essential part of the response to COVID-19 to keep people safe and continue to provide essential services. As we continue to work on recovering from the pandemic, we will continue building resilience within and across communities. The future may bring ongoing challenges as we seek to continue the recovery and renewal of our services; manage and plan for the significant budgetary implications of COVID-19, whilst also seeking to plan and deliver potential longer term opportunities in a renewal phase.

EAST RENFREWSHIRE'S POPULATION - WHAT TO EXPECT



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



The two age groups that will grow the most



More houses are being built for three reasons

- More families are moving in
- Fewer people live in the average house
- People are living longer

Demand will increase for services

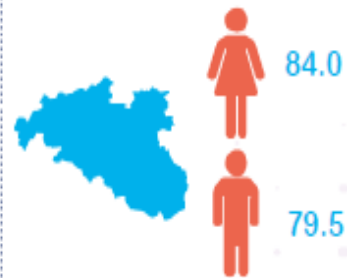
For older people, as well as general public services (such as health and care, leisure and environmental services)

More places will be needed in early years, primary and secondary education establishments

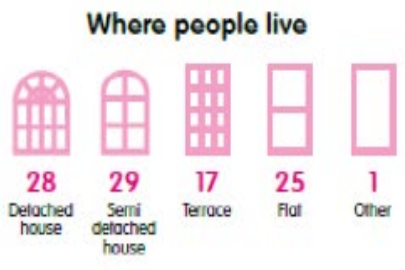
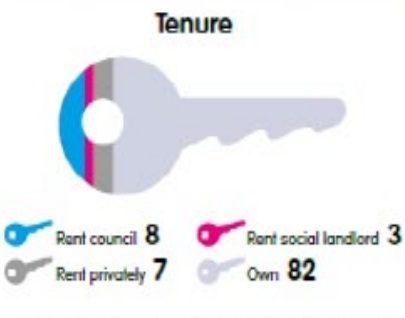
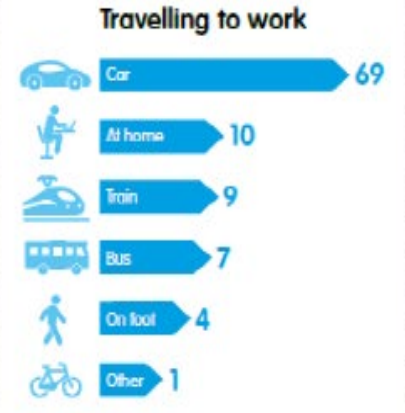
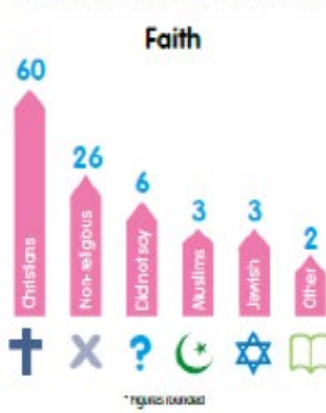
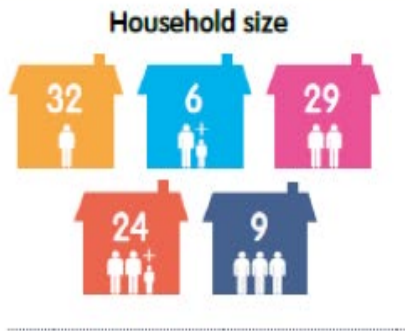
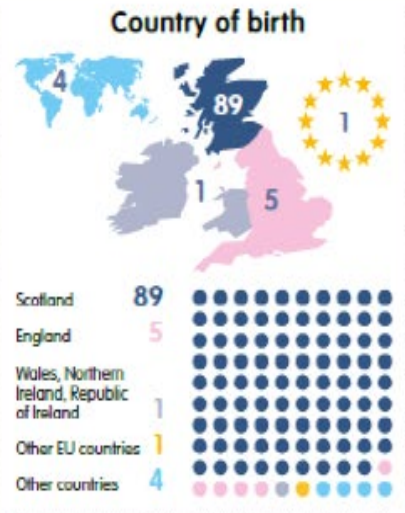
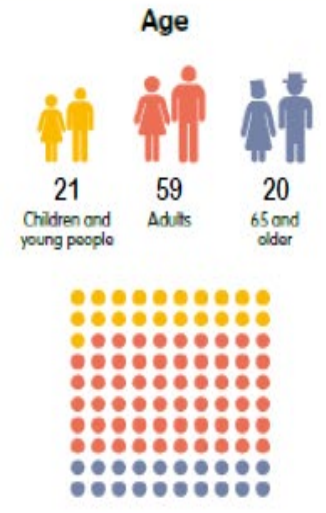
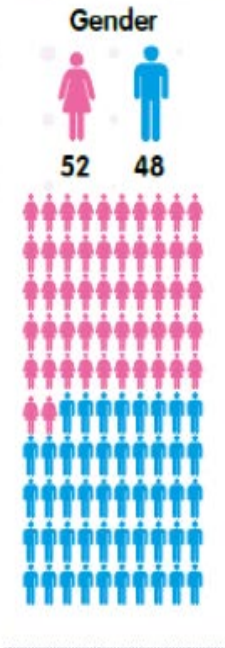
East Renfrewshire currently has the highest average household size in Scotland, but this is projected to shrink as more people live alone



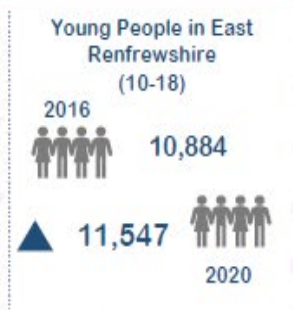
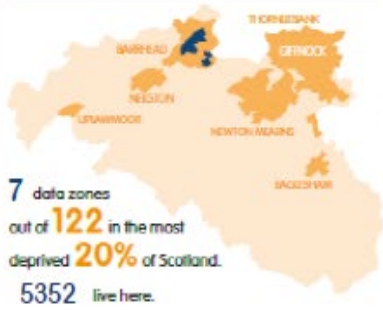
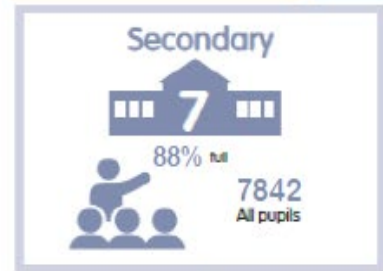
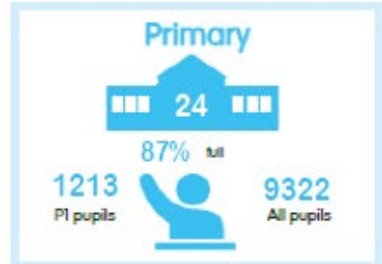
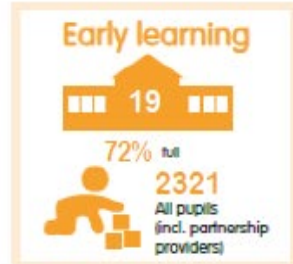
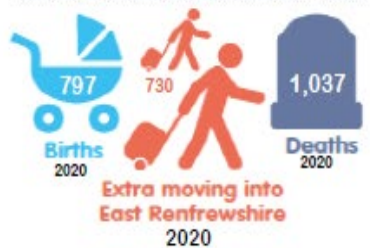
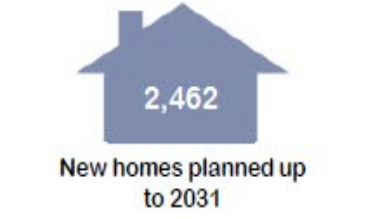
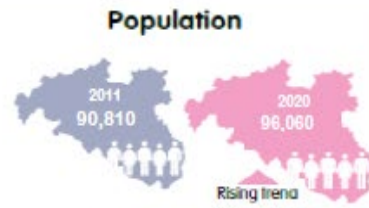
East Renfrewshire has the highest life expectancy at birth for females and the fourth highest for males



IF EAST RENFREWSHIRE HAD 100 PEOPLE



EAST RENFREWSHIRE FAST FACTS



Demographic Context

Our Outcome Delivery Plan takes into account the demographics and needs of the local area and sets out how the Council is going to work to improve outcomes for local people over the period 2022-2023. In the latest mid-year 2020 estimates, the population of East Renfrewshire was 96,060, and the overall population of the area is expected to rise. This has implications for many services that cater for a broad section of the public, including waste management and roads maintenance, education, housing, transport and social care services. East Renfrewshire has the second highest life expectancy in Scotland and is also one of Scotland's most ethnically and culturally diverse areas with significant Muslim and Jewish communities.

Local Area

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

Deprivation

Although East Renfrewshire is a relatively prosperous area, it does have pockets of deprivation. The Scottish Index of Multiple Deprivation is an accessible tool for understanding deprivation. East Renfrewshire has the highest percentage of data zones of all the Scottish Local Authorities classed as being in the 20% least deprived in Scotland. Seven of the 122 data zones (population units) in East Renfrewshire are classed as being within the 20% most deprived in Scotland, this represents 7% of data zones in East Renfrewshire. They are located within Barrhead, Auchenback and Dunterlie, East Arthurlie and Dovecotehall. Two of the data zones are classed as being within the 10% most deprived in Scotland and one of these is classed as being within the 5% most deprived. Reducing inequalities arising from socioeconomic disadvantage is a corporate priority. The Council, along with partners across sectors, uses a 'locality' approach in these areas of East Renfrewshire. This means all those responsible for providing services and looking after assets there are thinking about the unique challenges; are taking a whole neighbourhood view; and are planning together, and with the people who live there to support inclusive growth and thriving places.

Our commitment

Our focus is on delivering better outcomes and futures for all our customers and residents across East Renfrewshire. Our ultimate aim is making people's lives better. We want to maintain the area's reputation as one of Scotland's most sought after places to live - safe, green and family friendly- with a wealth of opportunity. Our Vision for the Future seeks to continue an ongoing dialogue on the long-term ambitions for the work of East Renfrewshire Council. The aim is to develop this vision over time, in conversation with a range of stakeholders and in tandem with important processes such as Local Development Planning and wider City Region work. The original ambition had been to have a particular initial focus on the themes of the environment and building communities and this has widened to consider broader discussions around renewal. There is now potential for a review of Vision for the Future later in 2022 to shape and develop this vision for the next 10 years, alongside a review of our overall approach to strategic planning, including Community Planning.

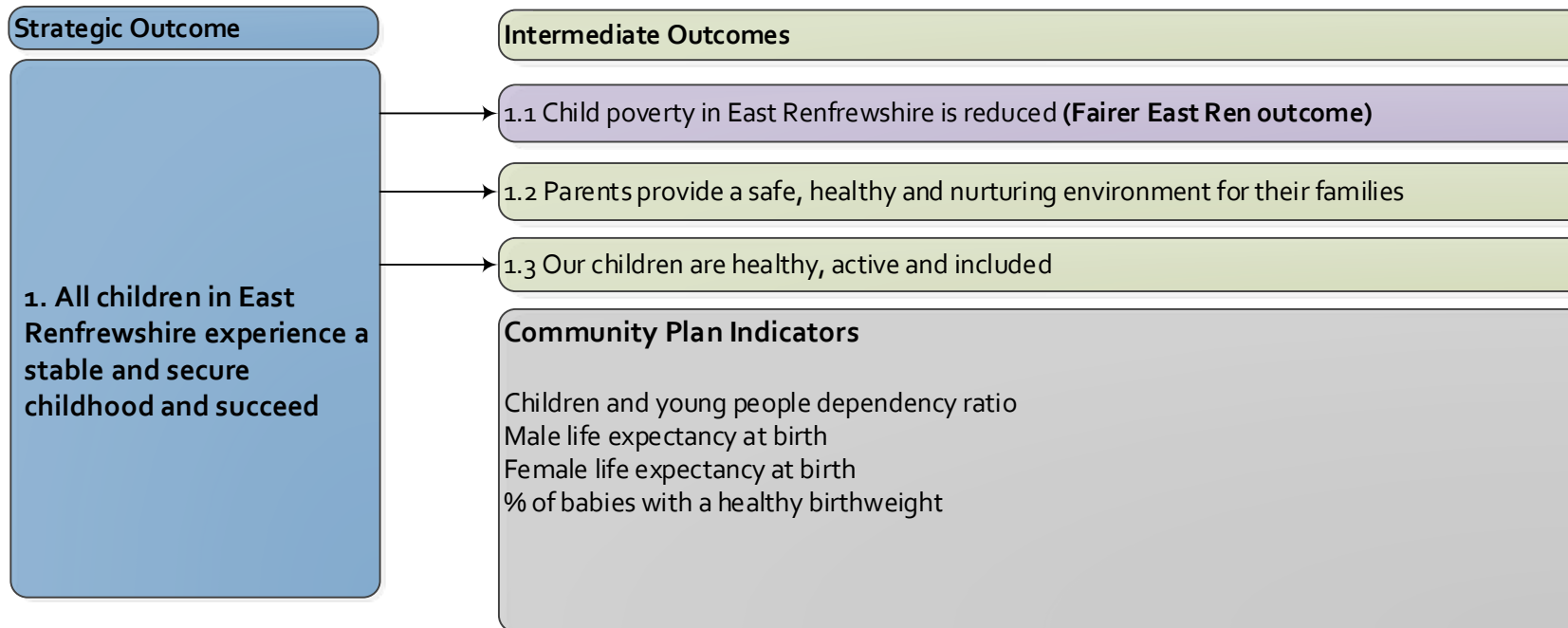
The shifting demographics of the area have many implications such as: changing housing needs, increased demand on care services, and a higher concentration of children entering education. East Renfrewshire is already one of the most ethnically and culturally diverse communities in the country and these trends are expected to continue. The impact of the COVID-19 pandemic continues and presents ongoing challenges to our communities, the role of the third sector and community resilience and how we deliver our services in tandem with persistent financial and economic challenges. The Council must continue to strive to deliver high quality services and we are committed to delivering excellence in our drive to improve services and be more efficient. We need to continue to spend money wisely, share resources and compare our approach with others to find innovative solutions to do more with less.

The plan has a range of performance indicators and high level critical activities that set out how we will work to improve outcomes for local people, and sets out our contribution to achievement of our outcomes. In light of the pandemic and the subsequent focus on recovery, targets for indicators in the ODP were not included in the plan for the year 2020/21. Targets have been set for the one year period 2022-23 for the majority of indicators. The Education Department is currently working with schools and nurseries to develop performance targets. These will be finalised in advance of the school session 2022/23 and added to an update of the plan at a later date.

S1

SECTION 1

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





STRATEGIC OUTCOME 1

Early years and vulnerable young people

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

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

The Council is committed to ensuring that all children have the best start in education, with a strong focus on early learning and childcare, working with our partners to support intervention at the earliest stage. All eligible children are able to access 1,140 hours of funded provision in the provider of their choice, with a range of different settings and models available to access across East Renfrewshire. We continue to work with our partners to ensure those most in need get the support required. The provision of early learning and childcare continues to be reviewed to best meet the needs of families and we will be consulting later this year to inform our future approach.

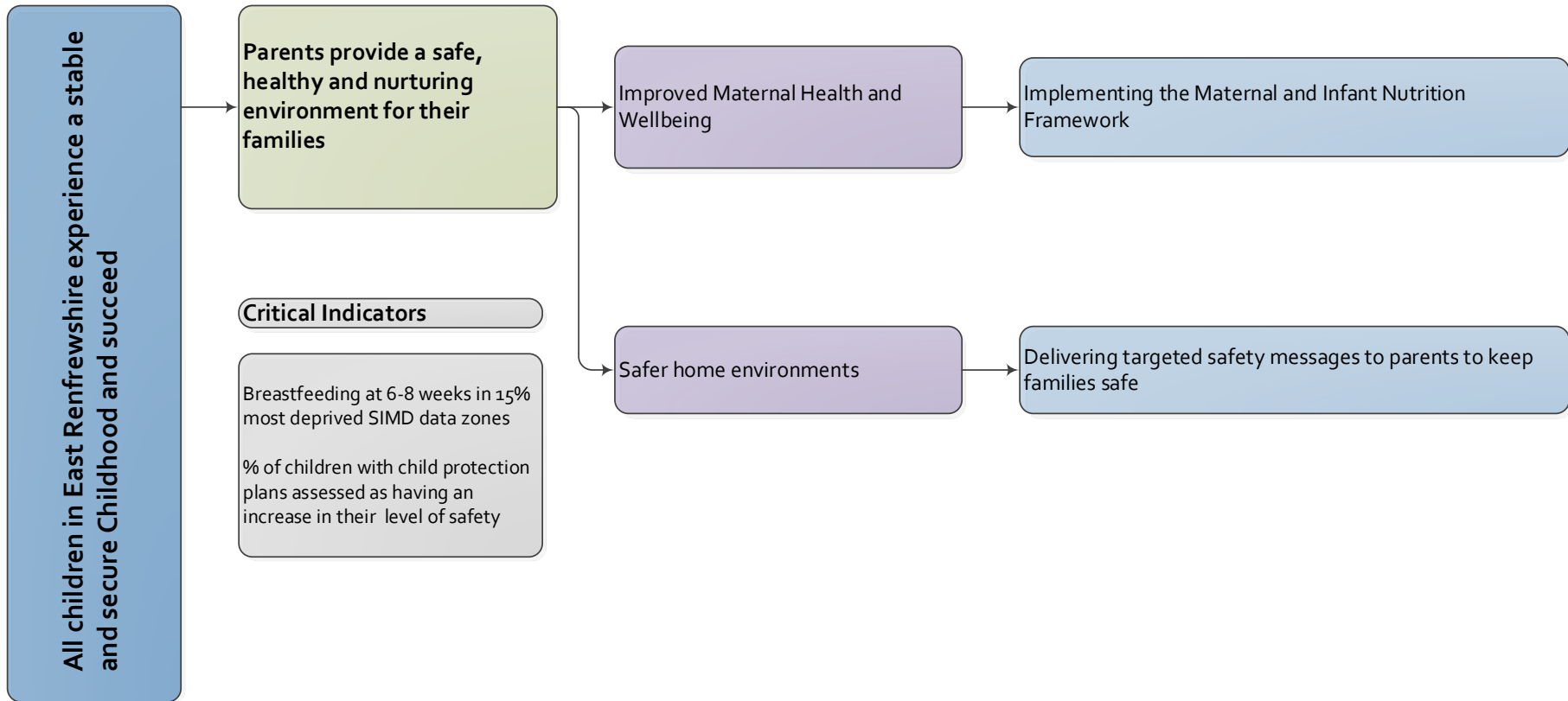
1.2 Parents provide a safe, healthy and nurturing environment for their families

Strategic Outcome
The Outcome we want is...

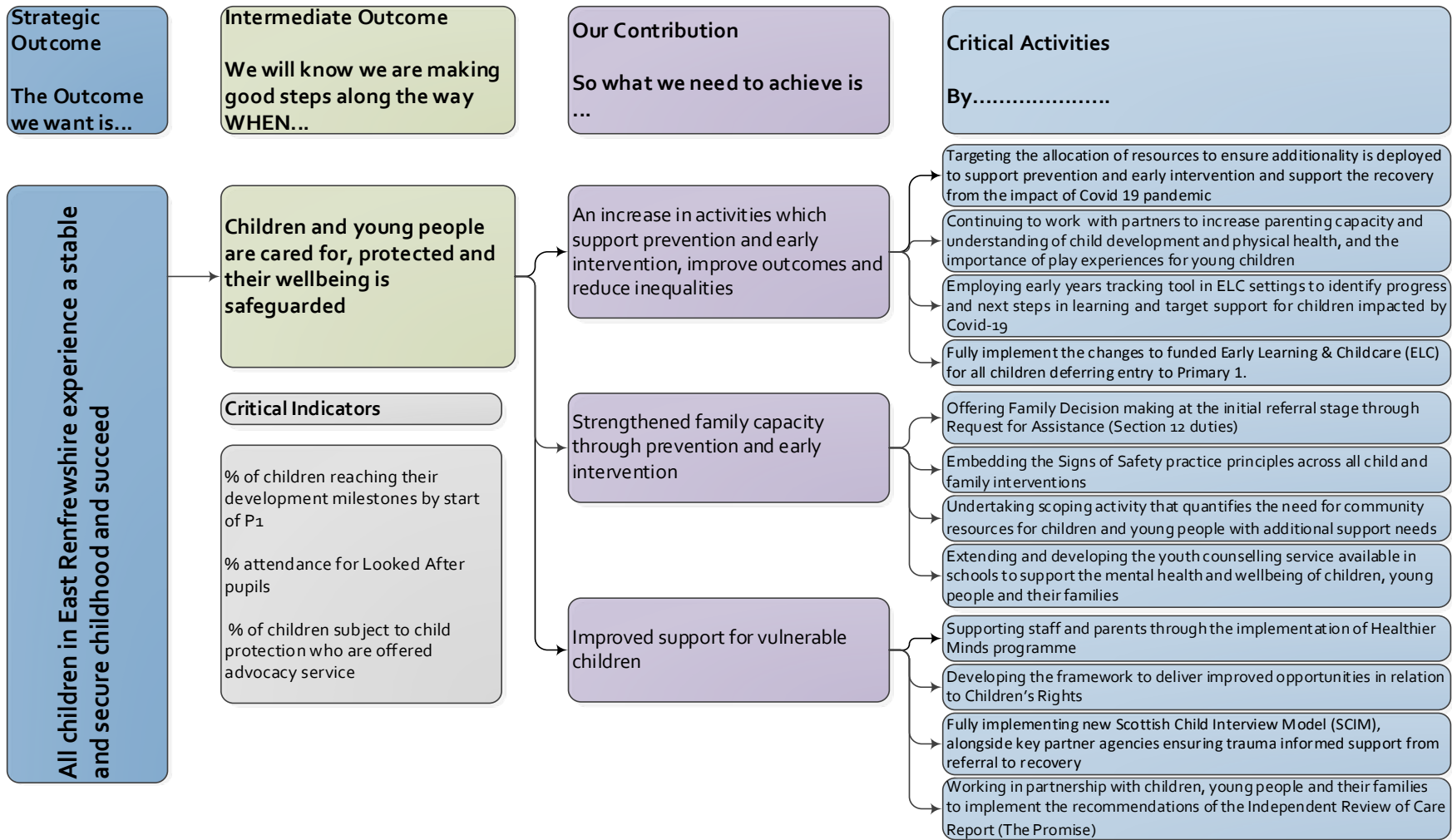
Intermediate Outcome
We will know we are making good steps along the way **WHEN...**

Our Contribution
So what we need to achieve is ...

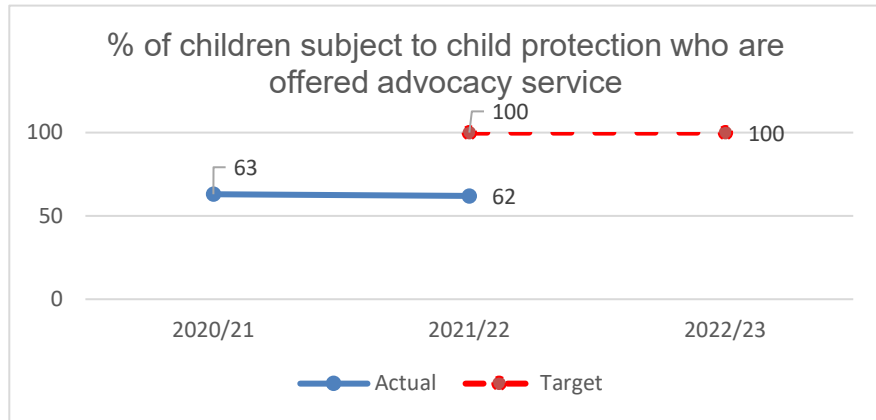
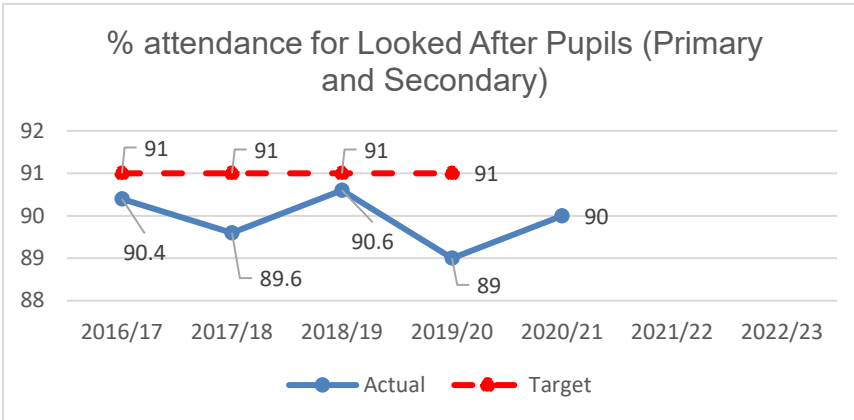
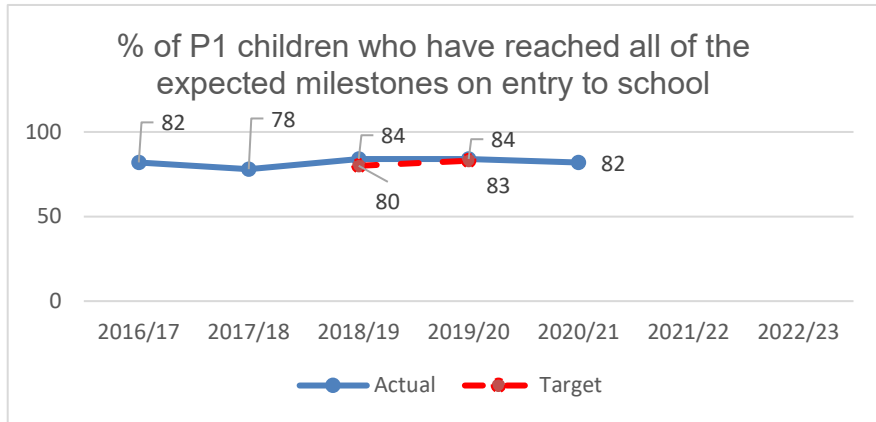
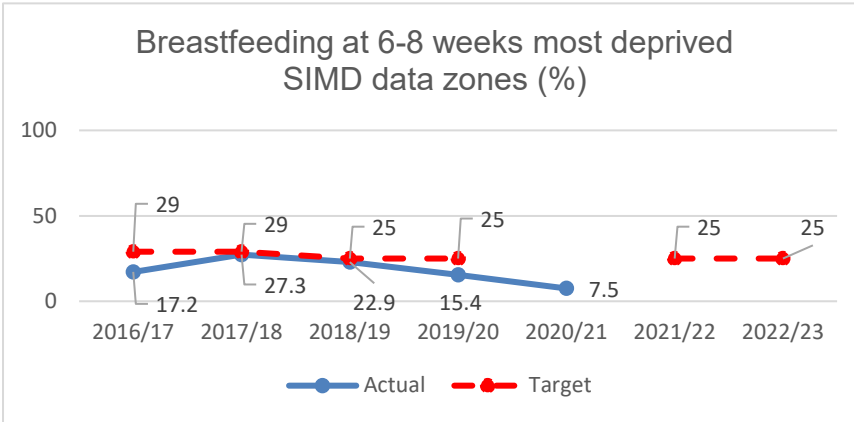
Critical Activities
By.....



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

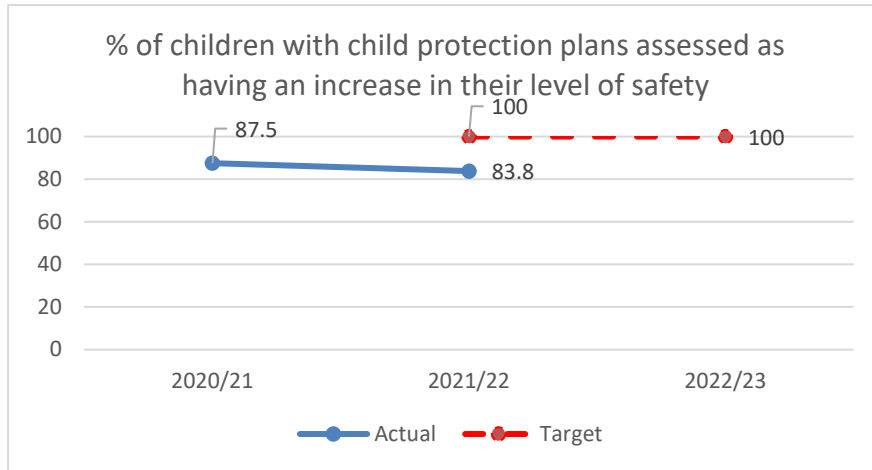


Outcome 1 indicators



Targets not set for 2020/21 due to COVID.

The Education Department is currently working with schools and nurseries to develop performance targets. These will be finalised in advance of the school session 2022/23.

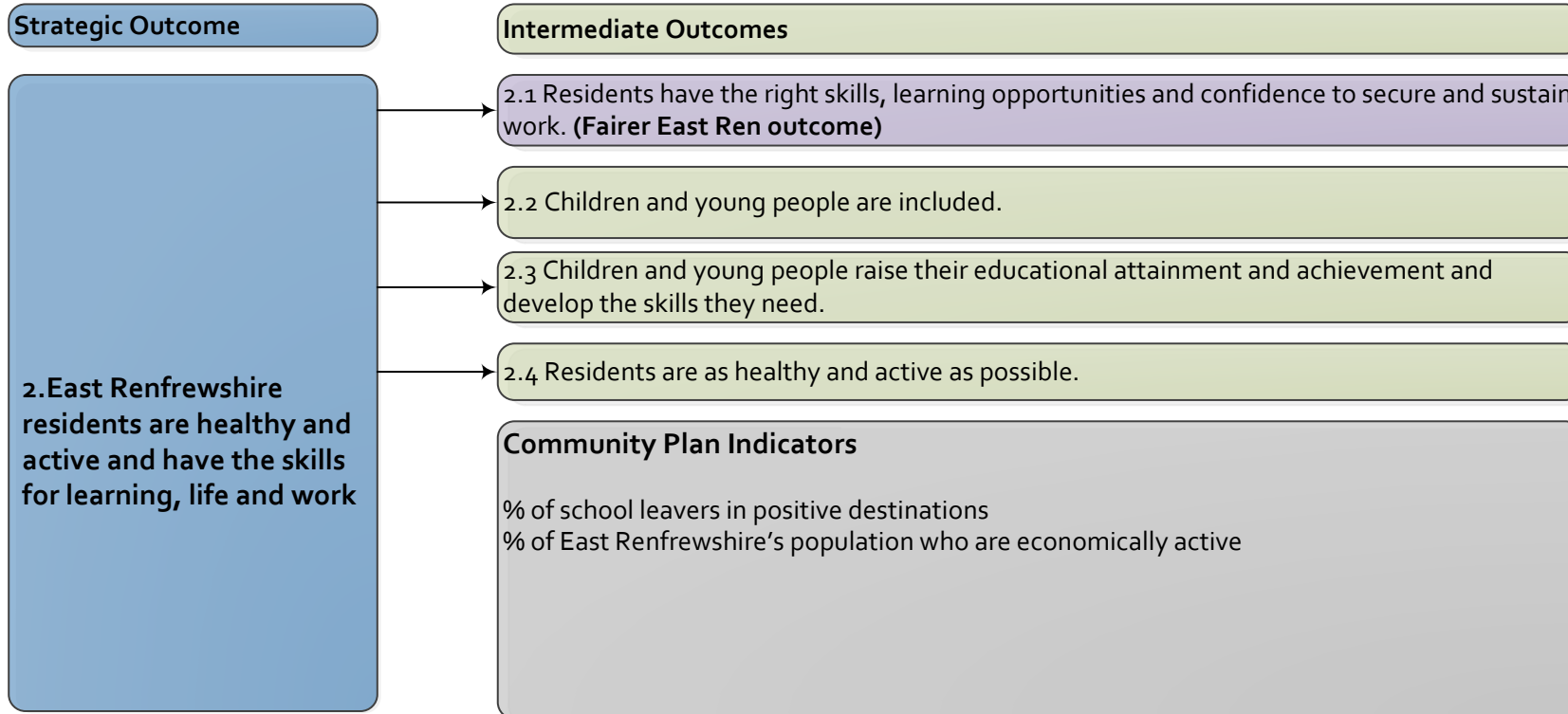


Targets not set for 2020/21 due to COVID.

S2

SECTION 2

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





STRATEGIC OUTCOME 2

Learning, life and work

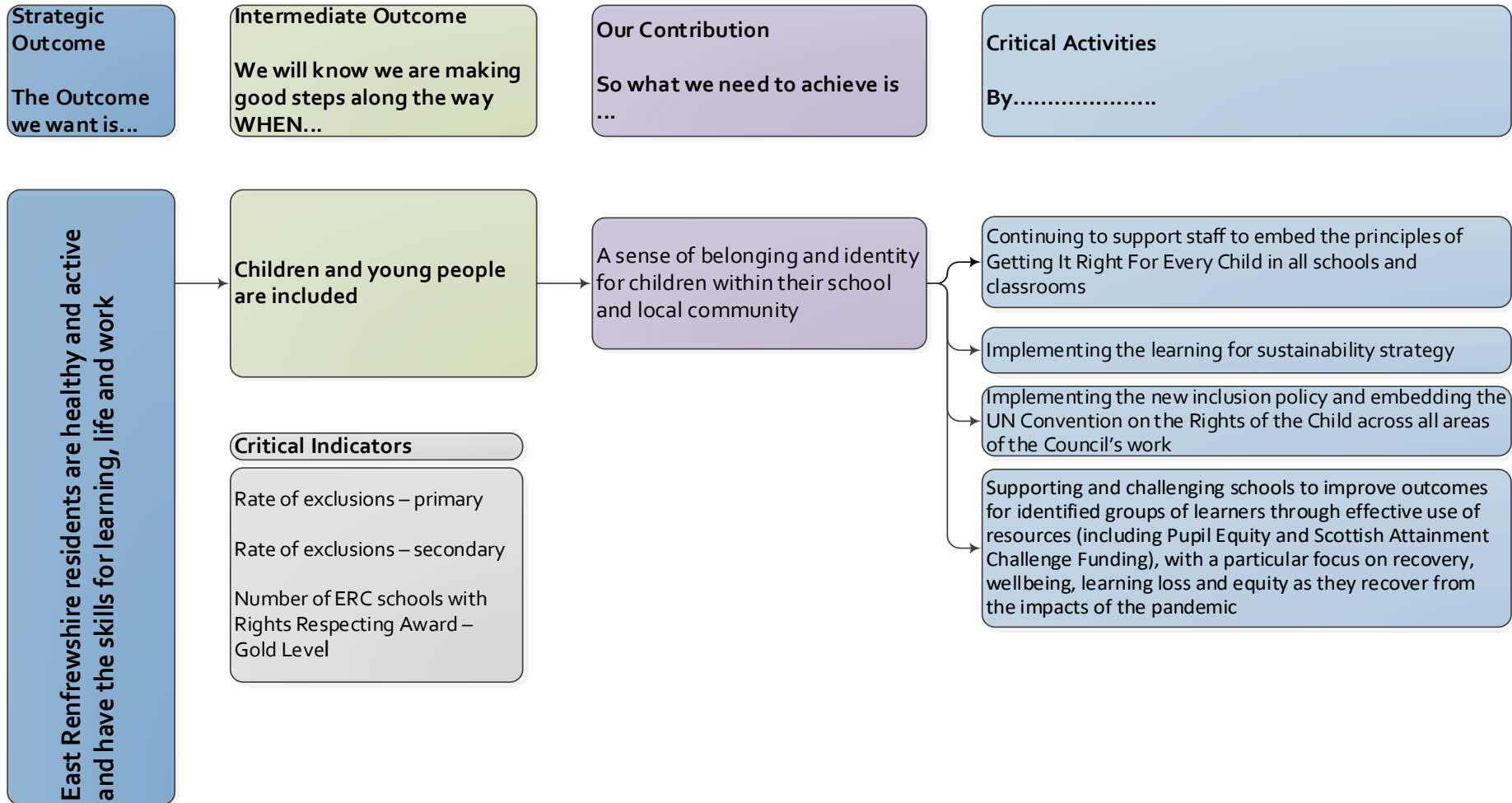
East Renfrewshire's vision for education is Everyone Attaining, Everyone Achieving through Excellent Experiences. Underpinning our vision is a clear focus on raising the bar for all groups of learners whilst closing the attainment gap between our most disadvantaged and most affluent young people. We have exceptional performance in terms of closing the gap, our young people from the most deprived areas regularly outperform their peers across Scotland. East Renfrewshire remains the highest attaining council area as measured across all LGBF indicators. Our schools continually support and develop our children and young people's skills, capabilities, and drive, to be successful learners who contribute economically and socially to their communities. As we recover from the impacts of the pandemic, we have supported schools through our Building Back Better and Fairer framework, ensuring our focus is on supporting all children and young people with the challenges they've experienced throughout Covid. In the next phase of our recovery, we will continue to focus on the needs of specific identified groups of learners, with a strong focus on early intervention approaches and reducing the attainment gap. Through the effective use of Pupil Equity Funding and new Strategic Equity Funding, schools will be able to take a specific focus on recovery and addressing the impacts of learning loss experienced through the pandemic.

Decisions about the most appropriate interventions and approaches will continue to be based on evidence from research, effective self-evaluation, including analysis of data and robust measures of impact and progress. We offer a range of awards through our youth work programmes, in the community and in schools, to recognise young people participation and achievements. As we move through the renewal phase of youth work, the needs of young people post COVID-19 will influence how services are designed and delivered. This will allow us to appropriately support young people as they transition through key life stages.

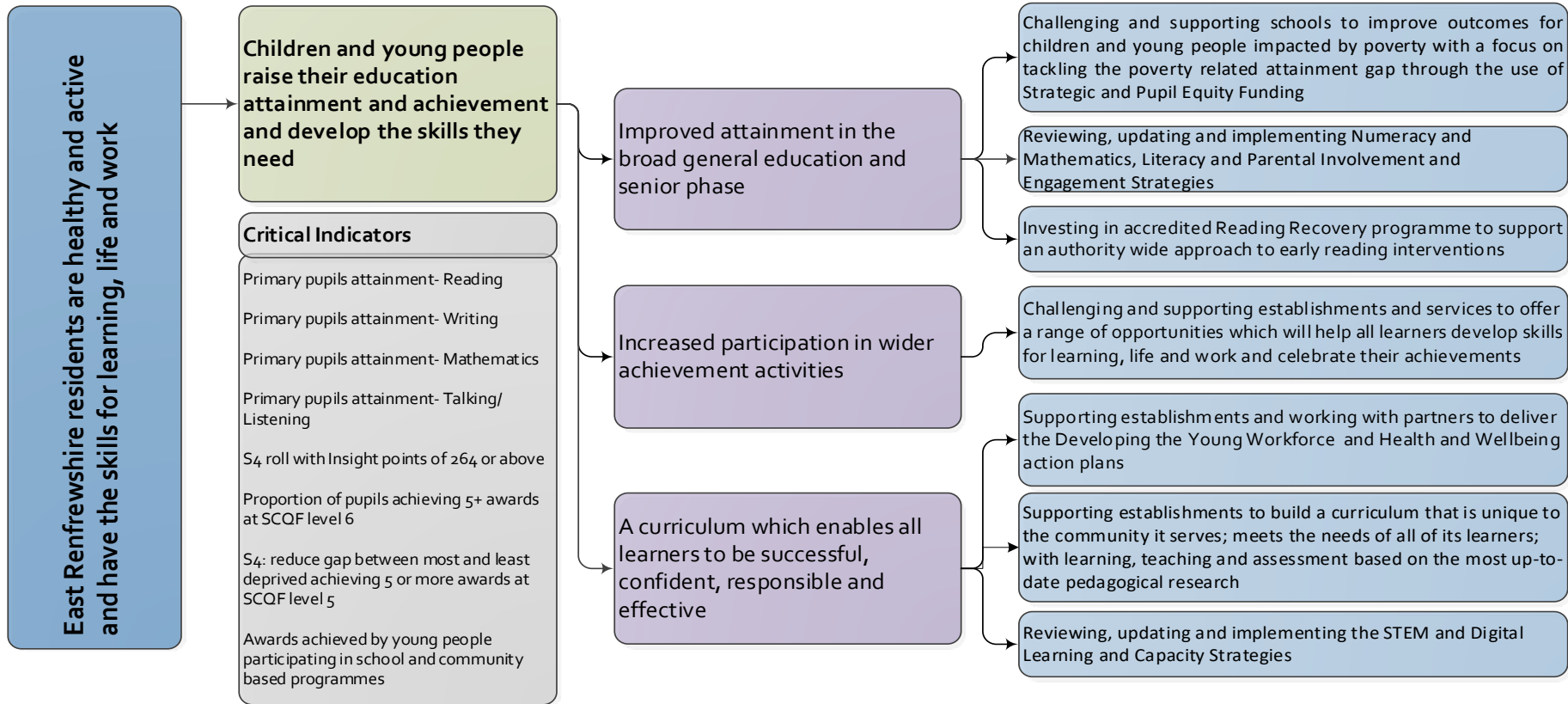
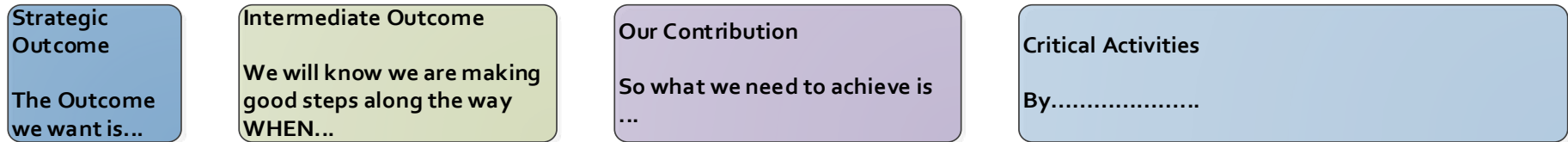
Our Work EastRen service helps residents to secure and sustain meaningful employment, training or education in conjunction with a range of partners. It is the vision of the service to have full employment and opportunities for all residents of East Renfrewshire and we use Community Benefits as an effective tool to assist our local residents into training and employment. We prepare our local residents to take advantage of upcoming employment opportunities coming from the Glasgow City Region programme and other local development opportunities. The team have achieved significant progress in creating sustainable employment opportunities for our local residents. The Scottish Government's 'No-One Left Behind Employability Funding Stream' helps people of all ages to gain skills and confidence. It is there to help people prepare for employment, training, education and/or volunteering. The Parental Employability Support Fund will provide intensive employability support for parents in work, helping to tackle in work poverty, and enhance links between local employability services and the expansion of Early Learning and Childcare in East Renfrewshire. As part of our Economic Recovery Plan we will provide bespoke active labour market programmes including upskilling and re-skilling the workforce and safeguarding apprenticeships, with a particular focus on assisting our young people and those with complex barriers into employment.

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

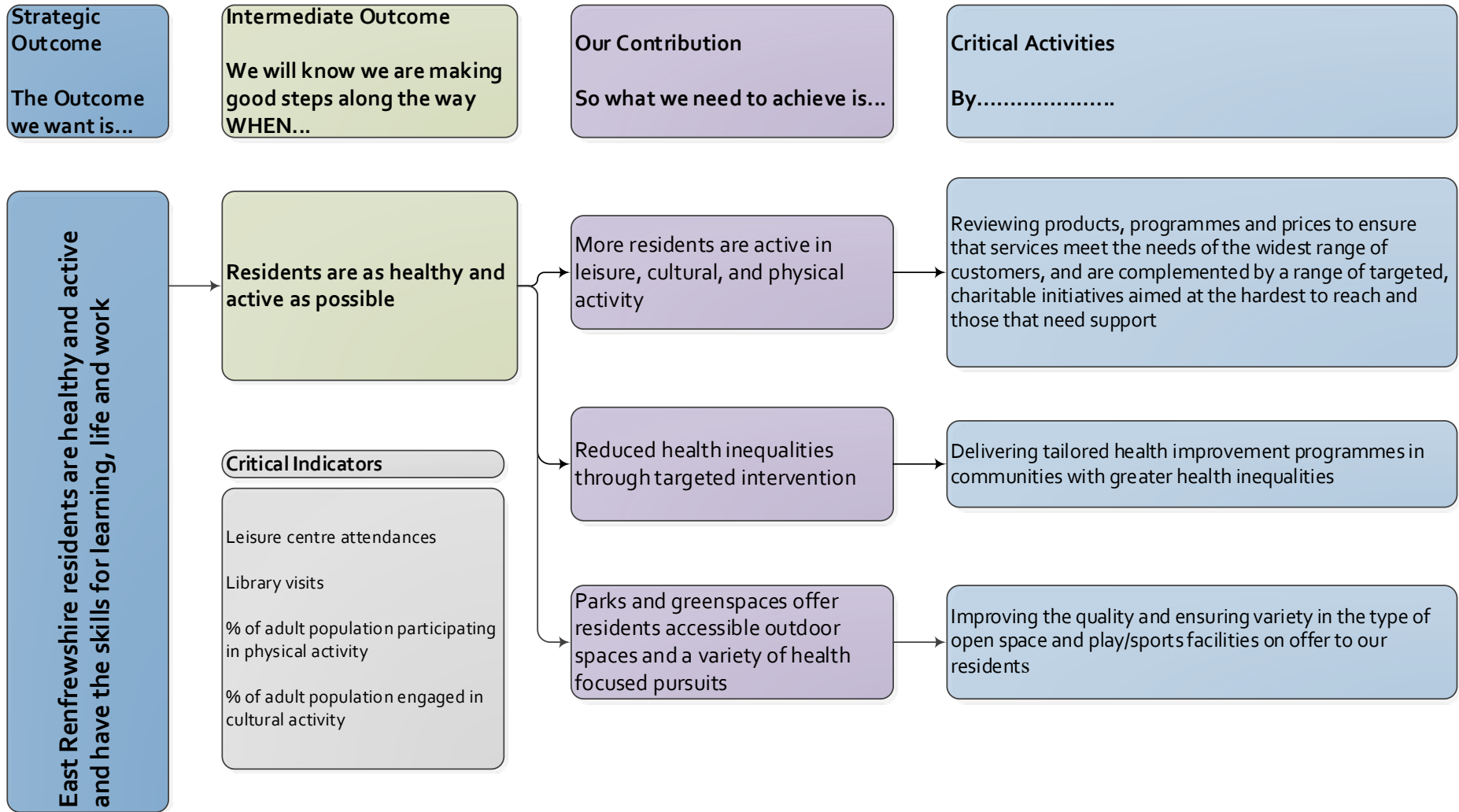
2.2 Children and young people are included



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

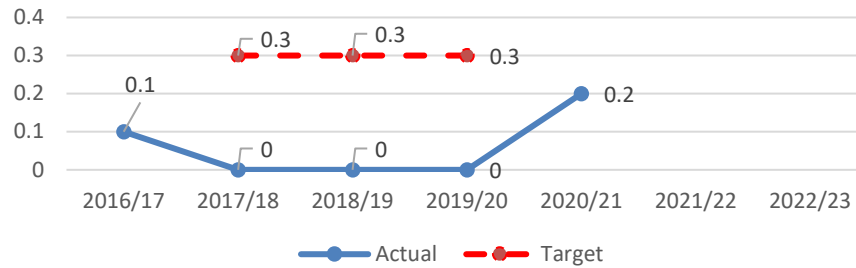


2.4 Residents are as healthy and active as possible

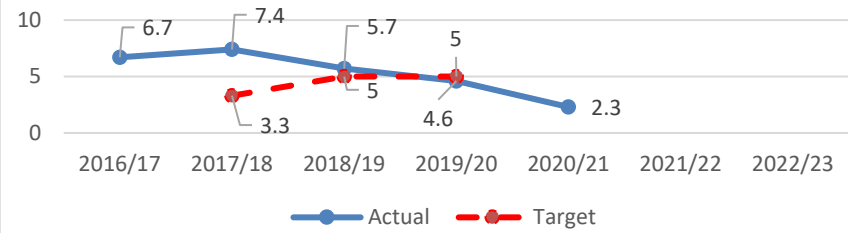


Outcome 2 indicators

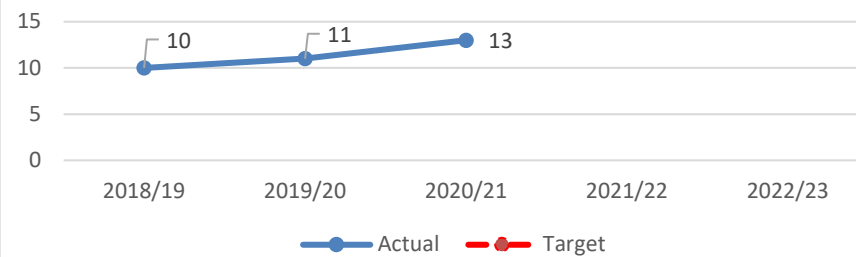
Number of exclusions per 1,000 pupils - Primary



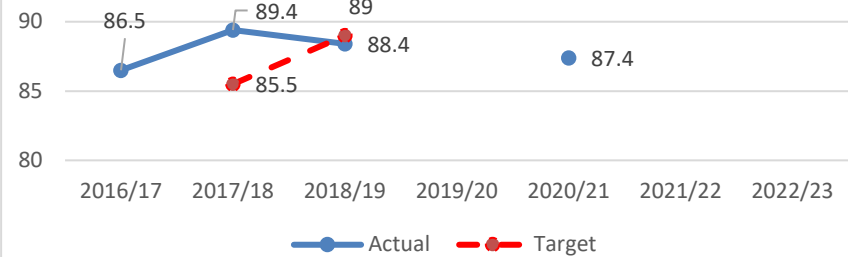
Number of exclusions per 1,000 pupils - Secondary



Number of ERC schools with Rights Respecting Award - Gold level

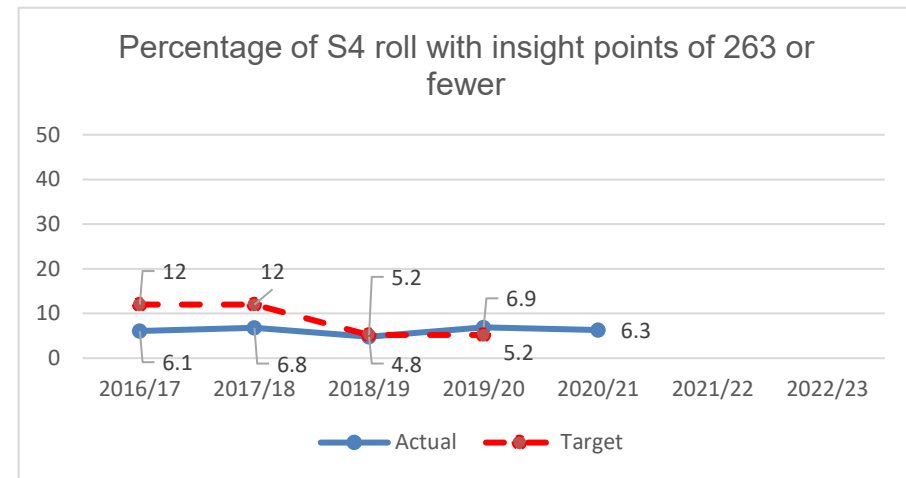
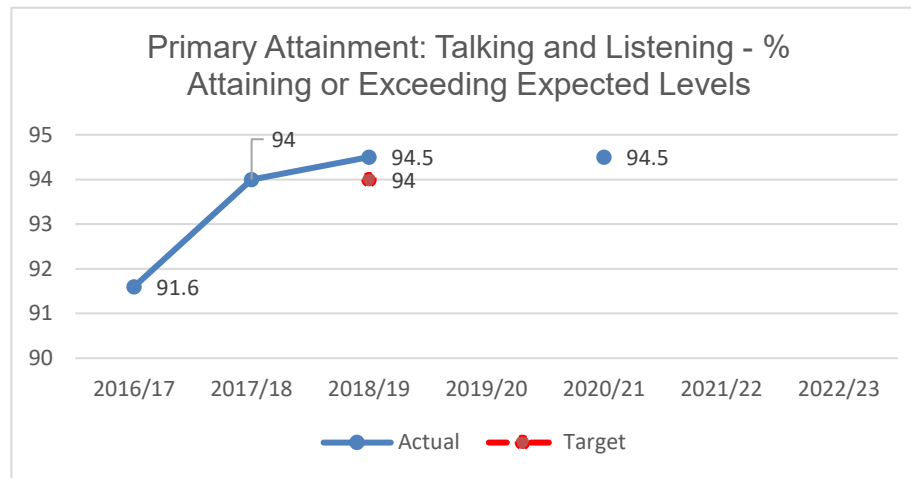
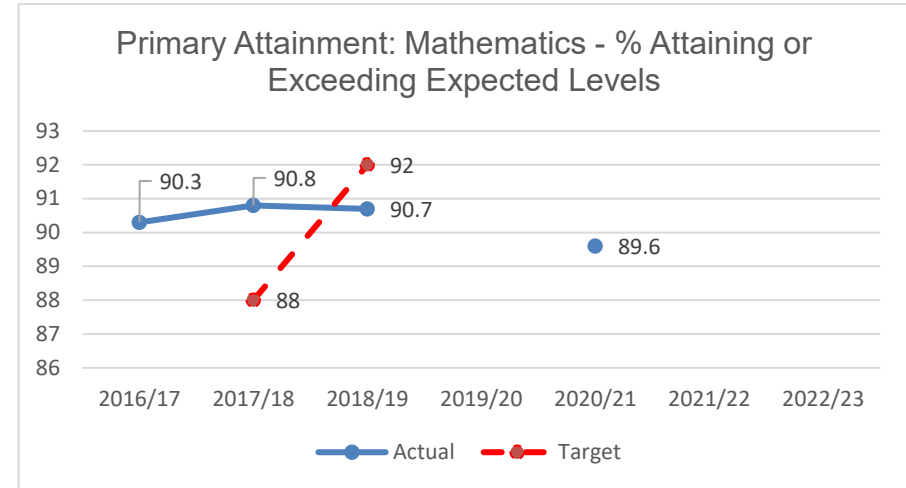
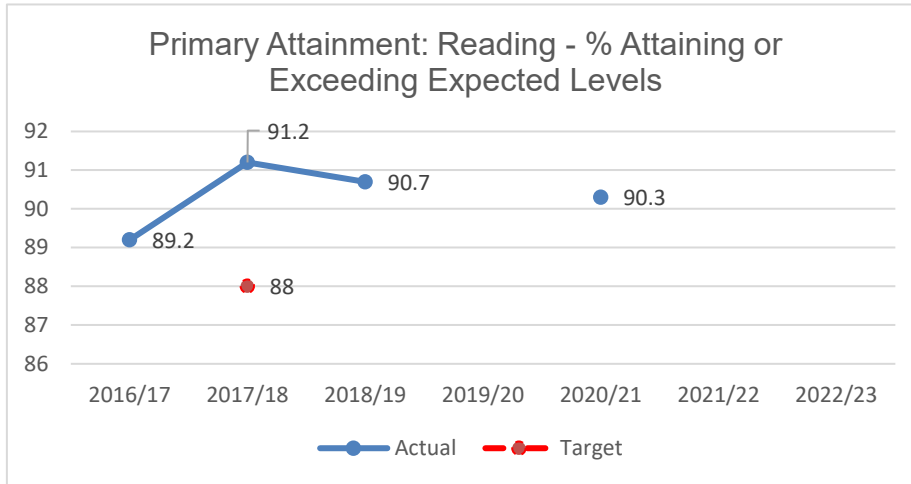


Primary Attainment: Writing - % Attaining or Exceeding Expected Levels



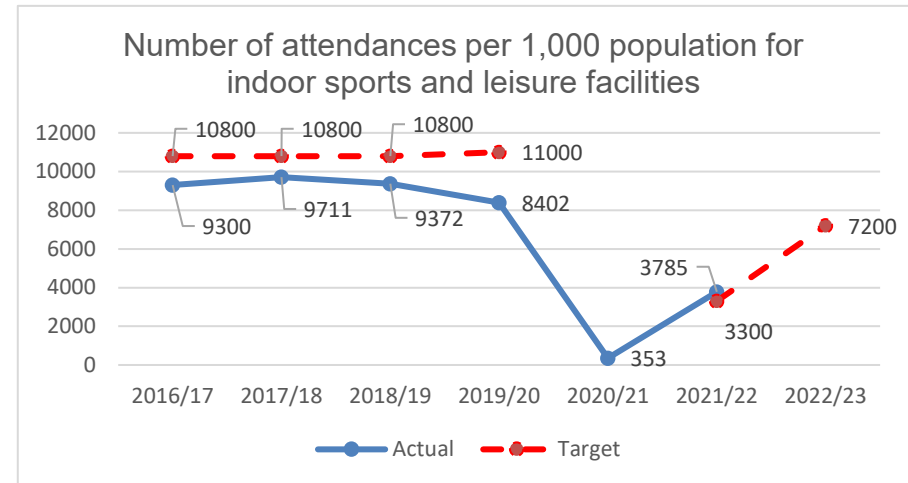
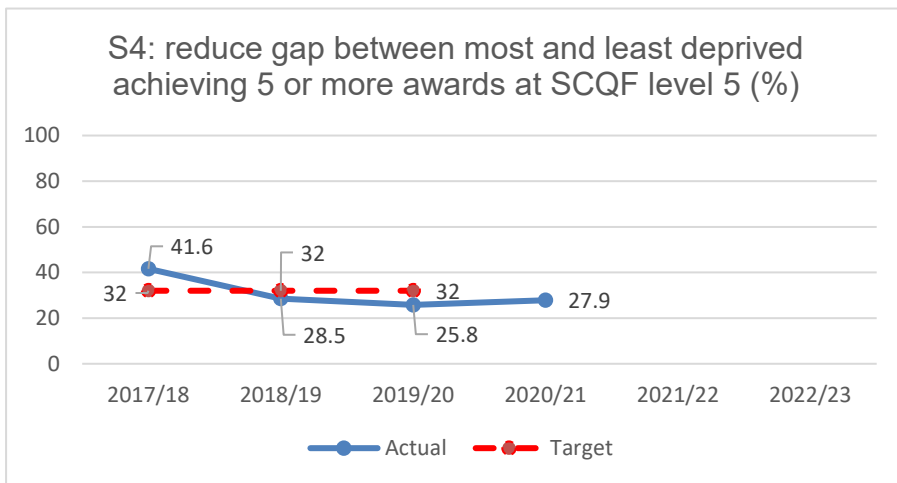
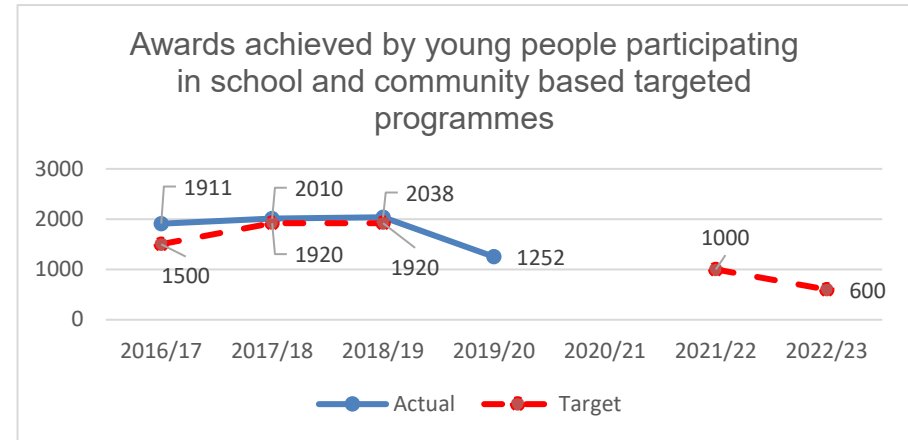
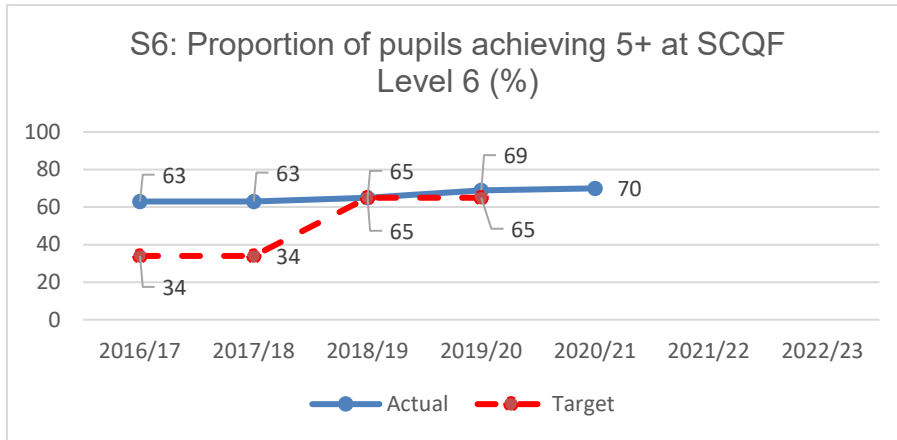
Targets not set for 2020/21 due to COVID.

The Education Department is currently working with schools and nurseries to develop performance targets. These will be finalised in advance of the school session 2022/23.



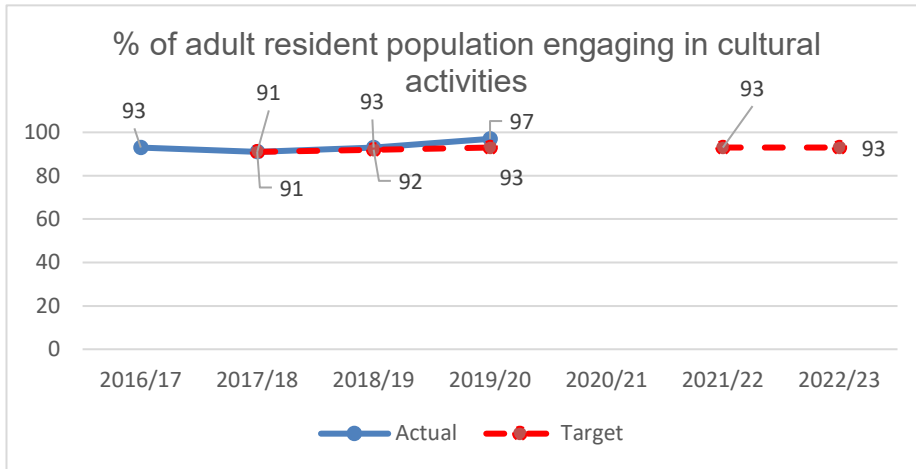
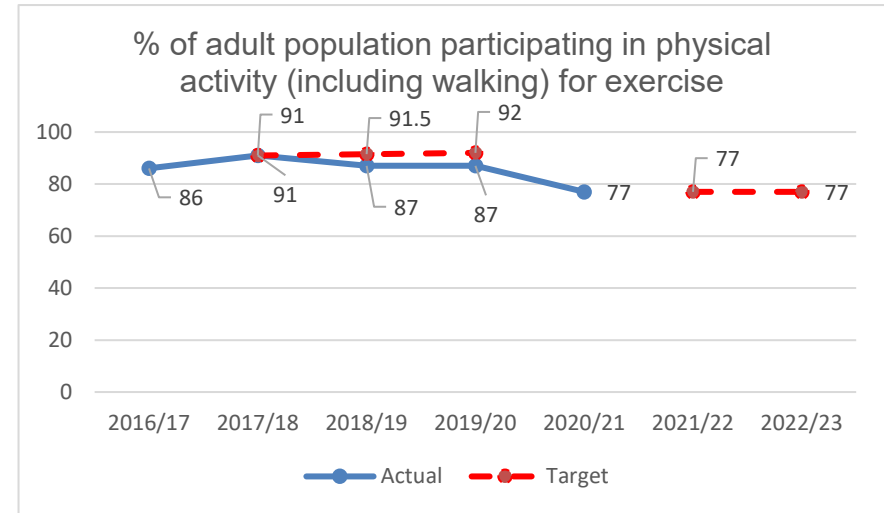
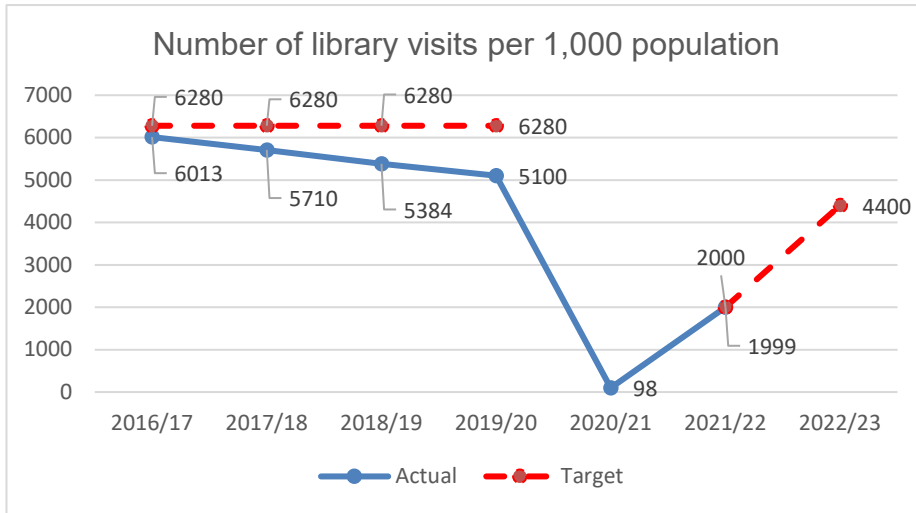
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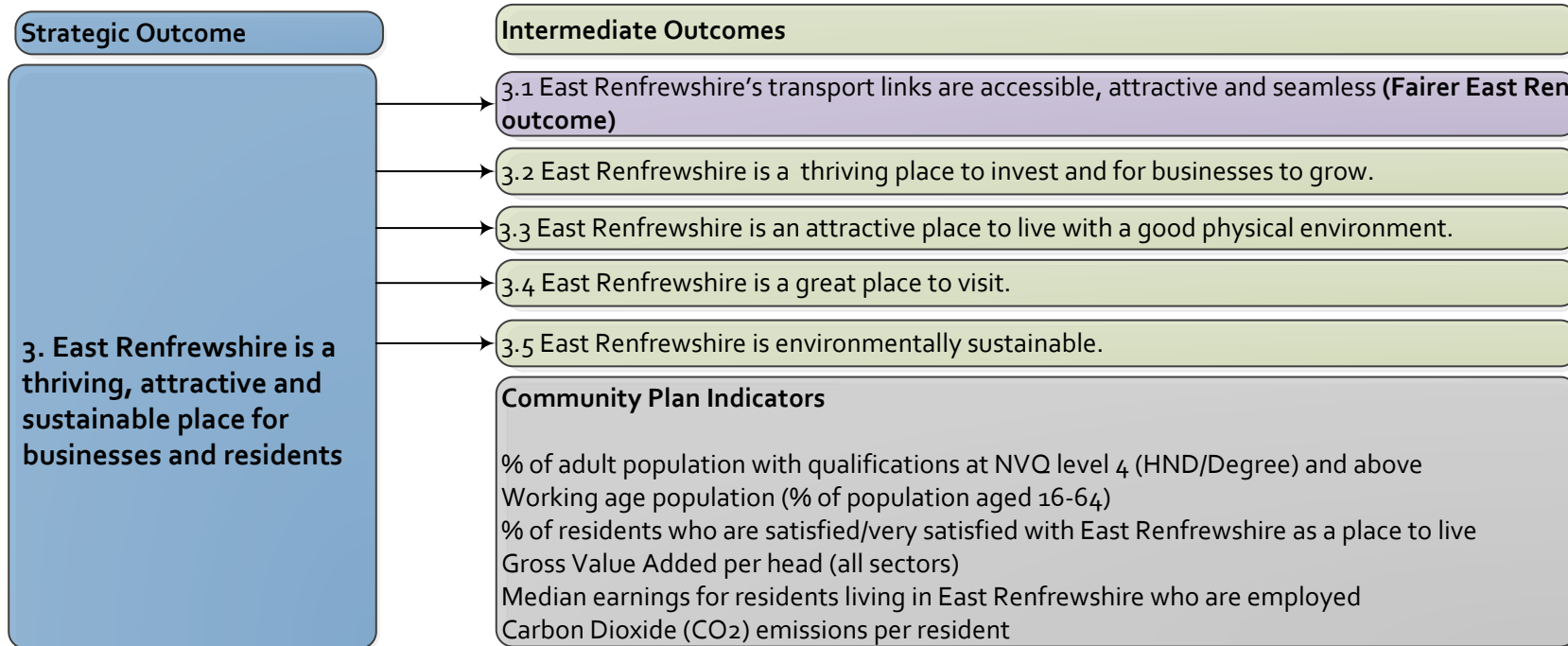


Targets not set for 2020/21 due to COVID.

S3

SECTION 3

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





STRATEGIC OUTCOME 3 Economy and environment

We are working to ensure a sustainable recovery from COVID-19 and to take the necessary steps to tackle climate change and its impacts. Our Local Development Plan 2 (LDP2) provides the Council with a development strategy that will guide the future sustainable growth of East Renfrewshire up to 2031 and beyond. Delivering a sufficient supply of high quality housing across all tenures is a key component of the Plan. We have robust planning policies in place to promote sustainable design and the move towards a net zero carbon place and economy; and to safeguard and promote the provision of greenspaces, green networks, biodiversity and habitat networks.

Our refreshed 5-year Local Housing Strategy (LHS) will drive ongoing critical investment in delivery of new high quality, affordable homes to meet significant local housing need. The LHS will also continue to drive local progress towards significant national targets linked to the improvement in the quality and energy efficiency of existing homes, across all housing tenures. Our commitment to tackling climate change extends to our council house building programme which will see tenants move into more environmentally friendly, lower carbon homes over the course of the build programme. The importance of having a home which can be maintained, as well as run and heated affordably, is in sharper focus through COVID-19 impacts and current economic challenges. Therefore, our focus on supporting households at most risk from financial exclusion and social harm, due to housing issues, will continue.

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

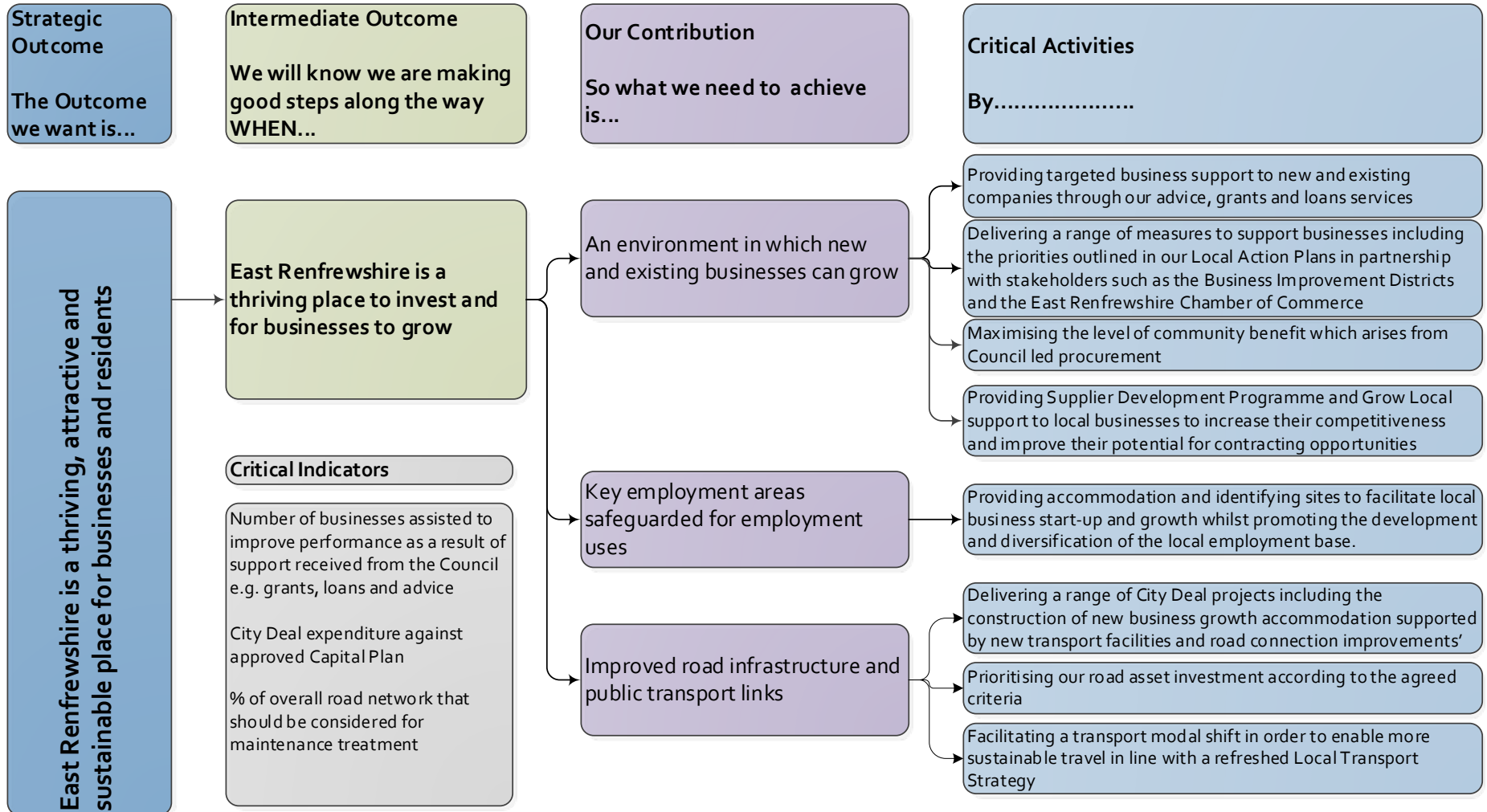
Our Economic Recovery Plan, developed as a response to the coronavirus pandemic and Brexit, sets out a number of objectives which include: helping local businesses combat the effects of COVID-19 through a series of already existing support mechanisms (such as Business Gateway and the Council's Grant and Loans Programme); encouraging business start-ups; and reconsideration of the purpose of the new Greenlaw Business Centre in order to ensure maximum positive impact on local employment and businesses. We are also working to promote increased footfall in our town centres and help local businesses and residents to adjust and recover from the impacts of Covid-19. Stakeholder engagement is underway to inform Local Action Plans which will identify transformational capital projects in our town centres and neighbourhoods to make them more vibrant, creative, enterprising and accessible, and another phase of the "Love Local" marketing campaign is in development. We continue to provide a wide range of support to our local businesses via our Business Growth and Business Gateway East Renfrewshire teams to help them grow and prosper. We will continue to actively promote business support and employability services to help ensure our targets are

achieved and contribute to the delivery and promotion of national employability and business growth agendas which recognise the scale of the challenge created by COVID-19 and Brexit.

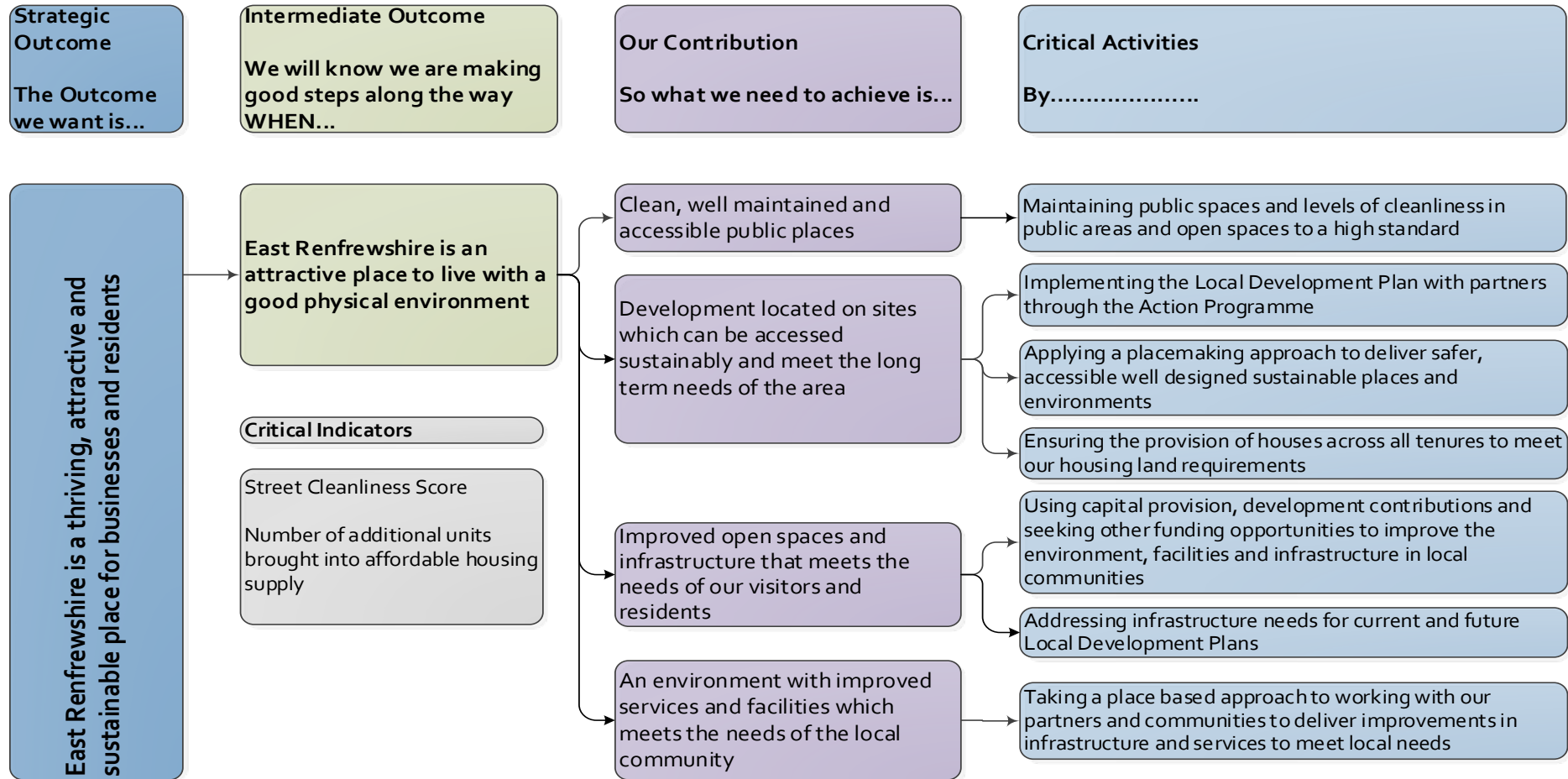
Residents in East Renfrewshire have continued to support the Council's recycling efforts, ensuring our recycling rates are the best in Scotland, however, the pandemic resulted in service disruption. Although this may negatively impact recycling figures in the short term, the Council has, through the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

Our ambitions around our critical activities over the period 2022-23 remain the same, however, the pandemic has delayed our progress in many of those areas and may well continue to do so. The priority until now has been to restore frontline services which have been adversely affected. Going forward, we will reassess our activities with renewed emphasis on rising to the challenge of a green economic recovery and climate change, with the Council's Get to Zero Action Plan currently under development.

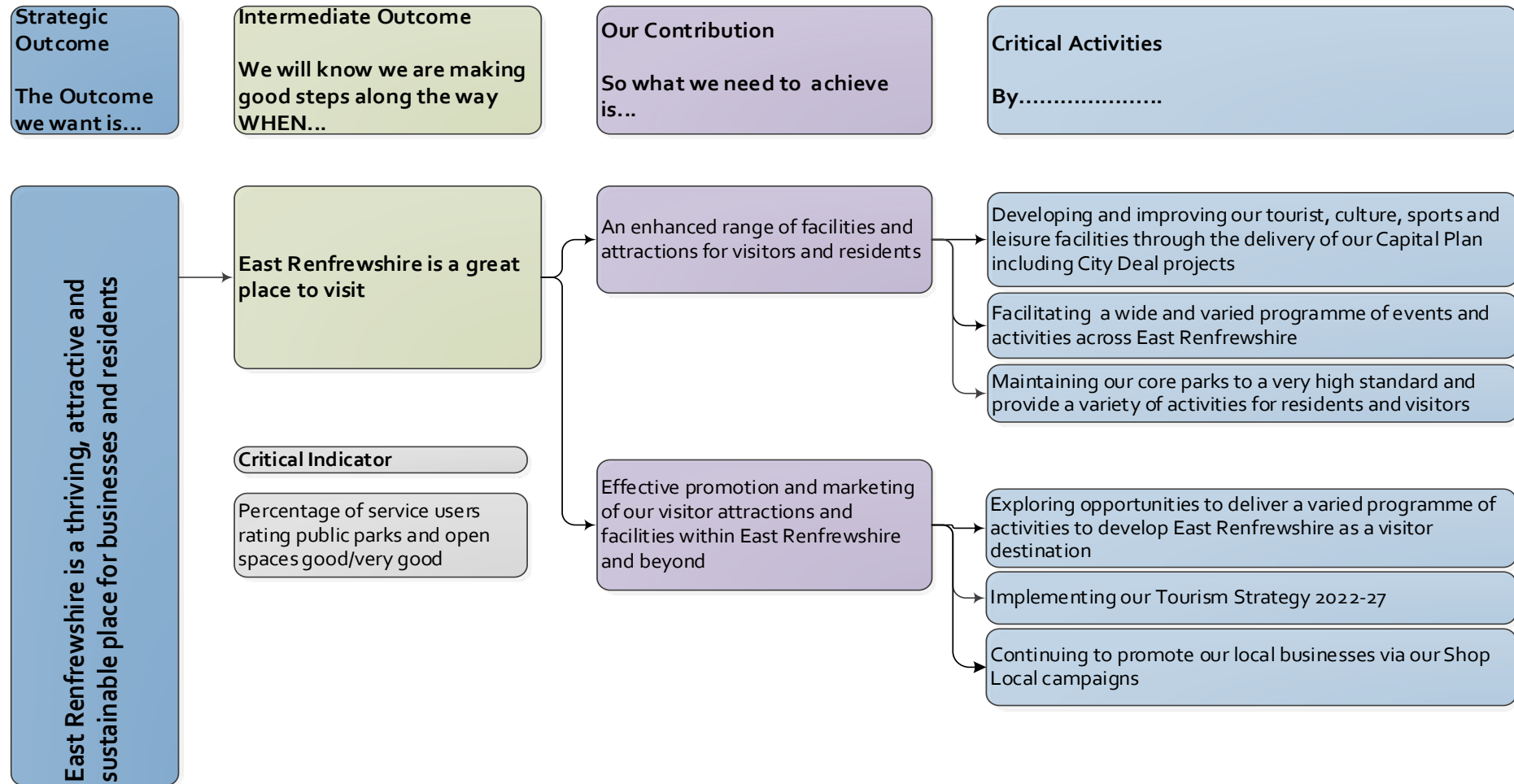
3.2 East Renfrewshire is a thriving place to invest and for businesses to grow



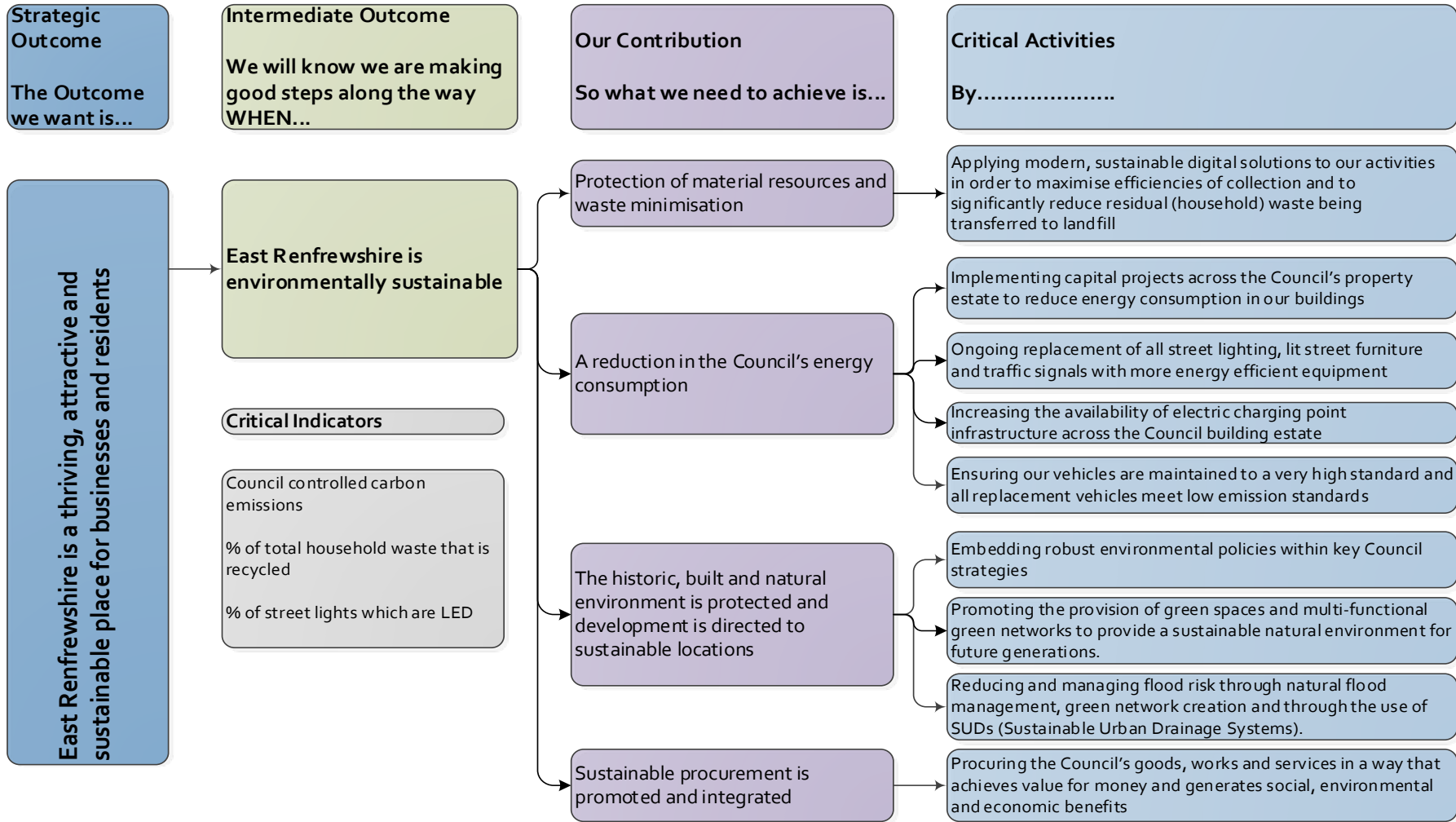
3.3 East Renfrewshire is an attractive place to live with a good physical environment



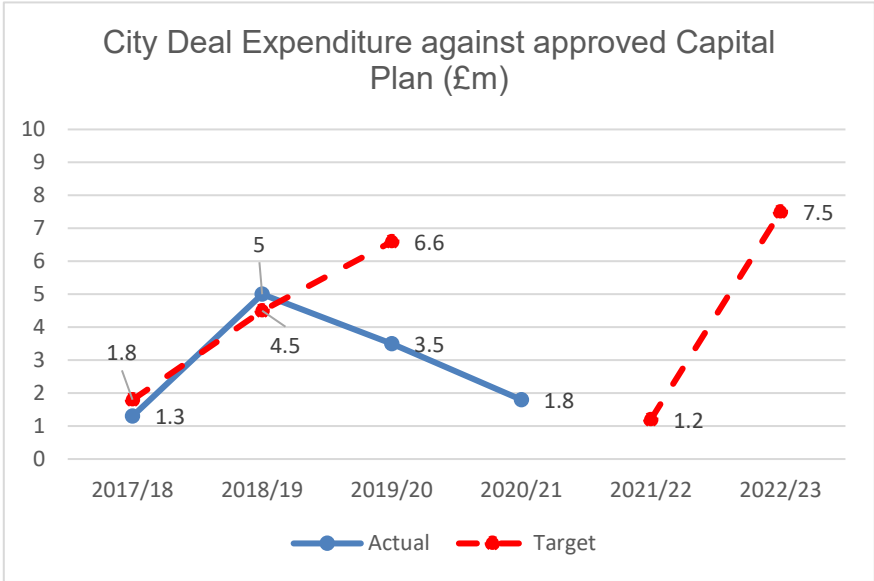
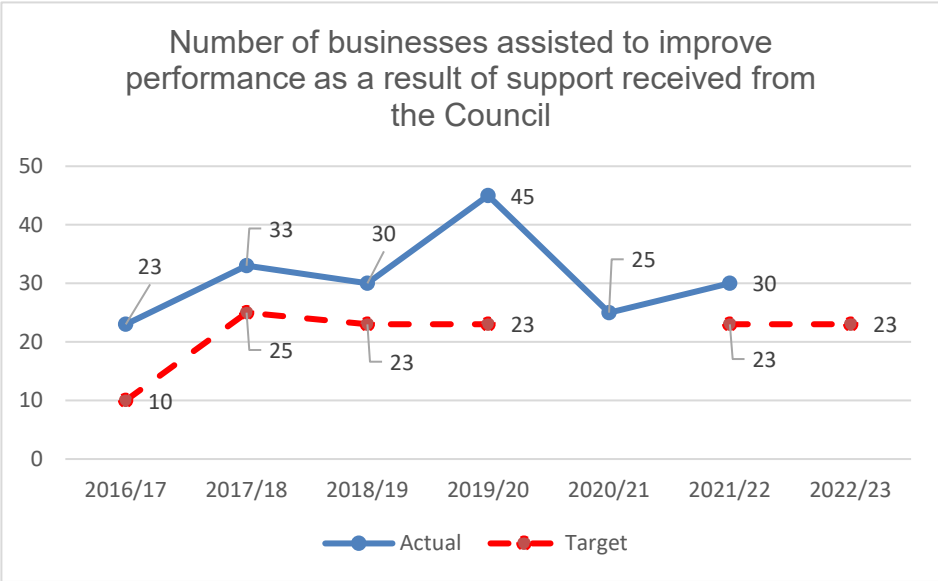
3.4 East Renfrewshire is a great place to visit



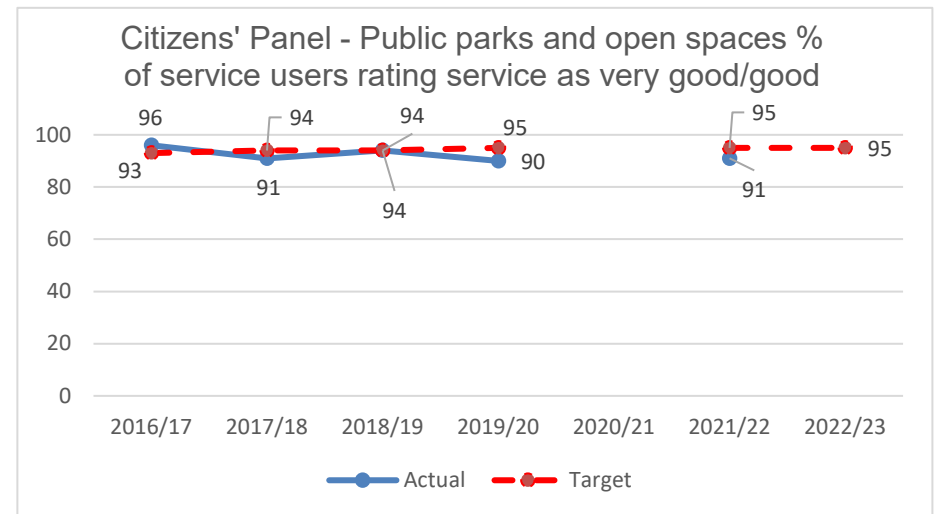
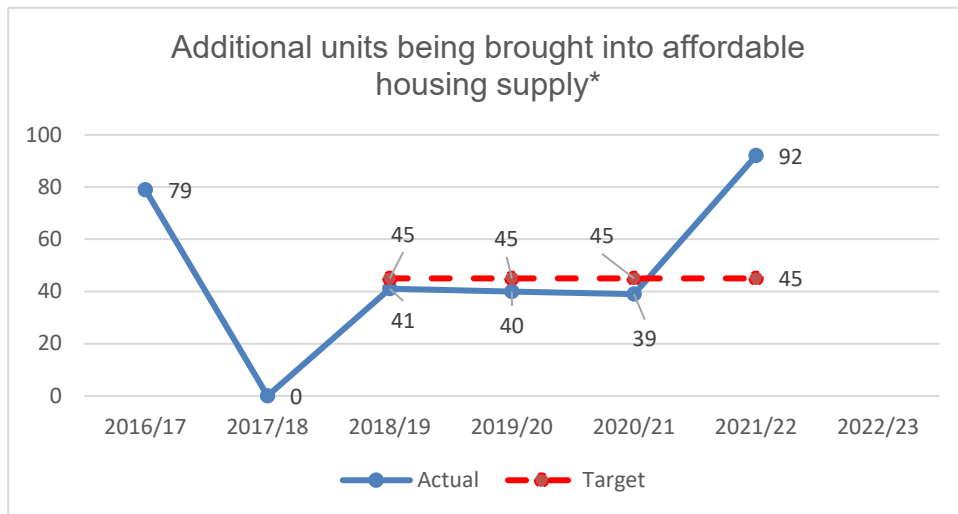
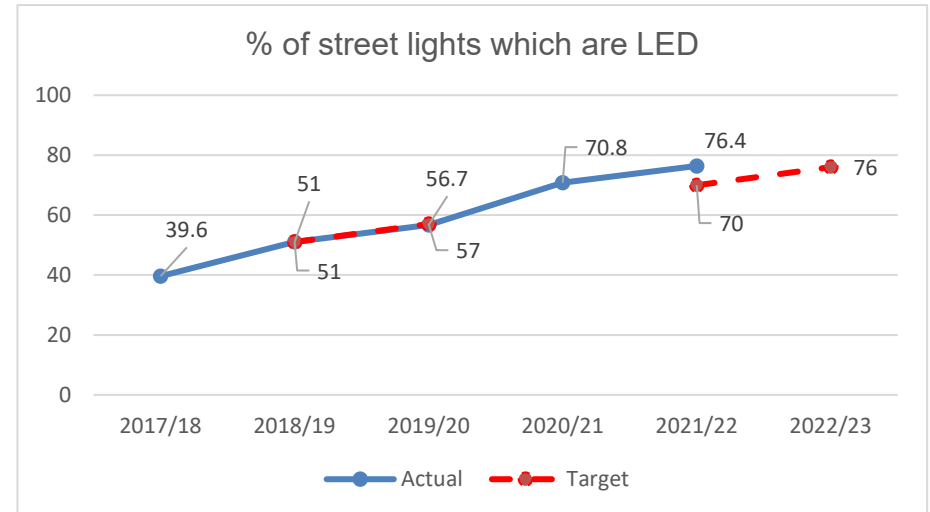
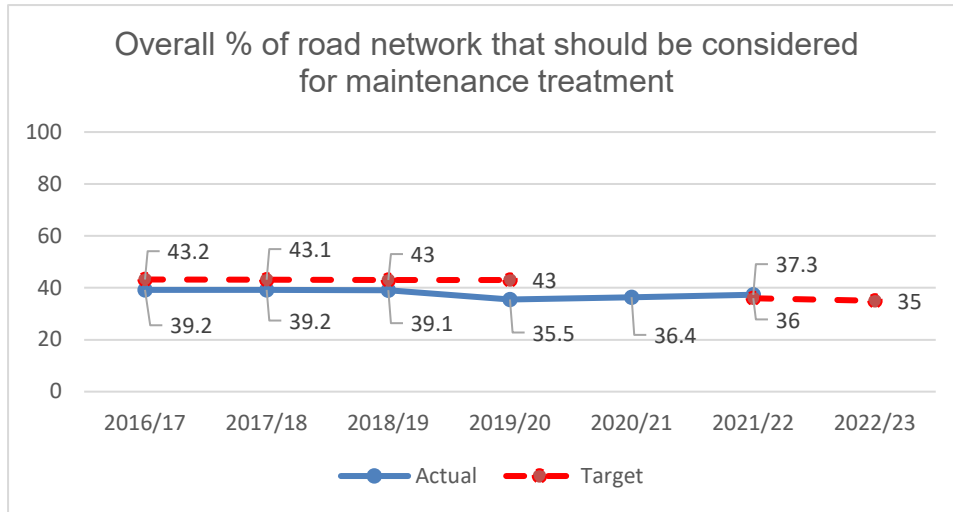
3.5 East Renfrewshire is environmentally sustainable



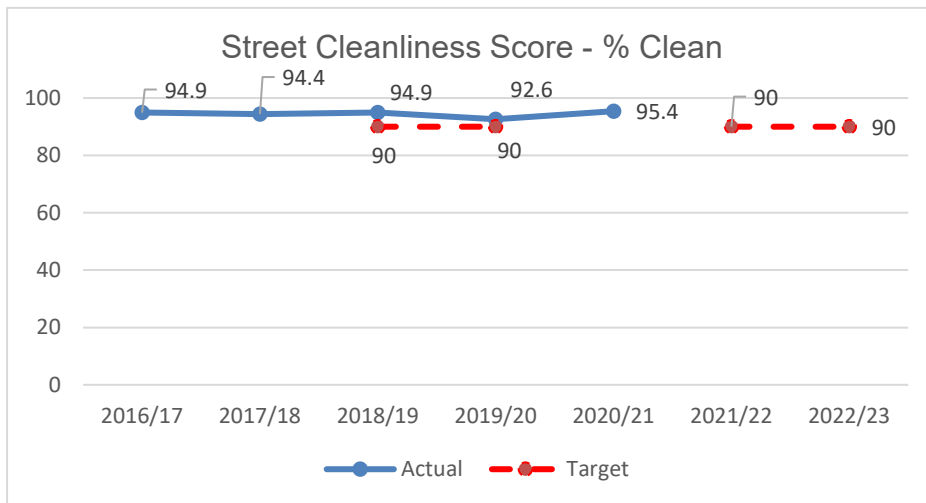
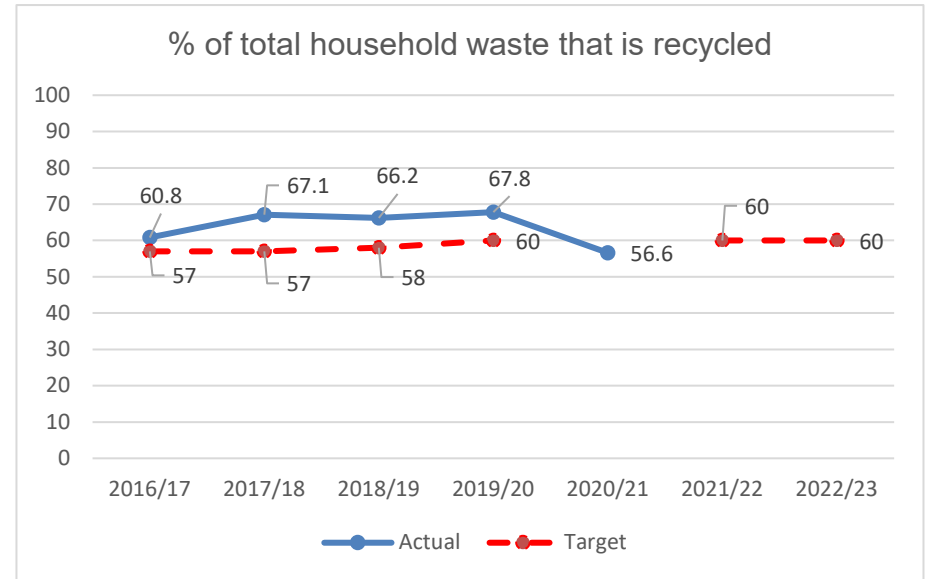
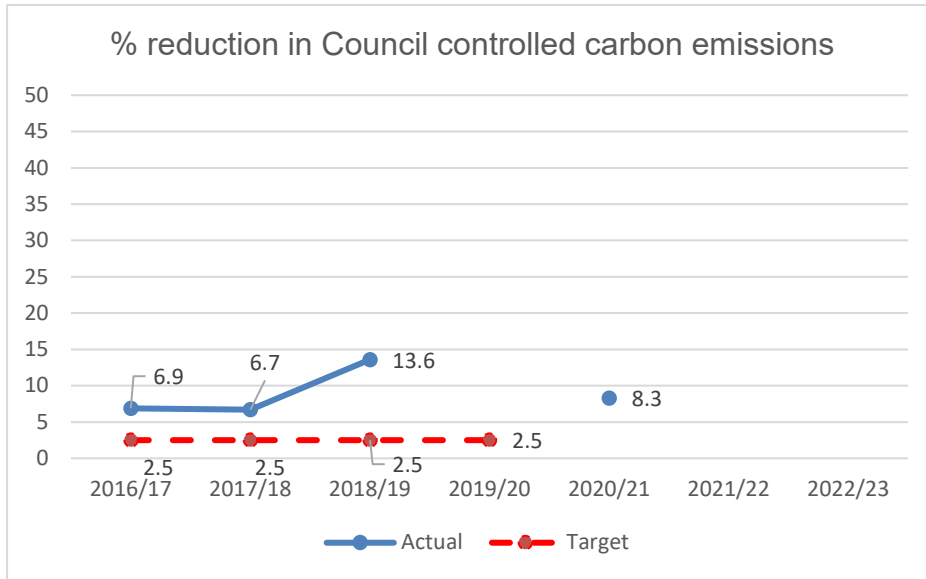
Outcome 3 indicators



Targets not set for 2020/21 due to COVID.



* The cumulative target is 225 units by 2022 (average of 45 per annum). Future targets will be approved via the Local Housing Strategy process later this year'. Other targets not set for 2020/21 due to COVID.

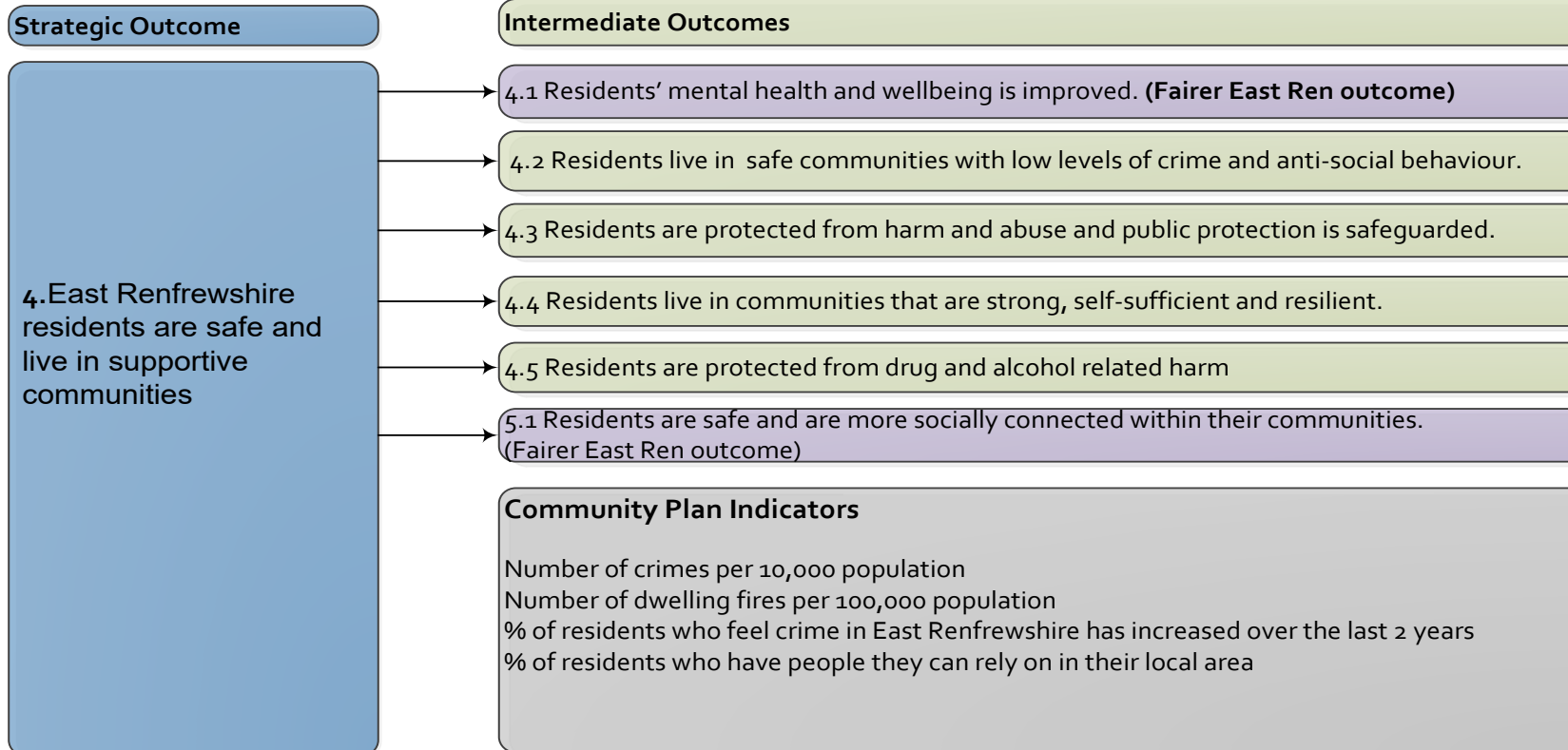


Targets not set for 2020/21 due to COVID.

S4

SECTION 4

East Renfrewshire residents are safe and live in supportive communities





STRATEGIC OUTCOME 4

Safe, supportive communities

We know that in safe, supportive communities, people's outcomes in health and wellbeing can be improved. We recognise the valuable contribution that community organisations, groups and individuals make in their local areas and understand that we must involve people in the decisions that affect them and empower our employees and local residents to design and improve Council services fit for a stronger future. Our COVID-19 response has seen an unprecedented level of support provided for and by local communities and this continues in a renewal phase.

We use online platforms like Citizen Space and Commonplace for consultation however our engagement offline and in communities is vital too. Our Community Learning and Development (CLD) Team work alongside groups and individuals to build skills and opportunities to create positive impact. This work was diverted towards the provision of humanitarian support at the start of the pandemic, but CLD is more important now than ever before as we try to build back community confidence and resources. Through our partnership with the voluntary sector we want to further support the rise of people volunteering and taking a more active role in their communities – our response to COVID 19 has seen us take huge strides forward in this area. Over 2022-23 and beyond our aspiration is to create more opportunities for community influence on how we spend our budgets. Through the democratic innovation known as participatory budgeting, or 'PB', we will continue to identify available budgets and opportunities for meaningful community engagement and participation. Although the Council's capacity and financial position will be challenged for some time yet, quality PB with a focus on inequalities can help to address some of the complex problems that we are facing. In order to progress work in this area we will be supporting employees across the Council to build their understanding, skills and develop our plan for progressing participatory budgeting going forward.

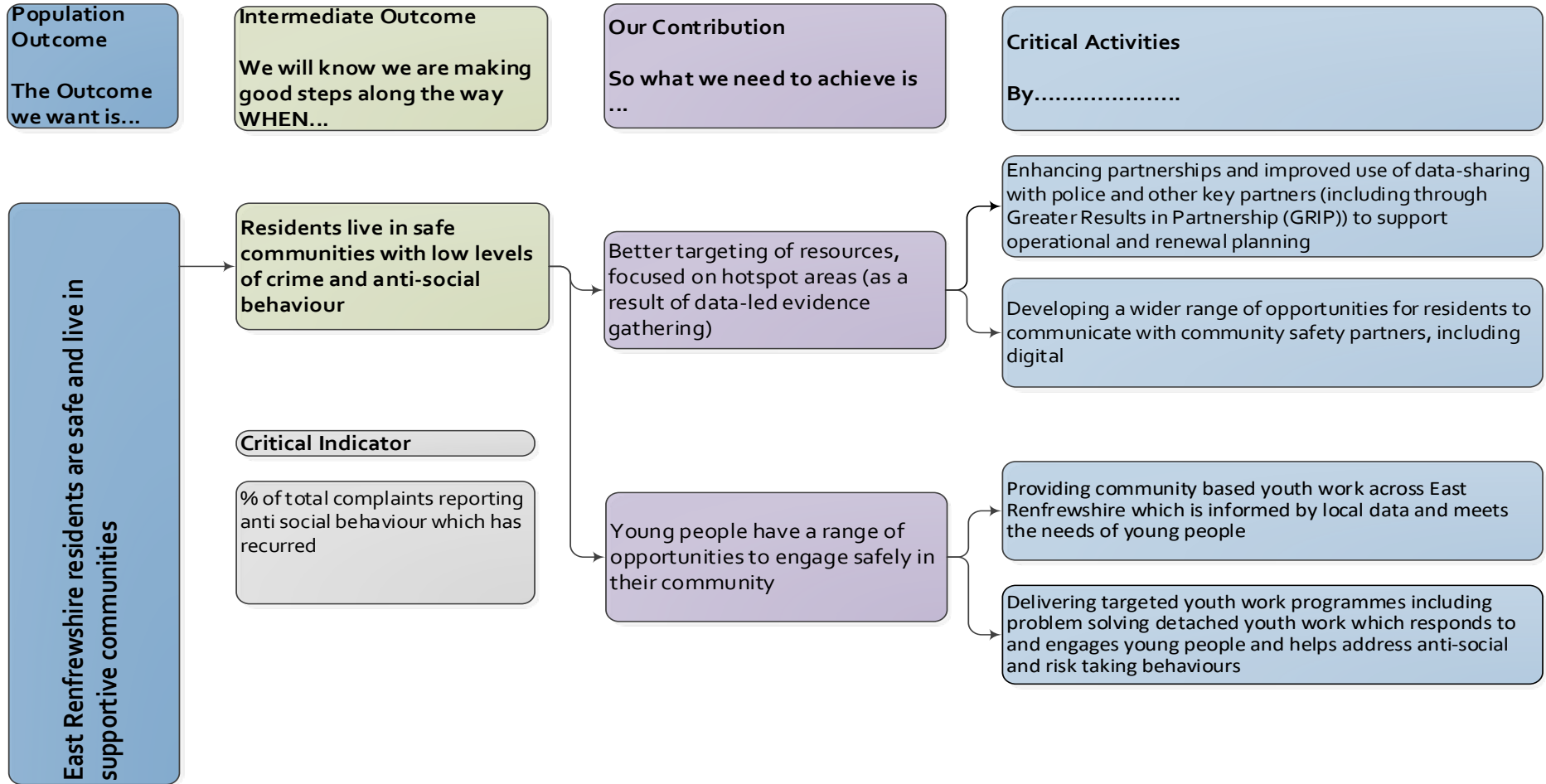
We have strong relationships and work closely with our partners to continue to reduce levels of crime and anti-social behaviour in East Renfrewshire. We help our residents feel safer in their neighbourhoods and homes through our community warden team, who deter incidences of crime and anti-social behaviour by their high visibility across the area. Our Community Safety Unit operates 24/7, 365 days per year providing Telecare alarm-receiving centre services, monitoring our CCTV network and out-of-hours call handling for homelessness, housing repairs and the Anti-Social Behaviour 'Ring and Report' Line. The Community Safety service also has responsibility for parking enforcement within East Renfrewshire to help make our roads safer.

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

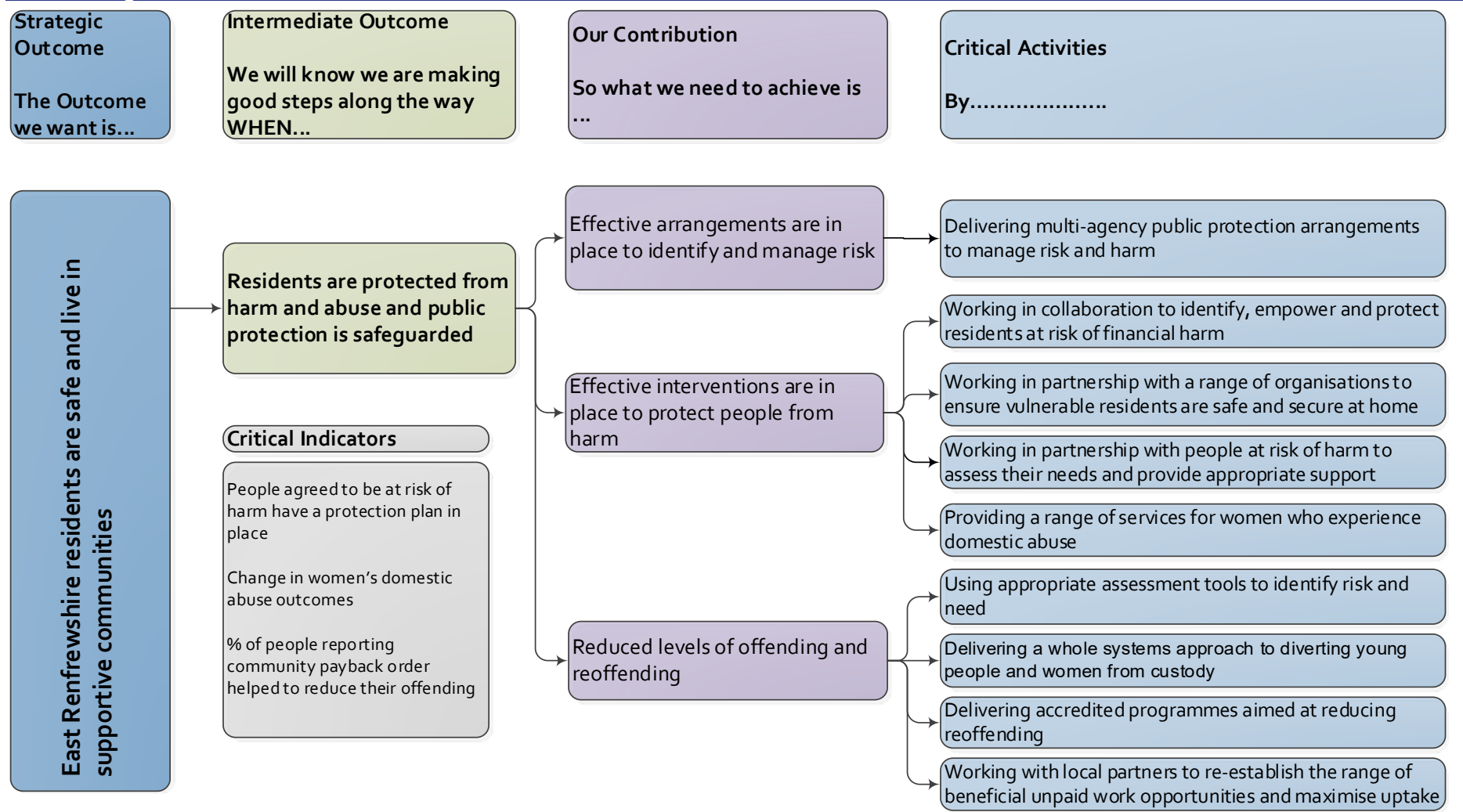
Our aim is to improve community safety and public protection through targeting our resources to reduce the risk of offending and harm in local communities. Protecting women, children and young people affected by domestic abuse and all forms of gender-based violence is a significant priority for East Renfrewshire Council. Evidence overwhelmingly indicates that domestic abuse is a widespread, chronic and damaging social problem. There is no doubt that the impact of the pandemic on women, children and young people who are victim-survivors of domestic abuse has been severe. We will continue to ensure robust processes and pathways are in place to identify, protect and respond effectively to women, children and young people affected by domestic abuse and all forms of gender-based violence and strengthen the capacity of our services and action to address the long-term effects of trauma and abuse.

The East Renfrewshire Alcohol and Drugs Partnership brings together a wide range of partners to enhance services to reduce and prevent drug-related harms and deaths and improving overall wellbeing for people with harmful drug or alcohol use and their families. Identifying priorities for investing new funding from the national Drugs Mission is a key focus. The Community Addictions Service, working together with key partners, are implementing the Medication Assisted Treatment standards to ensure low barrier access and person-centred service provision. Services are working with people with lived experience of alcohol and drug harms in a range of ways including a Lived Experience Panel and a peer research programme. This is enabling a greater understanding of local needs and priorities and creating opportunities to work in partnership with communities, for example, to enhance community-based recovery supports and ensure services can support individuals with more complex needs.

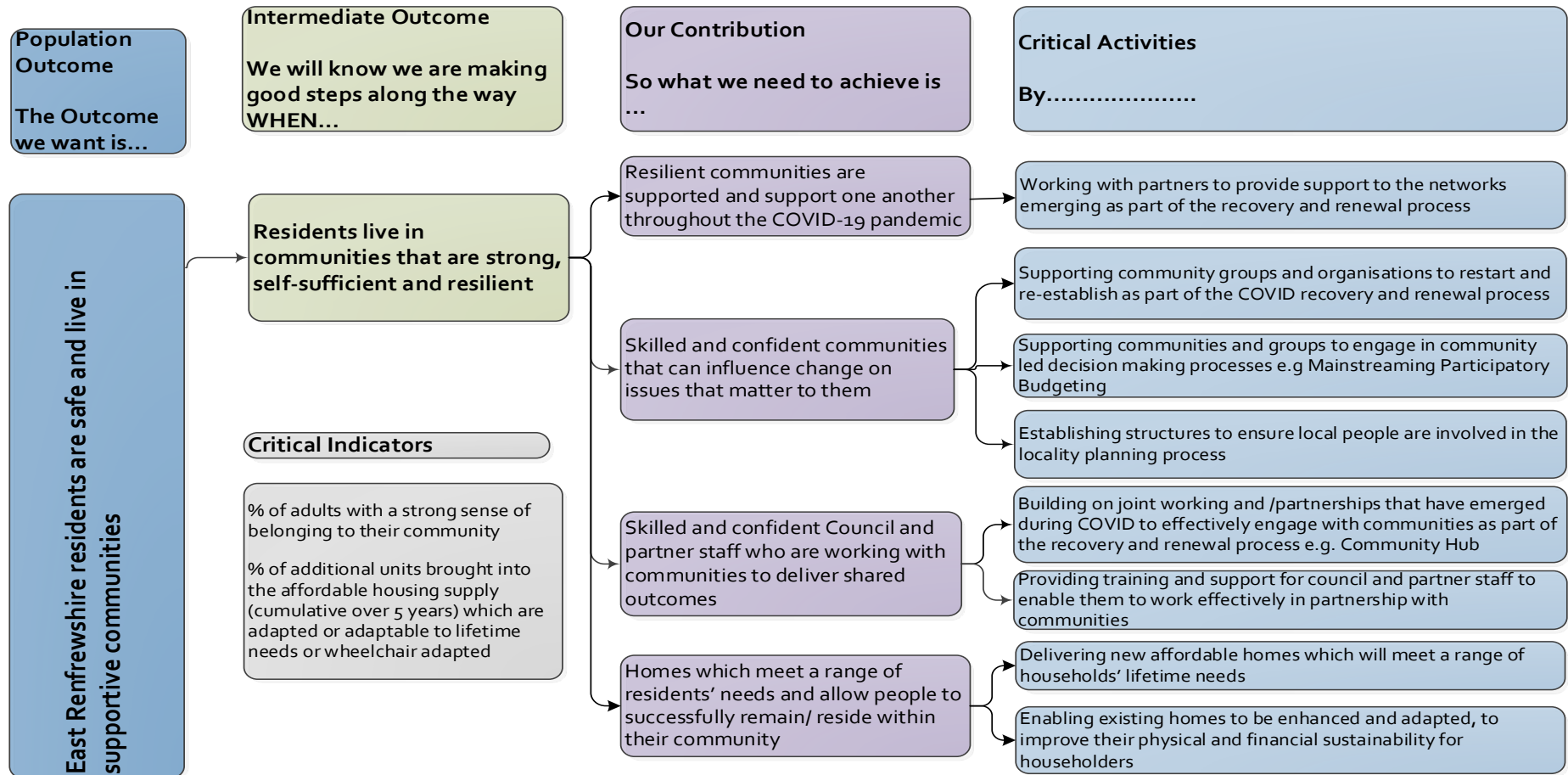
4.2 Residents live in safe communities with low levels of crime and anti-social behaviour



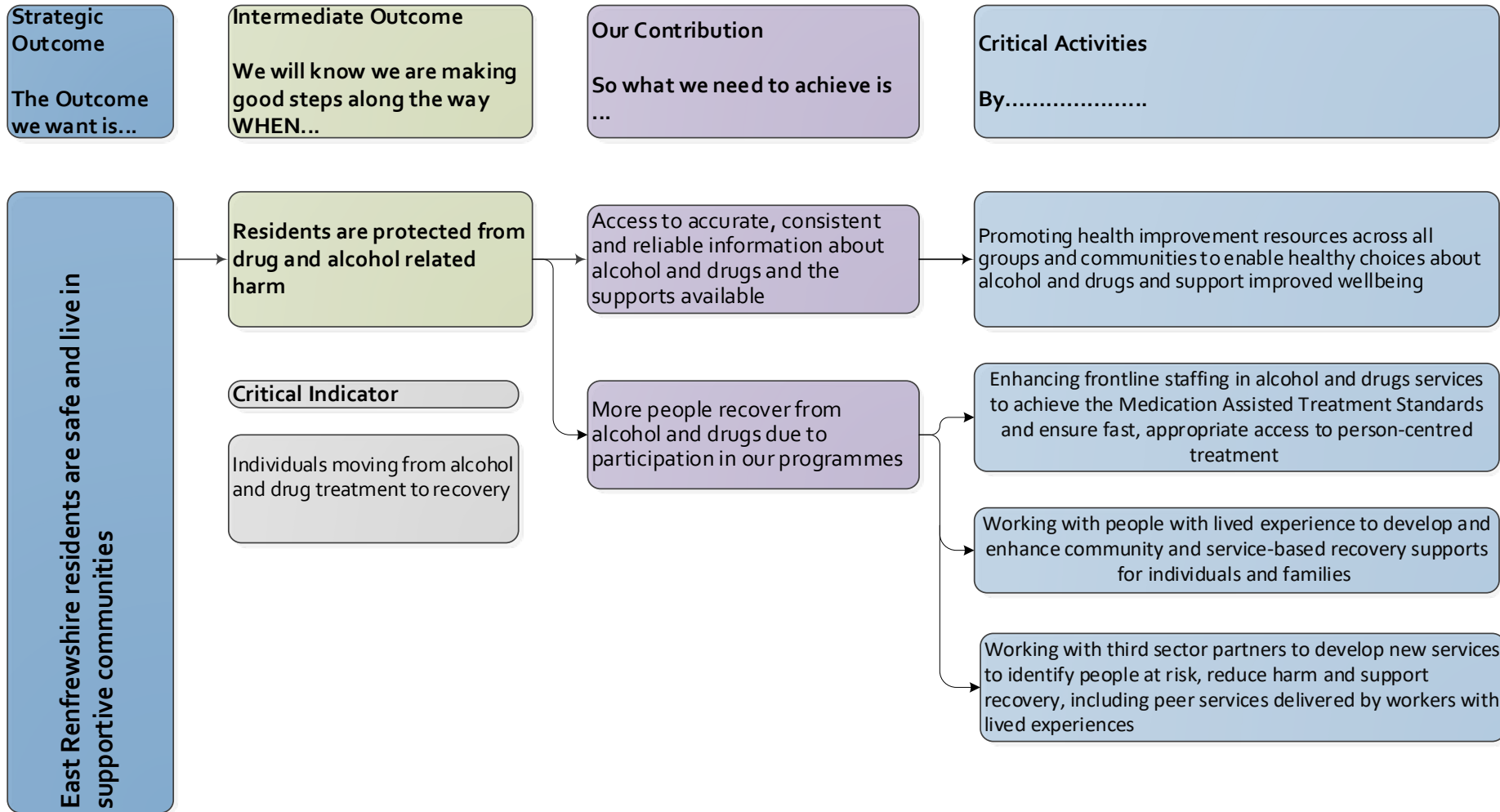
4.3 Residents are protected from harm and abuse and public protection is safeguarded



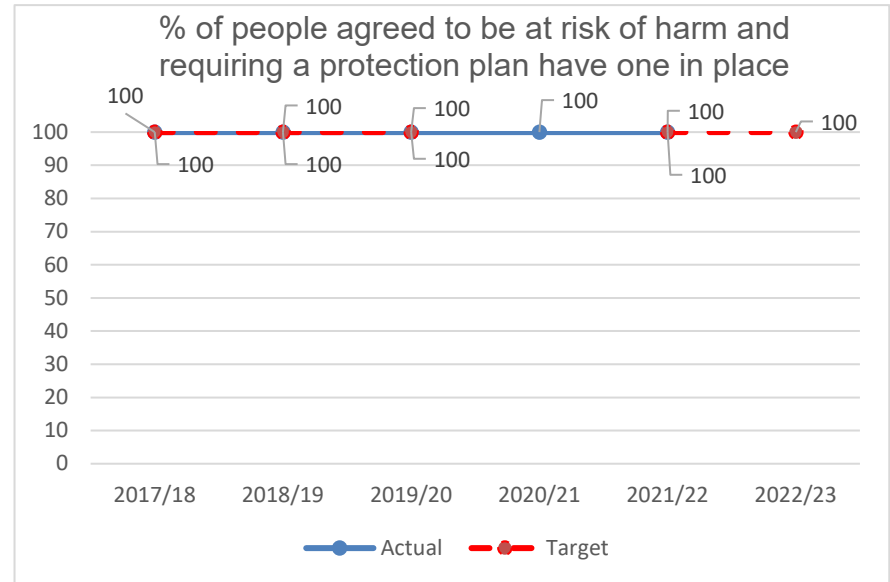
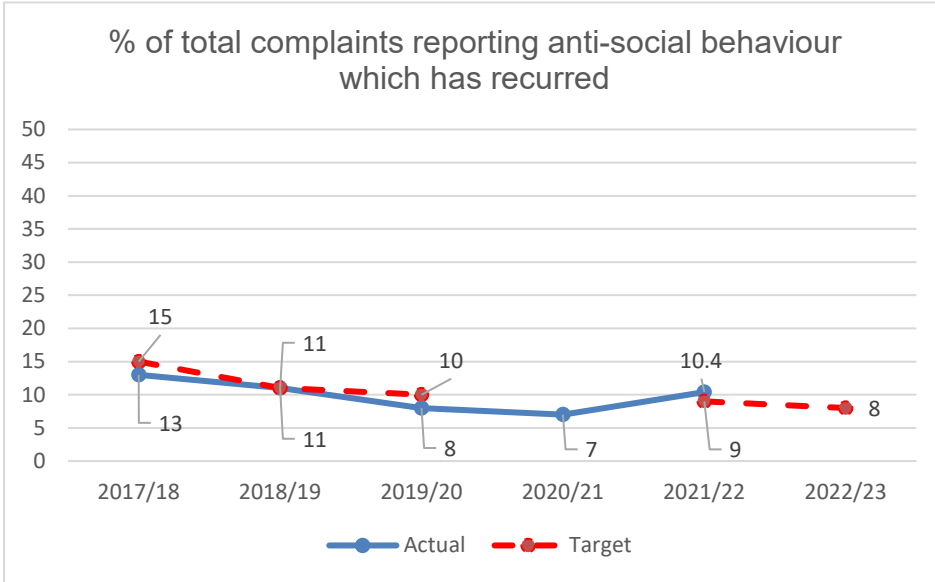
4.4 Residents live in communities that are strong, self-sufficient and resilient



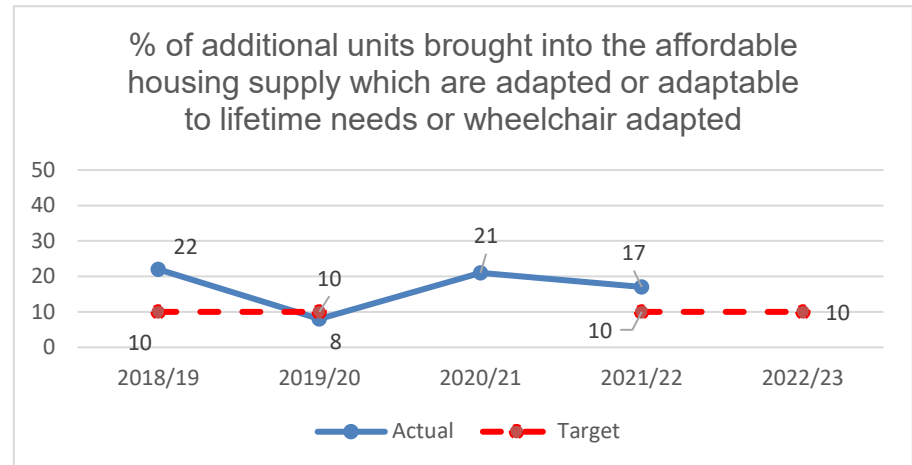
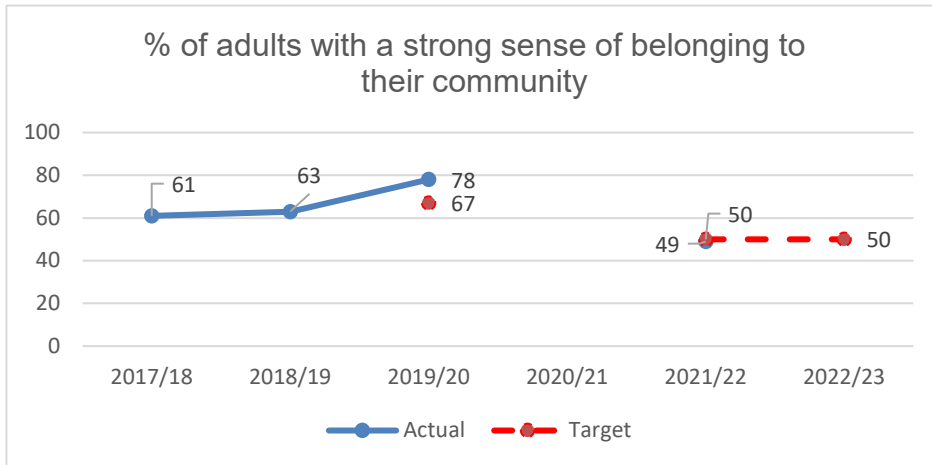
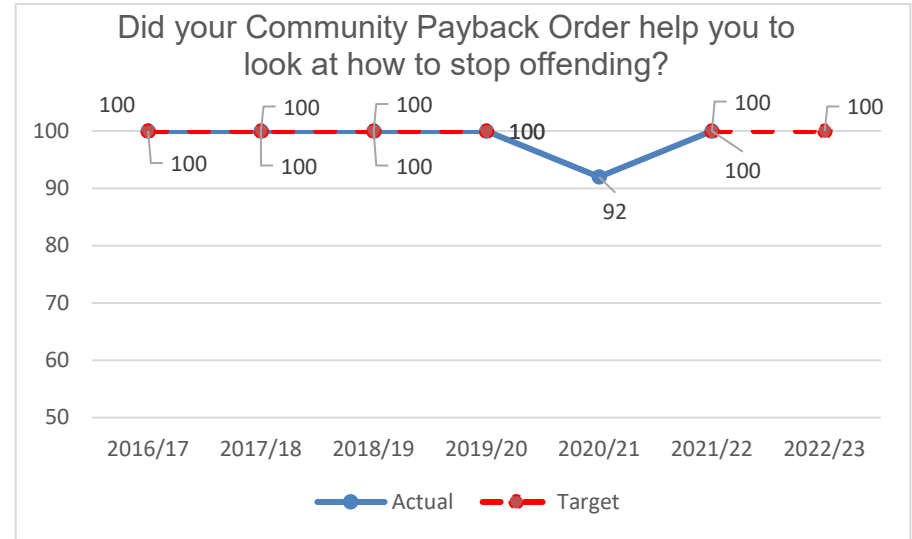
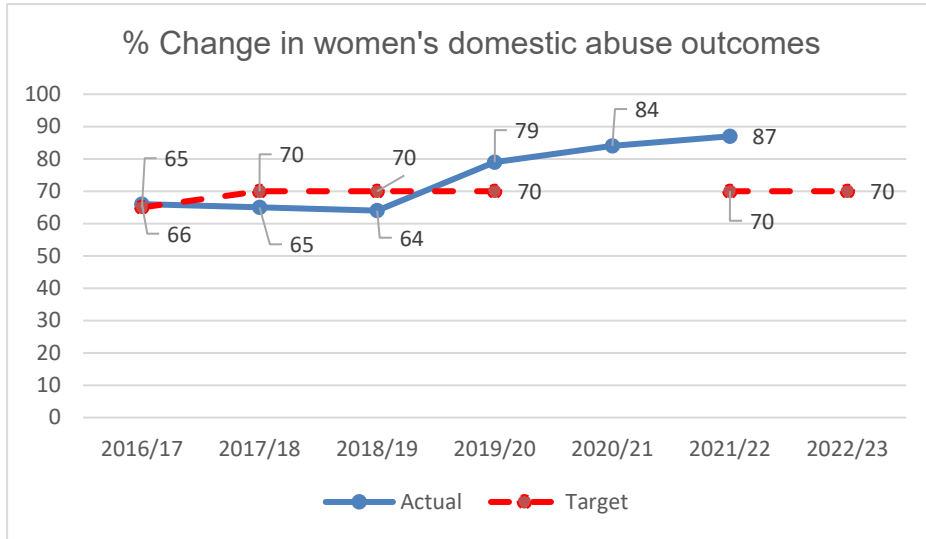
4.5 Residents are protected from drug and alcohol related harm



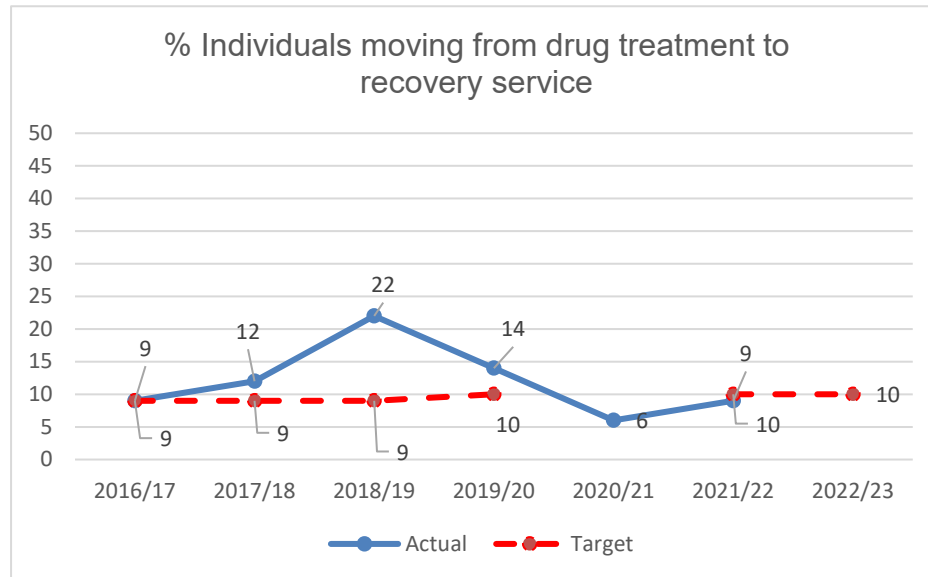
Outcome 4 indicators



Targets not set for 2020/21 due to COVID.



Targets not set for 2020/21 due to COVID.



Targets not set for 2020/21 due to COVID.

S5

SECTION 5

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

Strategic Outcome

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

Intermediate Outcomes

5.1 Residents are safe and are more socially connected within their communities.
(Fairer East Ren outcome)

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

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

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

Community Plan Indicators

Old age dependency ratio
Male life expectancy at age 75 years
Female life expectancy at age 75 years



STRATEGIC OUTCOME 5 Older people and people with long term conditions

The new Health and Social Care Partnership (HSCP) Strategic Plan 2022-25 outlines our key strategic priorities to be taken forward during the next three years including: supporting older people and people with long-term conditions to maintain their independence at home and in their local community; ensuring people's healthcare needs are met; ensuring carers are able to exercise choice and control; supporting mental health and wellbeing; and supporting individuals and communities to tackle health inequalities and improve life chances.

We have growing numbers of people living in East Renfrewshire with disabilities and long term conditions. Our oldest residents are most likely to experience ill-health and disability, as a result of this they are the greatest users of health and social care services. As people become frail they can become isolated from our local communities. We recently commissioned Humanitarian Research into the impact of the pandemic in East Renfrewshire focusing on four areas of harm- Direct Health Impacts; Indirect Health and Social Care Impacts; Societal, wellbeing and Quality of Life Impacts and Economic Impacts*. This report identifies priority areas and will help to inform future planning of the Council and Community Planning Partnership. We are aware that many older people, people with disabilities, residents who were required to shield during the pandemic and those who live alone have become more isolated and had less opportunities for leisure, exercise and social activities. At the same time, the response to the pandemic in East Renfrewshire has demonstrated the resilience of our community-based supports with teams of volunteers and staff keeping touch with the most vulnerable and isolated, notably through the Community Hub. We continue to work to minimise isolation and engage with those in need through approaches such as befriending, peer support and the work of our Kindness Collaborative and Talking Points, linking people to local supports. We will continue to build on this collaborative working going forward to increase the community supports and opportunities available.

The pandemic has tested everyone's emotional resilience and we know that some individuals, families and communities have found the past two years really tough. The COVID-19 Impact Report found that mental health was significantly negatively impacted as a result of the pandemic with 23% of residents reporting a fall in their happiness and 11% an increase in anxiety. We will ensure there continues to be a focus on good mental wellbeing, and on ensuring that the right help and support is available whenever it is needed.

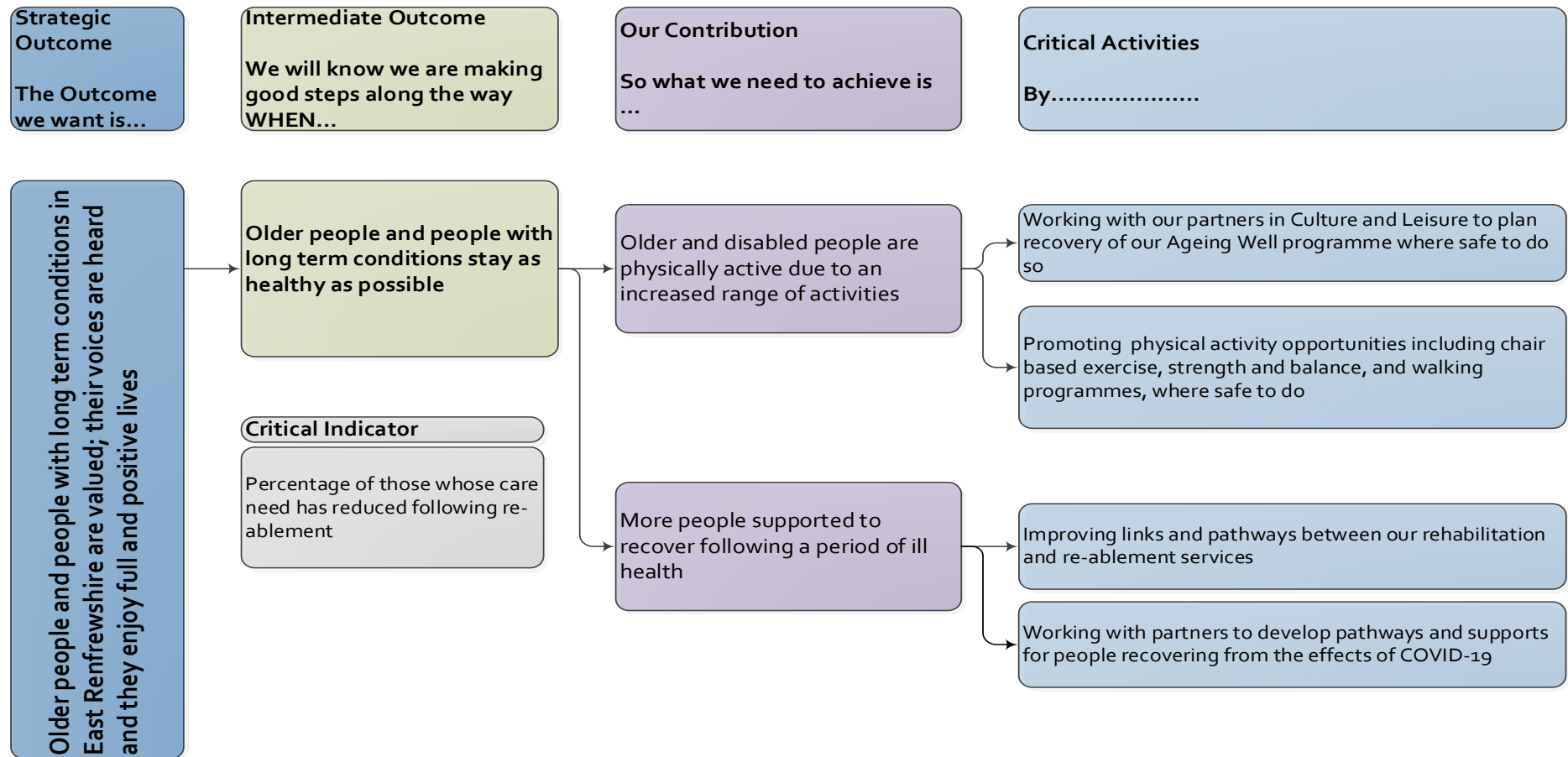
Our health and care services have been running throughout the pandemic period with a particular focus on those in greatest need, people experiencing severe symptoms of the virus, and at those greatest risk of admission to hospital. Despite continuing pressures on our Care at Home service following the pandemic, we continue to support people to live independently and well in their communities. We are focused on developing intermediate care options, minimising unplanned hospital stays and providing proactive support in the community.

*[Covid-19 Impact Report](#)

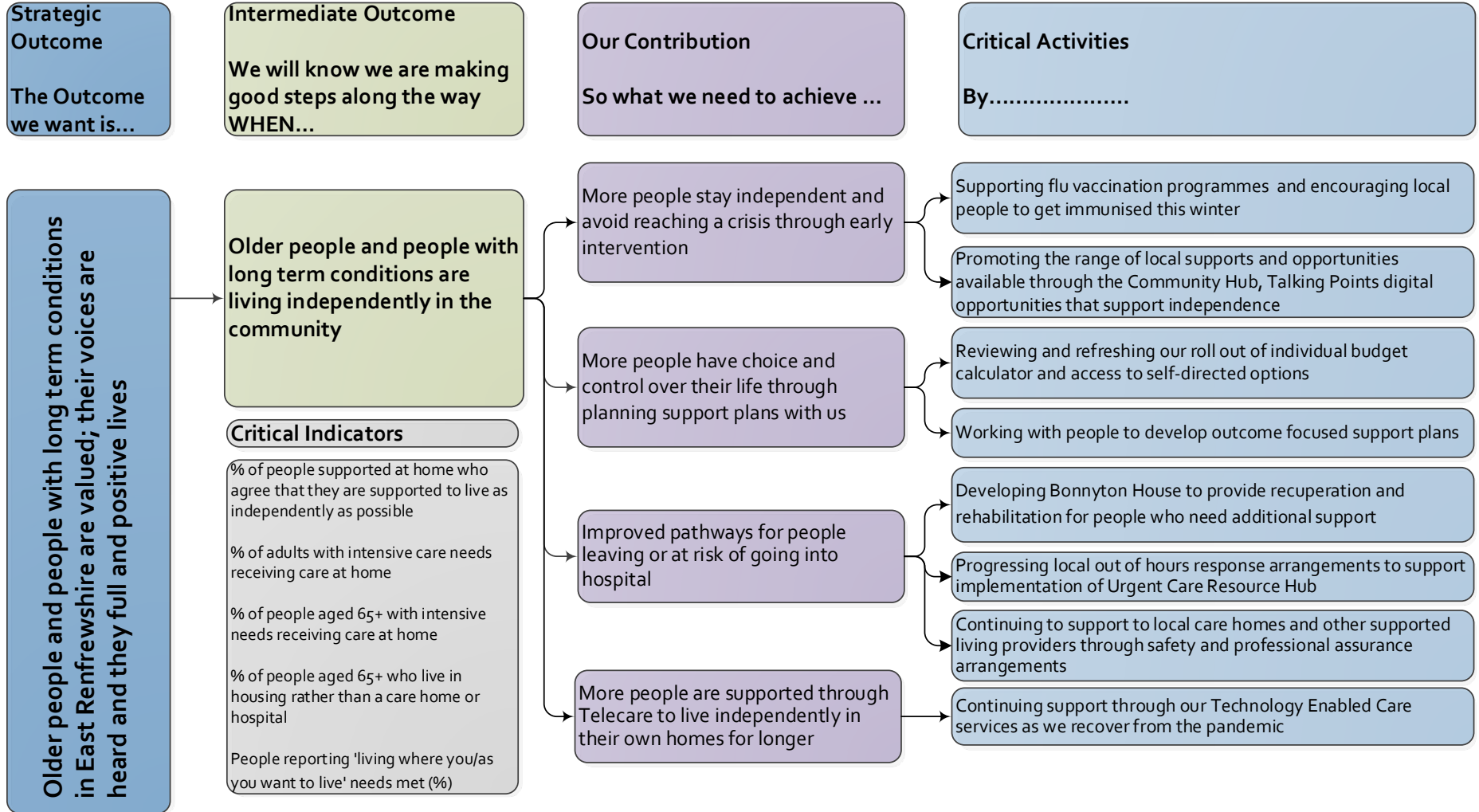
We are committed to increasing choice and control for people who require support and delivering the full potential of Self-Directed Support. We will continue to review and embed our outcome-focused assessment tool and our individual budget calculator and ensure that people who require support have as much choice and control as they wish in relation to their supports. We will work collaboratively to ensure that we have an effective delivery framework in relation to supporting individuals and enabling innovative approaches. We will support our partner providers and in-house services to develop their business/service plans to adapt to these new approaches. As we recover from the pandemic we will build on our strong local partnerships and social enterprise approach, encouraging innovation that supports people to live independently in the community and offers alternatives to residential care.

The contribution of unpaid carers to our social care system is beyond measure and the daily efforts of families and loved ones to those needing support is fully recognised by the partnership. Carers have been significantly impacted by the pandemic and changes to a range of supports available to those providing care. Unpaid carers have also taken on increased caring during this time and have faced additional pressures. As we move beyond the pandemic we will ensure that the right supports and services are in place for carers. We have committed to working together with East Renfrewshire Carers Centre to improve access to accurate, timely information. We will continue to encourage collaboration between support providers for advice, information and support for carers ensuring local provision that best meets carers' needs.

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



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



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

Strategic Outcome
The Outcome we want is...

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

Our Contribution
So what we need to achieve is ...

Critical Activities
By.....

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

Carers are valued and can maintain their own health and wellbeing

Critical Indicator

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

Staff are able to identify carers and value them as equal partners

Every carer identified is being offered the opportunity to develop their own carer support plan including planning for emergencies

Carers can access accurate information about carers' rights, eligibility criteria and supports

Improved outcomes as a result of Implementation of Children and Young People's Act 2014 duties

Working in partnership with Carers Centre provide information and training to raise awareness of the impact of caring and requirements of Carers Act

Implementing a new carers' support plan including planning for emergencies with individual carers

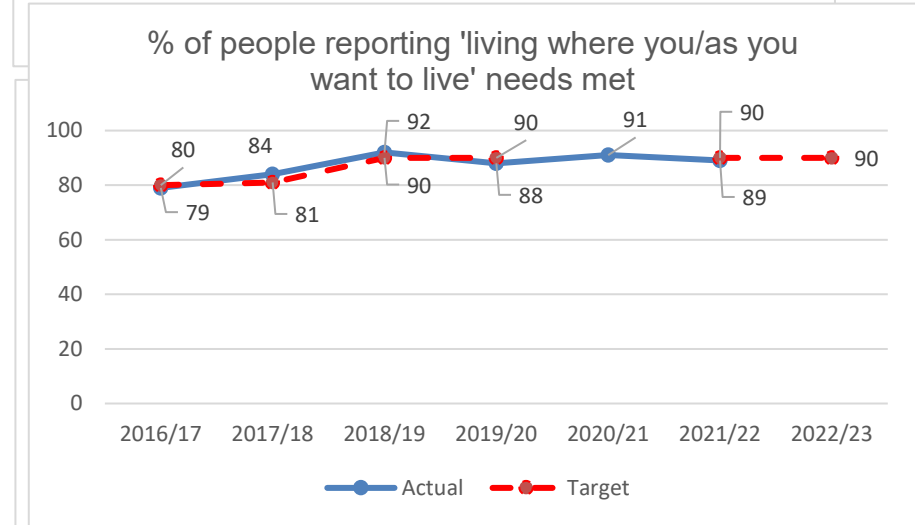
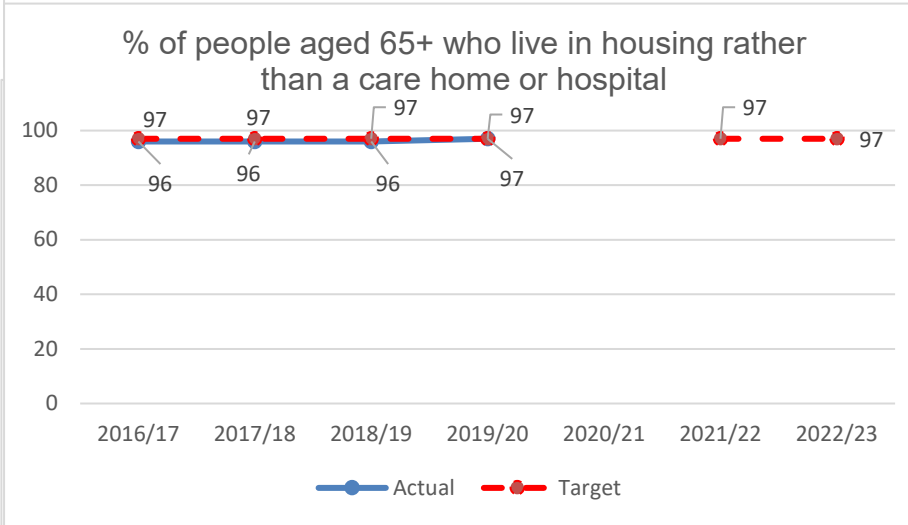
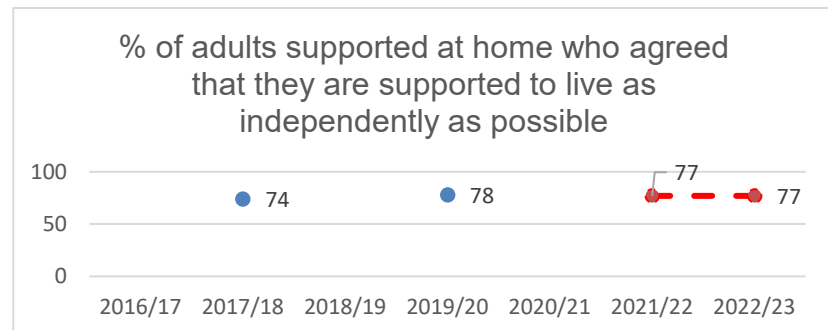
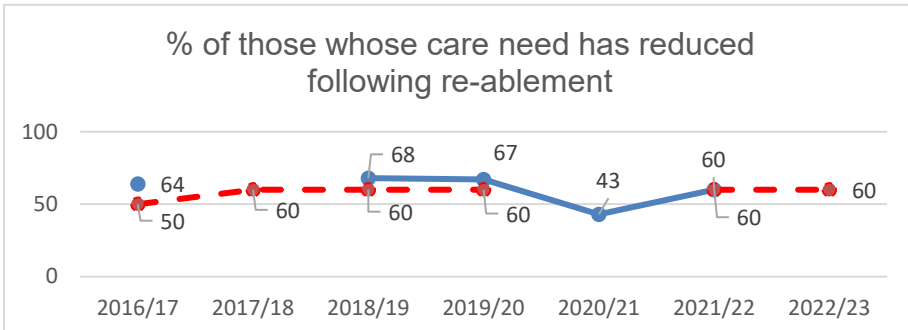
Training advisers in key partner organisations who can develop plans with and for carers

Publicising our clear prioritisation framework (eligibility criteria) for support and implement consistently

Ensuring that carers and support organisations are aware of the scope and different types of respite care and short-break provision available

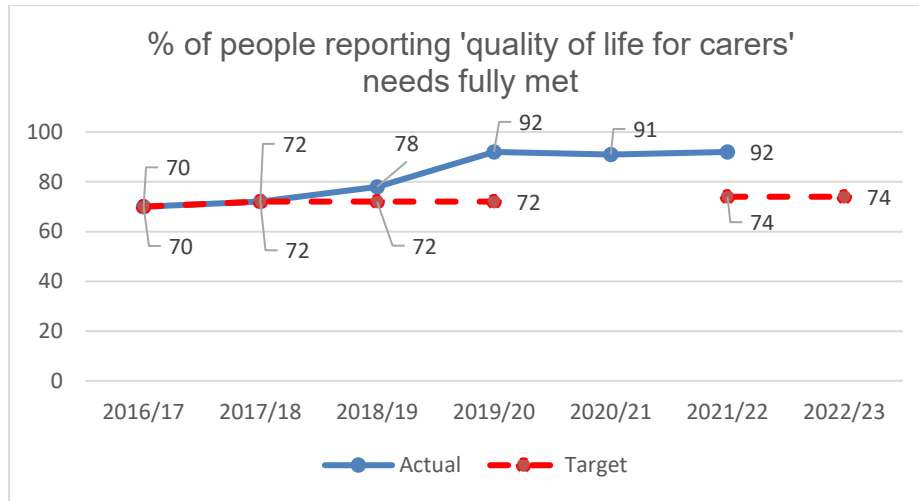
Developing and implementing Young Carer's Statements as set out in the Carers' (Scotland) Act 2016

Outcome 5 indicators

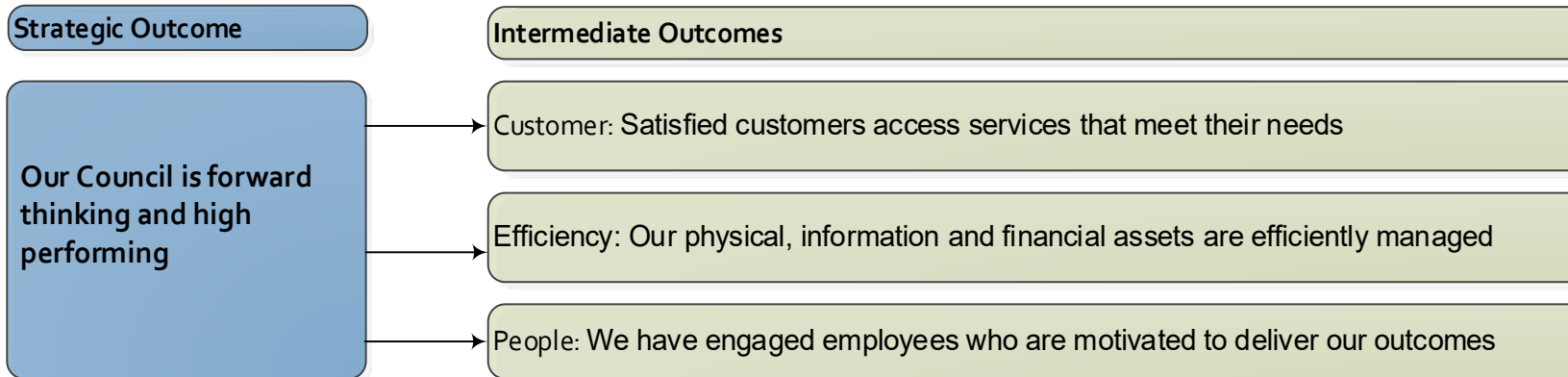


Targets not set for 2020/21 due to COVID.

Targets not set for 2020/21 due to COVID.



STRATEGIC OUTCOMES
Customer, Efficiency and People





CUSTOMER

Satisfied customers access services that meet their needs

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

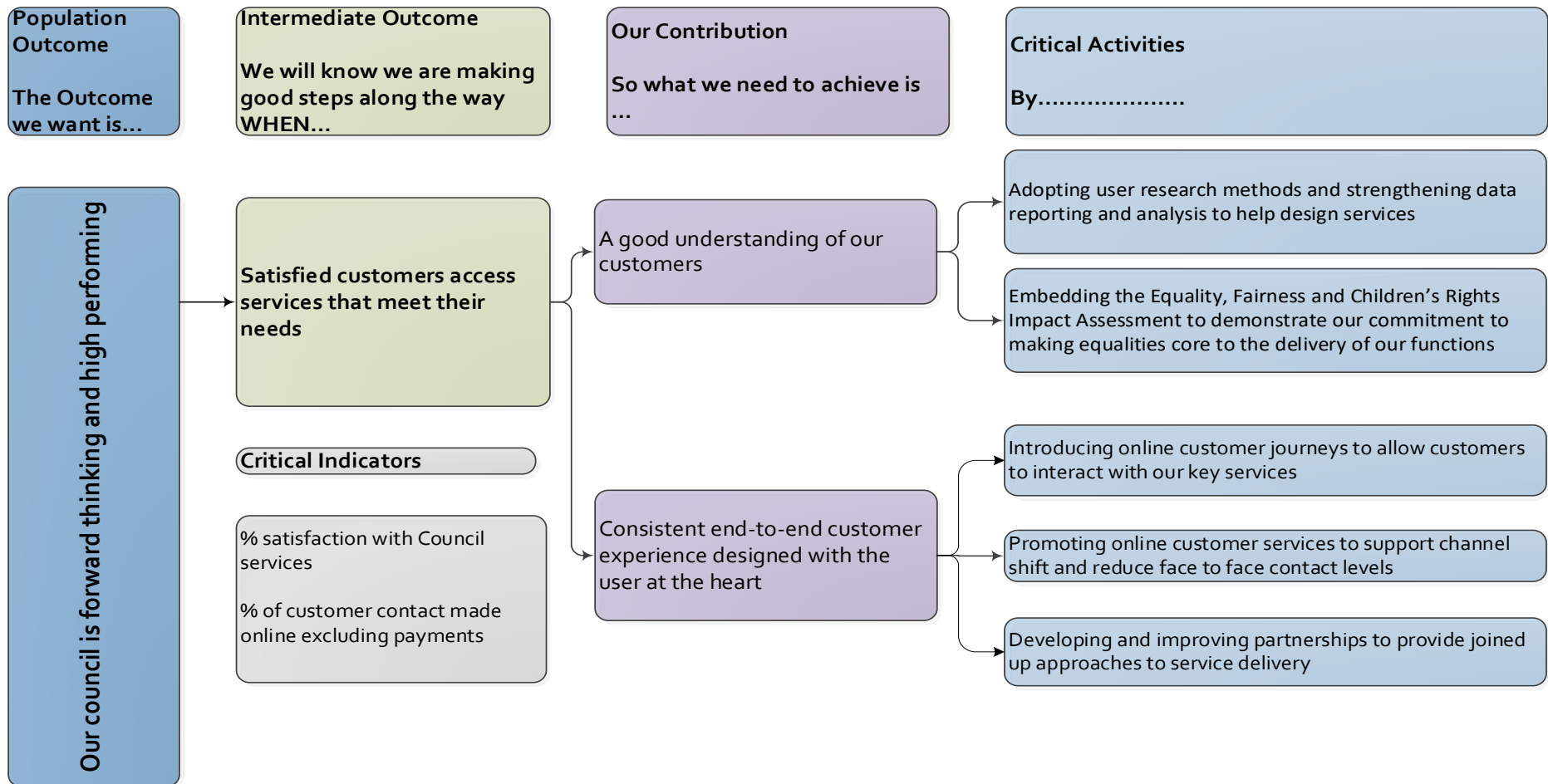
- Well designed, customer focused, end-to-end digital processes
- Streamlined digital processes including booking, scheduling and payments
- Customer insight at the core of any action
- Customer expectations managed with provision of regular updates on progress
- Processes designed in an inclusive way,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

We want to ensure that the services delivered are user friendly and meet the needs of both employees and customers. A high standard of customer experience will drive digital adoption, channel shift and improve perception. This will be achieved through user research and engagement with customers through various channels. The Council's commitment to local residents has never been more important. The COVID-19 pandemic saw the Council become responsible for a range of new support services, including assistance to shielding residents and those isolating. Whilst those services have now ceased nationally our services continue to experience rising demand as a result of the cost of living crisis.

Our focus on digital transformation is a huge part of our drive for efficiency and to provide a better customer experience. Implementation of a new Customer Experience Management platform saw the successful launch of the new Council website in 2020 and the transition to the new platform completed in early 2022. Our new customer online portal MyEastRen was launched in May 2022. The new portal gives residents access to a variety of services online these include Council Tax Online, Parentsportal, as well as reporting missed bin collections, road and lighting faults. Other services coming soon include Benefits Online and Housing Online.

We are committed to listening to the views of our residents and carry out an annual Citizens' Panel survey, which includes a range of questions about satisfaction with our services and current topical issues. The results of the survey are communicated to residents to ensure they are kept up to date with the changes that have been made in response to their views. In the latest survey 89% of respondents reported they were satisfied with East Renfrewshire as a place to live. We also ensure complaints are responded to efficiently and effectively, and that we use this feedback to improve our services in the future. Our focus is on improving the experience of our customers by simplifying our processes and making more services available online and we aim to be digital by default wherever we can.

CUSTOMER
Satisfied customers access services that meet their needs





EFFICIENCY

Our physical, information and financial assets are efficiently managed

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

The pace and scale of change across the Council and HSCP remains significant. We have 3 programmes of digital transformation in place: business systems and processes; customer experience; and workforce productivity. Prioritisation, good governance and sound resource management, particularly of shared resources like ICT and HR, are key and we will be making use of agile project methodologies and the Scottish Approach to Service Design wherever suitable. Key areas for digital transformation will include:

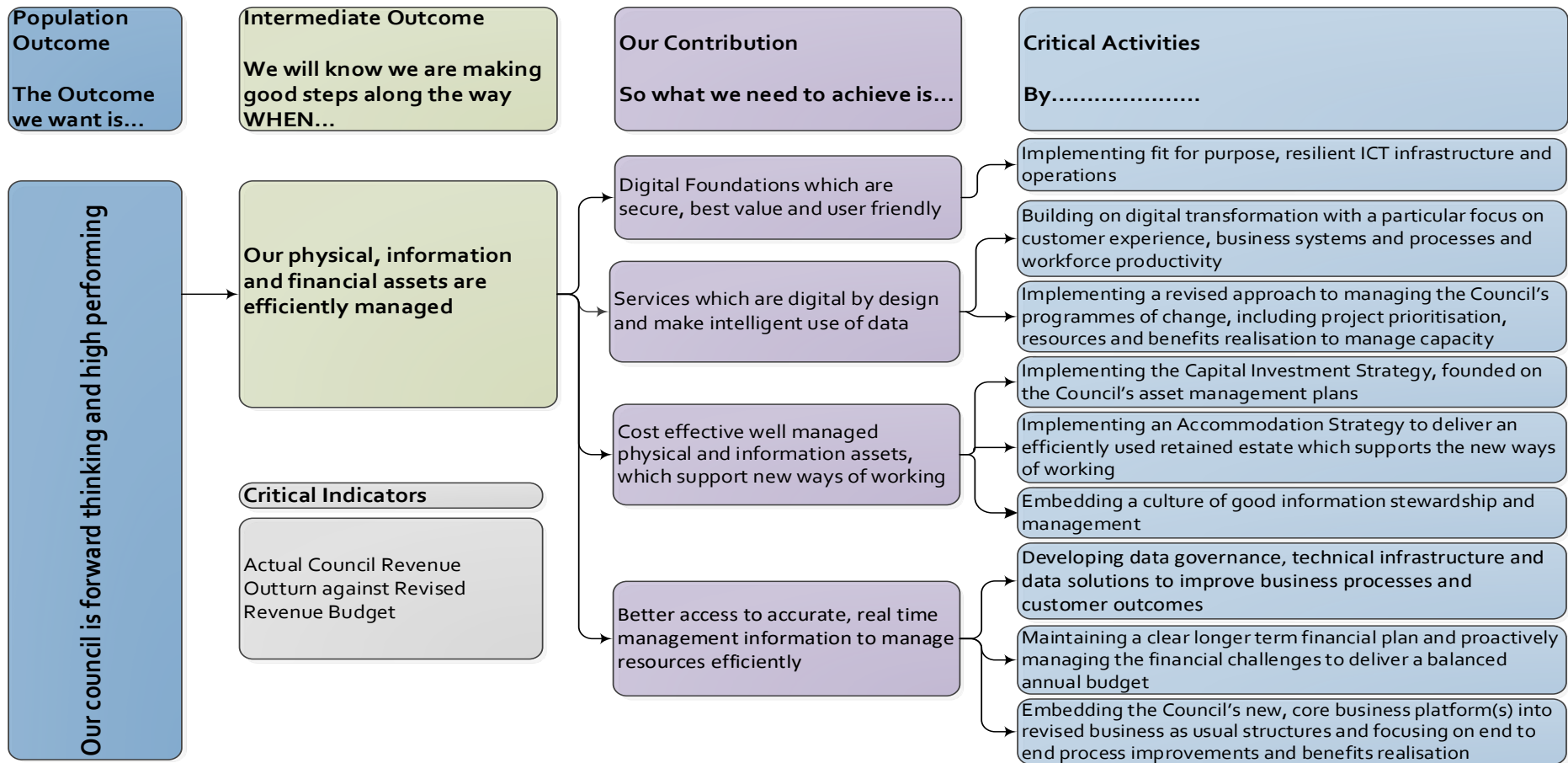
- Implementation of the new ICT Strategy and Customer Experience strategies
- Maximising the benefits from the new Finance/Procurement, HR/Payroll, Council Tax/Benefits and Housing systems
- Significant development of our HSCP infrastructure with replacement of its case management system; the analogue to digital telecare programme and a retendering of the Care at Home platform
- Transformation of education infrastructure through the replacement of SEEMIS with two new systems with the migration of approximately 20,000 pupil records and files
- Developing our Digital Planning processes as part of a national programme
- Shifting the profile of how we work, looking at our office buildings, our workforce cultures and the technologies we use, maximising the use of M365 capabilities
- Developing new approaches to data, insight, reporting and dash-boarding.

We continue to develop our financial systems with a view to making the most of staff time by automating processes as far as possible and providing online access to key reports. Financial performance is monitored throughout the year and the publication of the Scottish Resource Spending Review will assist us in our medium- and longer-term budget planning.

As part of the way we work changing as a consequence of COVID, the Council's accommodation related property is under review. The aim is to ensure that existing accommodation is both effective and efficient such as ensuring the internal layouts facilitate new ways of working through the creation of meeting rooms, team zones, collaboration zones and touchdown zones. In essence the proposal is to design spaces to enable smarter working in order to future proof buildings and to maximise flexibility. In addition, given financial pressures, rising energy costs and carbon reduction targets, the overall portfolio of main accommodation properties is under review. As part of that review it may be possible to reduce the number of main offices operated by the Council.

EFFICIENCY

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





PEOPLE

We have engaged employees who are motivated to deliver our outcomes

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

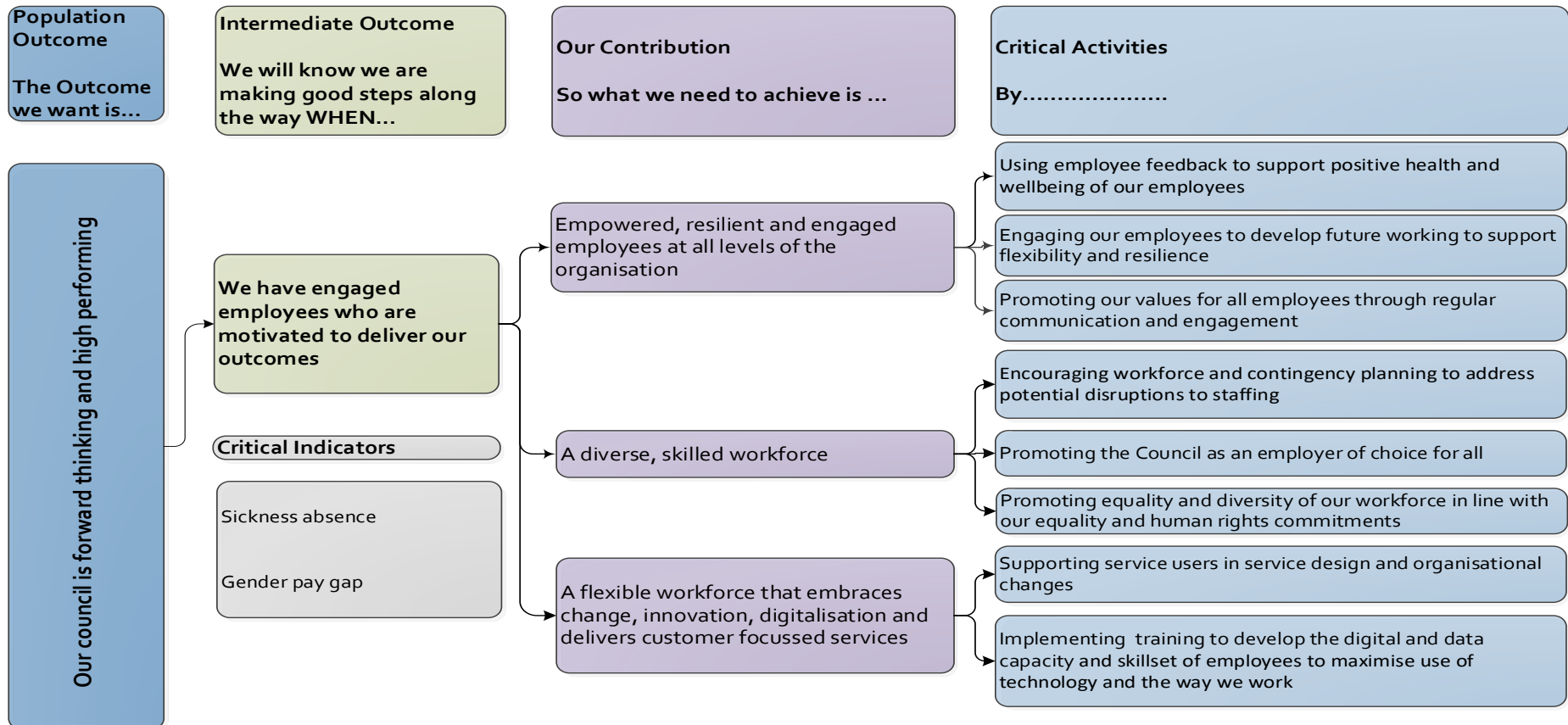
We are focused on developing our workforce planning arrangements, in particular our plans to make the most of technology. This will further enable us to provide a more efficient service to local residents and more effectively meet our outcomes for the local area. We are committed to supporting employees'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

We have a well embedded leadership programme aligned with our strategy which supports new, aspiring and existing managers to identify their needs as a leader and to work out a development plan to prepare them for any future career progression as well as benefitting the services provided by us. We offer a comprehensive programme of in-house training for staff to maximise their skills and capabilities to deliver effective, fair, efficient services. We have successfully established Digital Champions across the council who now deliver training and coach employees in the use of M365 tools which improves the overall skillset within the council and helps deliver digital transformation.

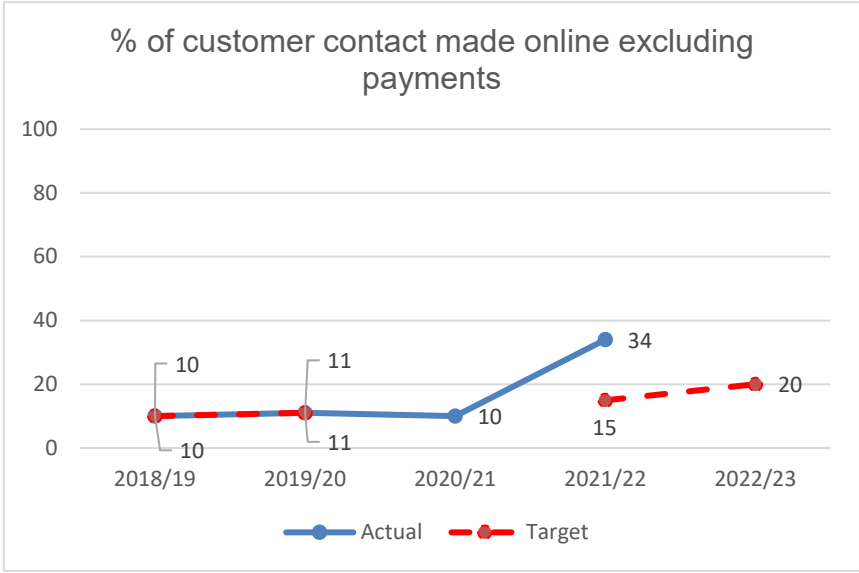
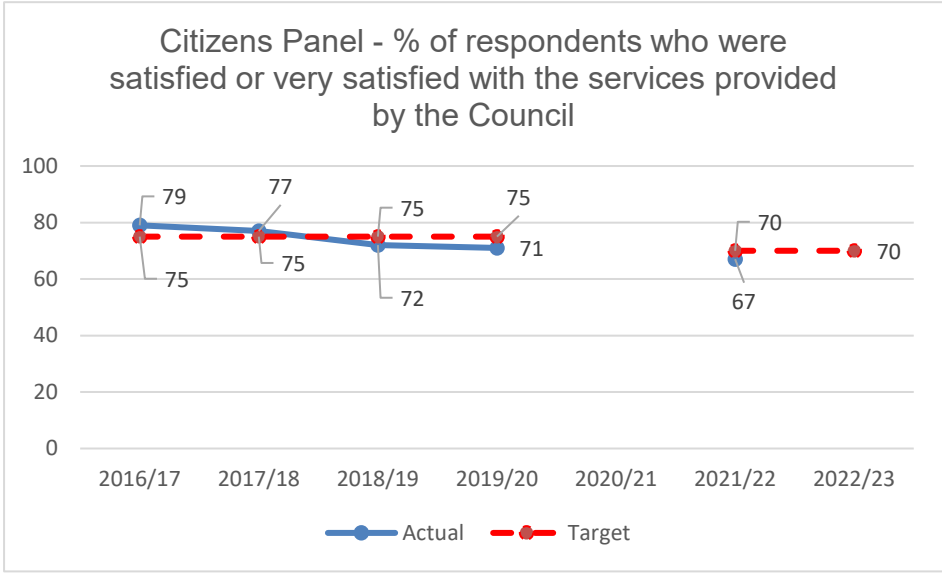
We value equality and the advancement of diversity and the Equality and Human Rights Mainstreaming report details the progressive actions and indicative measures of success that the Council is taking to achieve a diverse, skilled workforce. We wish to recognise, reward, and celebrate our employee's achievements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

PEOPLE

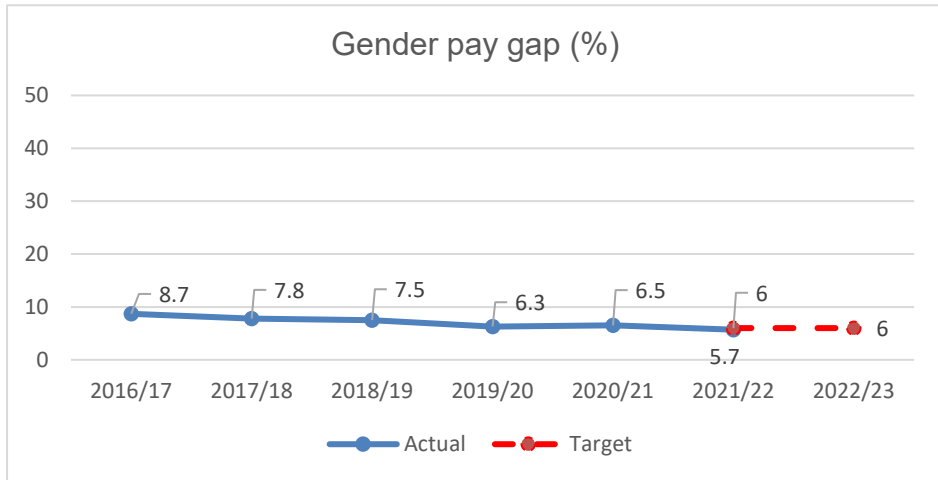
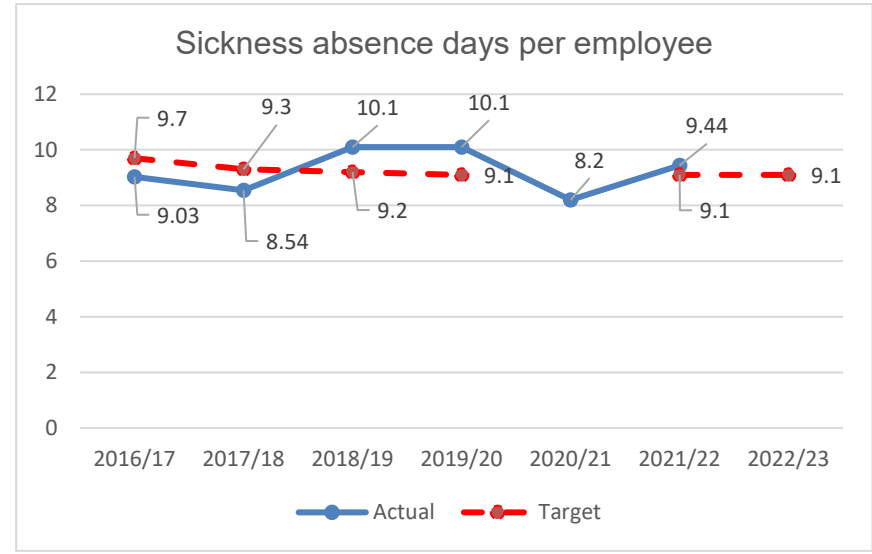
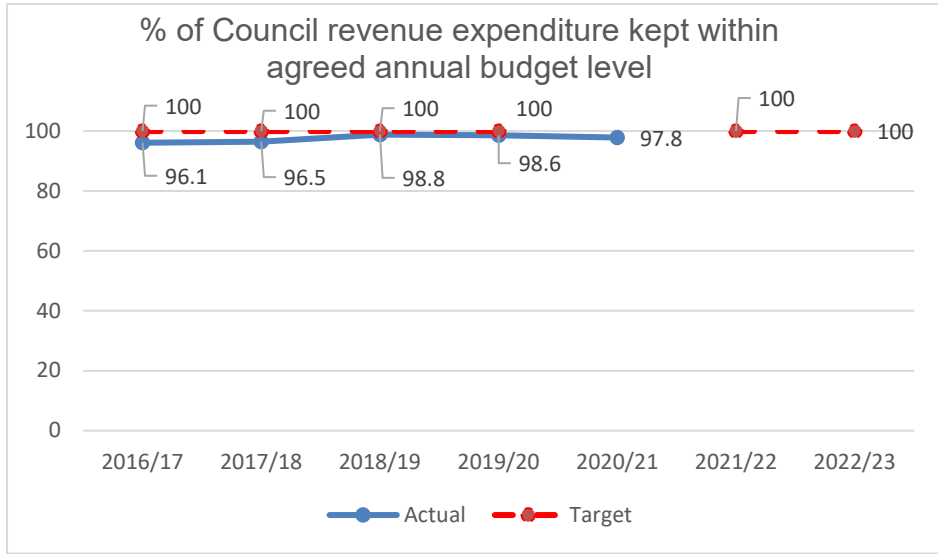
We have engaged employees who are motivated to deliver our outcomes



Customer, Efficiency and People indicators



Targets not set for 2020/21 due to COVID.



Targets not set for 2020/21 due to COVID.

Our finances

Department	2021/22	2022/23	2023/24	2024/25
	APPROVED	APPROVED	INDICATIVE	INDICATIVE
	BUDGET*	BUDGET*	BUDGET*	BUDGET*
	£'000	£'000	£'000	£'000
Education	152,519	160,728	161,815	165,547
Contribution to Integration Joint Board	54,319	60,755	60,755	60,755
Environment	26,258	26,770	23,662	23,330
Business Operations & Partnerships	12,436	11,608	10,856	10,885
Chief Executive's Office	65	764	845	995
Joint Board	2,359	2,352	2,352	2,352
Miscellaneous Services	2,775	3,238	1,942	1,888
Capital Financing Costs	8,863	8,966	11,223	10,670
Total	259,594	275,181	273,450	276,422
Chief Executive - Central Support	2,844	2,980	2,515	2,416
Business Operations & Partnerships- Central Support	10,543	9,771	8,452	8,323
Environment - Central Support	2,353	1,359	1,205	1,21
	15,740	14,110	12,172	11,951
Capital - General Services	41,286	68,711	76,434	30,886
Capital - Housing Revenue Account	18,499	16,790	4,524	39,980

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

Finances

Budgets are constrained by available funding, comprising Scottish Government grants and Council Tax income. The Council's grant has only been confirmed for the period up to and including 2022/23. Budgets are also listed for future years' figures reflecting spending pressures and service demands that could be faced and Exchequer commentary and economist forecasts on public sector funding levels. However they are purely indicative and are reflective of the Scottish Spending Review and the likely level of future years funding available.

Education

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

Joint Boards

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

Strathclyde Partnership for Transport

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

Strathclyde Concessionary Travel Scheme Joint Committee

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

Renfrewshire Valuation Joint Board

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

Miscellaneous Services

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

Annexes and data notes

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

Fairer East Plans

Fairer East Ren is the Local Outcome Improvement Plan for East Renfrewshire Community Planning Partnership. It identifies how partners will work together to reduce socio-economic inequality and this is set out in a number of themed delivery plans. In 2022, the partners reviewed these plans to consider the impact of COVID-19. The relevant thematic groups have considered the strategic and intermediate outcomes, progress indicators and critical activities from our previous plans and developed an interim plan for 2022/2023. A set of the driver diagrams for Fairer East Ren (our LOIP) have been annexed.

Data notes:

Education Data – use of academic years

Following the national approach school attainment, exclusion and school leaver data in the plan refers to the relevant academic year rather than the financial year. 2021/22 data for these indicators is not available at this time and will be reported at a later date.

Graphs

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

Target setting

Targets have been set for the one year period 2022/23 for the majority of indicators. The Education Department is currently working with schools and nurseries to develop performance targets. These will be finalised in advance of the school session 2022/23 and added to an update of the plan at a later date.

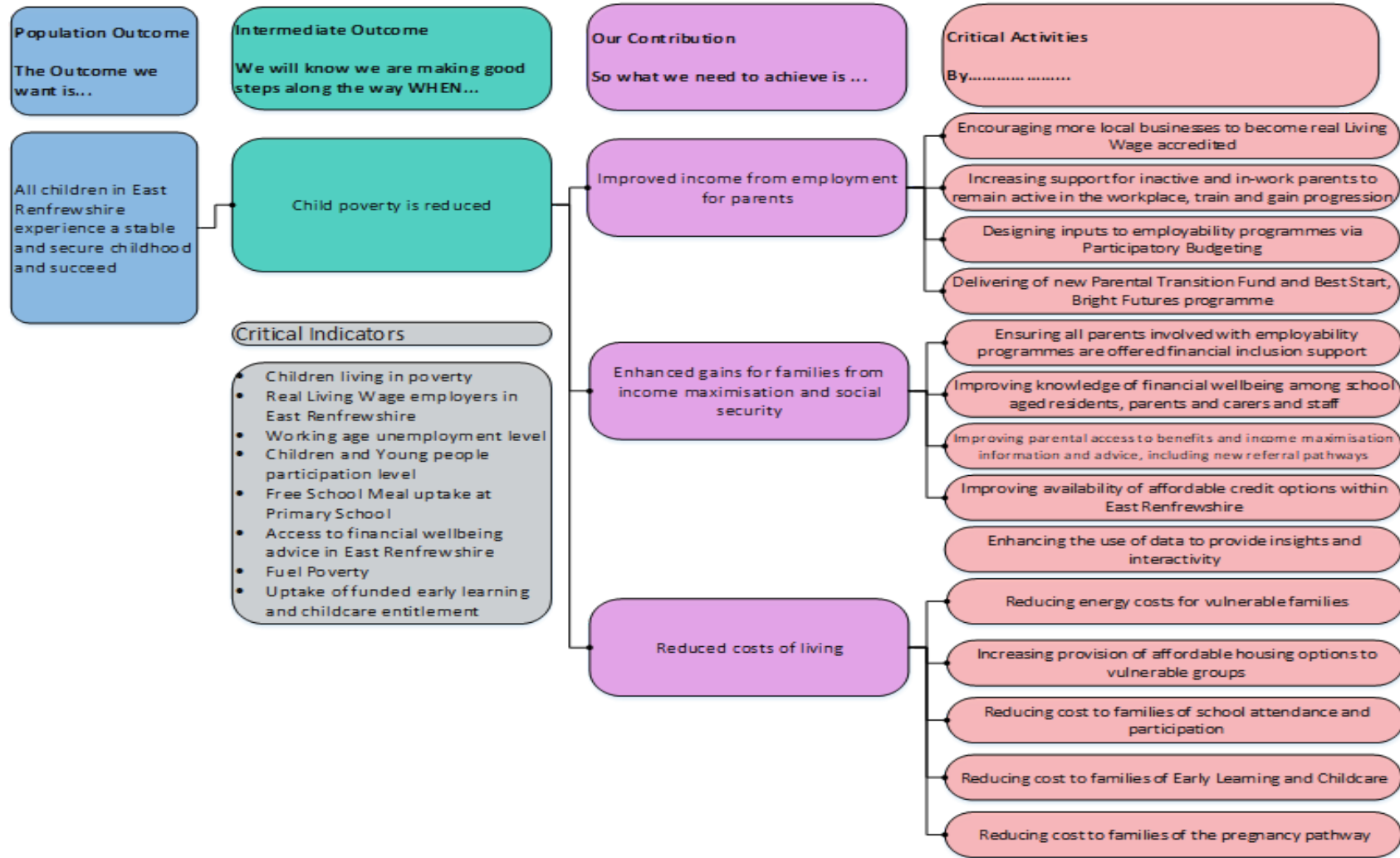
Community Plan					
	1- Childhood	2 - Learning, life and Work	3 - Economy and Environment	4 - Safe, supportive communities	5 - Older People and people with long term conditions
Community Plan Strategic Outcomes	All children in East Renfrewshire experience a stable and secure childhood and succeed.	East Renfrewshire residents are healthy and active and have the skills for learning, life and work.	East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses	East Renfrewshire residents are safe and live in supportive communities	Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives.

Intermediate Outcomes	1.1- Child poverty in East Renfrewshire is reduced.	2.1- Residents have the right skills, learning opportunities and confidence to secure and sustain work.	3.1 East Renfrewshire's transport links are accessible, attractive and seamless	4.1- Residents' mental health and wellbeing is improved.	5.1- Residents are safe and are more socially connected within their communities.
	1.2- Parents provide a safe, healthy and nurturing environment for their families. 1.3- Children and young people are cared for, protected and their wellbeing is safeguarded	2.2- Children and young people are healthy, active and included. 2.3- Children and young people raise their educational attainment and develop the skills they need. 2.4- Residents are as healthy and active as possible	3.2- East Renfrewshire is a thriving place to invest and for businesses to grow 3.3- East Renfrewshire is an attractive place to live with a good physical environment 3.4- East Renfrewshire is a great place to visit 3.5- East Renfrewshire is environmentally sustainable	4.2- Residents live in safe communities with low levels of crime and anti-social behaviour 4.3- Residents are protected from harm and abuse and public protection is safeguarded. 4.4- Residents live in communities that are strong, self-sufficient and resilient 4.5- Residents are protected from drug and alcohol related harm	5.2- Older people and people with long terms conditions stay as healthy as possible 5.3- Older people and people with long terms conditions live safely and independently in the community 5.4- Carers are valued and can maintain their own health and wellbeing

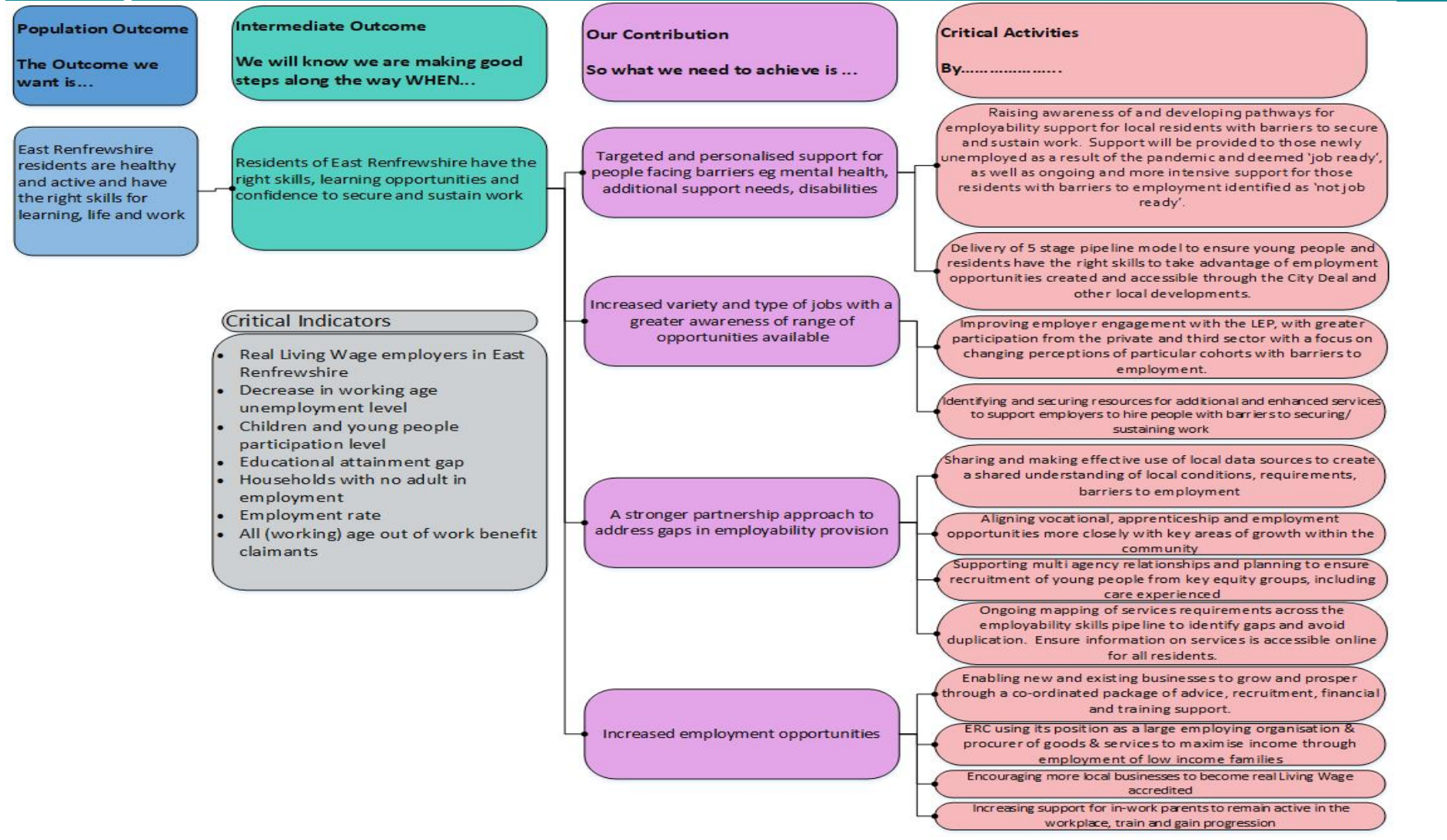
Outcome Delivery Plan Customer, Efficiency , People
Our council is forward thinking and high performing
<p>Customer: Satisfied customers access services that meet their needs</p> <p>Efficiency: Our physical, information and financial assets are efficiently managed</p> <p>People: We have engaged employees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

1.1

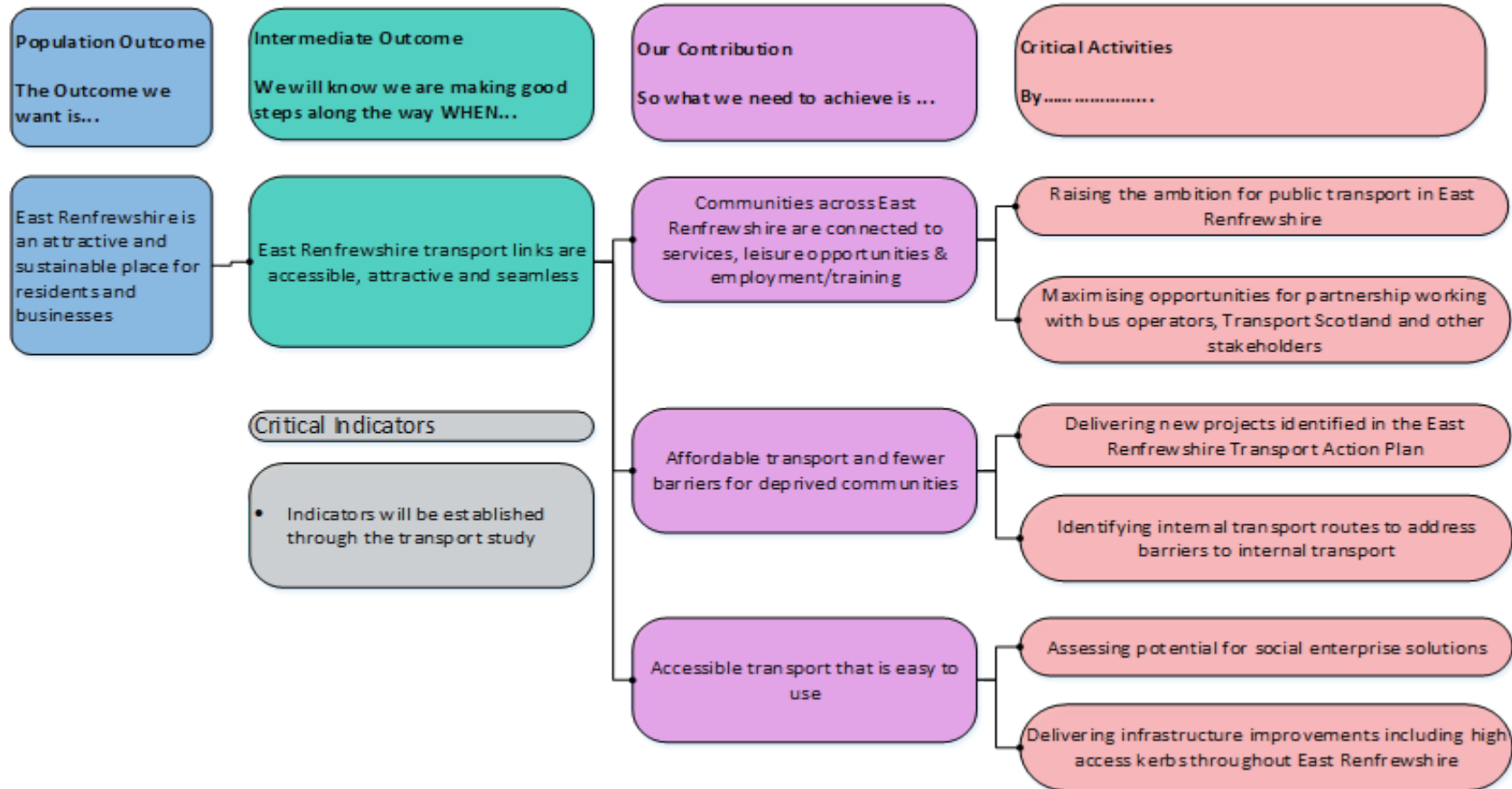
The impact of child poverty is reduced



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

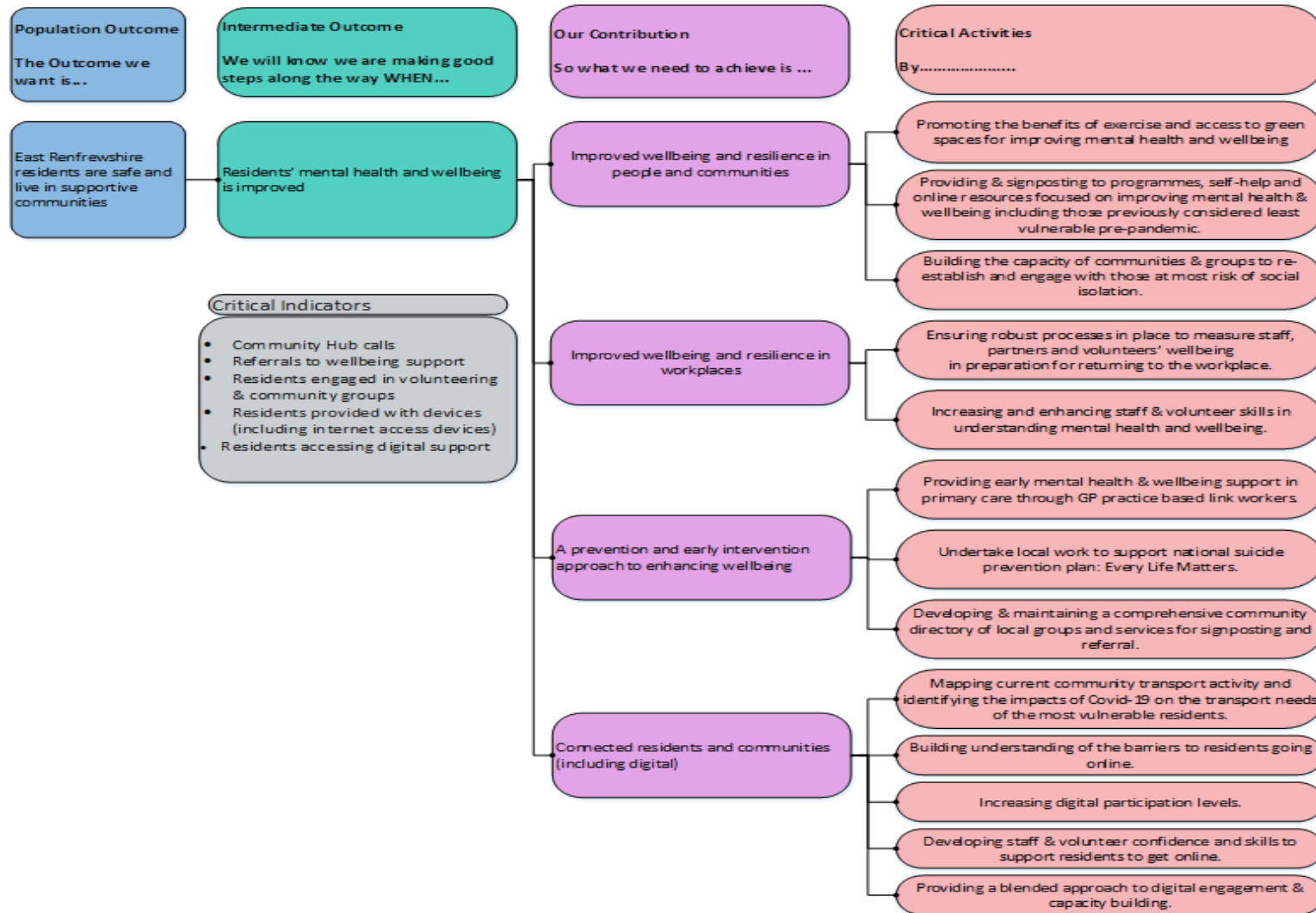


3.1 East Renfrewshire's transport links are accessible, attractive and seamless

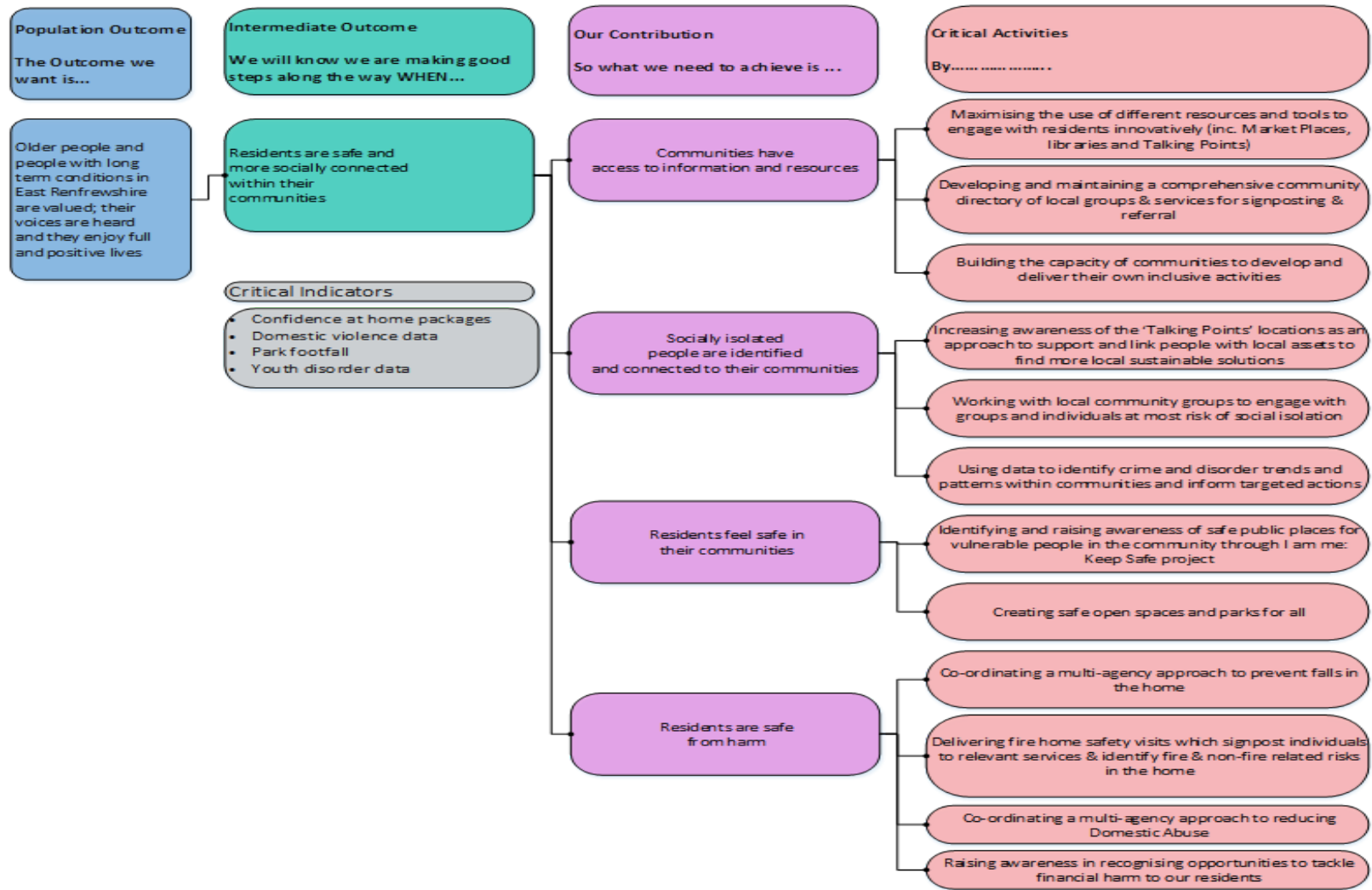


4.1

Residents' mental health and wellbeing is improved



5.1 Residents are safe and more socially connected within their communities



110

Integrating National, Community Planning Partnership and Council Outcomes

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

National Outcome

Strategic Outcome

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

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

Vision for the future

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

We are working across East Renfrewshire to achieve best Outcomes for



EARLY YEARS AND VULNERABLE YOUNG PEOPLE



LEARNING, LIFE AND WORK



ENVIRONMENT AND ECONOMY



SAFE, SUPPORTIVE COMMUNITIES



OLDER PEOPLE AND PEOPLE WITH LONG-TERM CONDITIONS

We will achieve this by excelling in our Five Capabilities



PREVENTION



EMPOWERING COMMUNITIES



DATA



MODERNISATION



DIGITAL

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



Ambition



Kindness



Trust



EAST RENFREWSHIRE COUNCIL29 June 2022Report by Director of Business Operations and PartnershipsCOMMUNITY PLAN: ANNUAL PERFORMANCE REPORT 2021-22FAIRER EAST REN: TRANSITION PLANS 2022-2023LOCAL CHILD POVERTY ACTION REPORT: YEAR 4**PURPOSE OF REPORT**

1. The purpose of this report is to provide the annual performance reports and action plans relevant to East Renfrewshire Community Planning Partnership. Specifically, these are:

- The 2021-22 annual progress report on the Community Plan, including Fairer East Ren (Local Outcome Improvement Plan) and Locality Plans required under the Community Empowerment Act Scotland 2015 (Annex 1)
- The proposed 2022-23 transition plans for Fairer East Ren (Local Outcome Improvement Plan) required under the Community Empowerment Act Scotland 2015 (Annex 2)
- the fourth East Renfrewshire Local Child Poverty Action Report required under the Child Poverty Scotland Act 2017 (Annex 3)

RECOMMENDATIONS

2. It is recommended that Council:

- (a) Considers and approves the Community Plan Annual Progress Report for 2021-22 (Annex 1)
- (b) Considers and approves the Fairer East Ren transition plans for 2022/2023 (Annex 2)
- (c) Considers and approves the Local Child Poverty Action Report (Annex 3)

BACKGROUND AND CONTEXT

3. East Renfrewshire's Community Planning Partnership comprises of key public bodies including the Council, NHS Greater Glasgow and Clyde, Police Scotland, Scottish Fire and Rescue Service, Scottish Enterprise alongside Voluntary Action East Renfrewshire (VAER) representing the Third Sector. The partnership works for and with communities with a focus on reducing inequalities.

4. The Community Empowerment (Scotland) Act 2015 introduced new duties on public bodies including the requirement for developing Local Outcome Improvement Plans on which Community Planning Partnerships must report progress annually. In East Renfrewshire we refer to these as our Fairer East Ren Plans, they are a layer of outcomes set to focus on the

greatest socioeconomic inequalities. Fairer East Ren sits within our Community Plan, which is the Community Planning Partnership's (CPP) 10-year vision for communities across the whole of East Renfrewshire.

5. The Child Poverty (Scotland) Act 2017 sets out ambitious targets for the Scottish Government to significantly reduce child poverty in Scotland by 2030. The Act also places a duty on health boards and local authorities to work together to develop, produce and deliver Local Child Poverty Action Reports (LCPARs). The reports are expected to represent a 'step change' in action to address child poverty locally, both describing the current excellent work underway in many areas and outlining plans for new and innovative efforts to tackle child poverty. The LCPAR is produced in partnership with the Health Board and there are agreed high level approaches which apply across all 6 NHS GGC local authorities. Where specific board level activity or actions are relevant to East Renfrewshire, this is referenced.

6. The Community Plan Annual Progress Report (Annex 1) highlights progress against the Community Plan indicators as well as progress against the Fairer East Ren delivery plans and Locality Plans. Key findings from this report include:

Community Plan indicators

- Seven of the 18 Community Planning indicators are progressing in the intended direction of travel. These include factors such as: school leavers entering a positive destination, increases in qualifications achieved, crime levels and dwelling fires.
- Three indicators are increasing or decreasing against the intended direction of travel. This means they are performing less favourably than we would hope. There are some links between these three indicators: economic activity, working age population and median earnings. All of these aspects have seen a decline throughout the pandemic, but as noted above, data is showing early indications of economic recovery.
- Four indicators have shown little or no change in terms of progress over the past year.
- Three indicators have no up-to-date or available data, so we are unable to comment on progress at this time.

Fairer East Ren

- The indicator data provides a mixed picture in terms of the socio-economic disadvantage over the past year and we acknowledge that there are a number of gaps and lags in relation to the available data. At this point it is challenging to fully understand the impact that the pandemic will have on poverty in East Renfrewshire.
- At the end of 2021, the Council commissioned Humanitarian Research¹ into the impact of the pandemic in East Renfrewshire focusing on four areas of harm- Direct Health Impacts; Indirect Health and Social Care Impacts; Societal, wellbeing and Quality of Life Impacts and Economic Impacts. This report identifies priority areas and will help to inform future planning of the Council and Community Planning Partnership. The findings showed that those who were experiencing poverty before the pandemic were likely to have seen this worsened, and that those who were previously 'just about managing' were likely to have moved into poverty. Further, there has been a change in the profile of those households requiring financial wellbeing support, with more in-work residents and more residents in 'traditionally affluent areas'.
- The findings of this study will continue to inform the Fairer East Ren plans going forward.

¹ <https://www.eastrenfrewshire.gov.uk/covid-19-impact-report>

7. The Fairer East Ren transition plans (Annex 2) outline the intended delivery plans for 2022/2023. It should be noted that these only show slight amends against the previous plans. The Fairer East Ren plans were reviewed in early 2021 and partners agreed that a transitional Fairer East Ren Plan was required for 2021/2022 while communities and services were recovering from the impact of Covid-19. There have been minimal changes for 2022/2023 as we take an opportunity to review our strategic planning approach and work with the incoming administration on priorities for post-pandemic recovery and the cost of living crisis.

8. The Local Child Poverty Action Report (Annex 3) intends to highlight the key areas of progress between April 2021 and March 2022 to tackle the drivers of poverty, as well as identify the future actions planned for April 2022 and beyond. It also notes actions taken to mitigate the impacts for those families experiencing poverty. Key findings of note from this report include:

Employment

- Increase in the number of Living Wage accredited employers in East Renfrewshire over the past year. Work in this area will continue in 2022 and beyond.
- Early indications that unemployment rates are beginning to recover. Work on the Parental Employability Support Fund (PESF) will continue to support parents to gain and progress within employment in 2022 and beyond.
- Participation rates for 16–19-year-olds remain high, with almost all young people participating in learning, training, or employment.

Social Security

- Slight decrease in the number of families accessing financial wellbeing advice and support from the Money Advice and Rights Team (MART) but this is still around a third higher than the pre-pandemic numbers. We intend to respond to projected demand increases, caused by cost-of-living crisis, by providing debt and benefit advice, increased referral pathways and producing digital self-service guides.
- Scottish Welfare Fund applications have increased by around a third this year. It is anticipated that demand on SWF will continue to remain higher than pre-pandemic level for some years to come, which will have budgetary implications.

Costs of Living

- All eligible 3 and 4 year-olds are registered for their funded early learning and childcare place in 2021, providing parents with affordable childcare options to enhance their employment opportunities. From 2022 onwards, we will work to provide a hot meal to all eligible children attending and East Renfrewshire Early Learning and Childcare setting, irrespective of their attendance pattern.
- 12 of our schools have undertaken audits of the cost of the school day over the last year. The revised policy places increased emphasis on the importance of reducing the cost of uniform to families and stipulates that all school uniforms must be able to be purchased within the total amount of the school clothing grant (£120 per primary school pupil and £150 per secondary school pupil).

9. This item reflects the work and performance of the Community Planning Partnership. Council Performance is presented in a separate paper considered for this meeting called the Strategic End Year Council Performance Report 2021/2022.

FINANCE & EFFICIENCY

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

CONSULTATION

11. Community engagement and participation is integral to the success of the Community Plan, including Fairer East Ren. The key audience for this progress report and plans is our local residents and community groups therefore the content has been designed to be meaningful to them.

12. As part of the Humanitarian research into the impact of Covid-19, interviews and consultations were conducted with residents, community groups, businesses and service providers to highlight key priorities and needs that will inform future planning

13. The case studies in each of the progress reports demonstrate some of the broad range of work that is delivering the outcomes contained in these plans. Case studies have been developed in consultation with staff, partners and members of the community.

PARTNERSHIP WORKING

14. The Community Planning Partnership is responsible for the Community Plan, including Fairer East Ren therefore a partnership approach is essential to developing and delivering the outcomes in the plans. To comply with governance arrangements, Community Planning Partners have had the opportunity to review and contribute to the progress report and plans. The progress report and plans will be shared to the Community Planning Board meeting later this year.

15. The case studies contained within the annexes demonstrate where partnership working has successfully achieved positive outcomes for our communities

IMPLICATIONS OF REPORT

16. As this report is primarily a progress and performance update, there are no particular implications in terms of staffing, property, legal, IT, equalities or sustainability. Each of these issues has been mainstreamed through service plans and equality impact assessments carried out where appropriate.

17. A full-scale Equality Fairness and Right Impact Assessment (EFRIA) of the Community Plan and ODP was completed in 2021 to ascertain and address any potential equality issues. As the Community Plan is a high-level strategic document, the expectation continues to be that other plans and strategies will also undertake impact assessments where relevant.

CONCLUSION

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

RECOMMENDATIONS/...

RECOMMENDATIONS

19. It is recommended that Council:

- (a) Considers and approves the Community Plan Annual Progress Report for 2021-22 (Annex 1)
- (b) Considers and approves the Fairer East Ren transition plans for 2022 onwards (Annex 2)
- (c) Considers and approves the Local Child Poverty Action Report (Annex 3)

June 2022

Louise Pringle, Director of Business, Operations and Partnerships

Councillor Owen O'Donnell, Leader of the Council

REPORT AUTHORS

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BACKGROUND PAPERS

- Community Plan, including Fairer East Ren:
<https://www.eastrenfrewshire.gov.uk/community-planning-partnership>

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Community Planning and Fairer East
Ren: Annual Report 2021-2022

Contents

Executive Summary	3
Introduction	4
About East Renfrewshire Community Planning Partnership (CPP)	5
Our Community Planning Priorities	5
Data Summary	6
Strategic Priority 1: Early Years and Vulnerable Young People	7
Community Plan Indicators.....	8
Fairer East Ren Progress	10
Snapshot of success in 2021-22	13
Strategic Priority 2: Learning, Life and Work	15
Community Plan Indicators.....	16
Fairer East Ren progress	17
Snapshot of success in 2021-22	19
Strategic Priority 3: Economy and Environment	21
Community Plan Indicators.....	22
Snapshot of success 2021-22	24
Strategic Priority 4: Safe, Supportive Communities	25
Community Plan Indicators.....	26
Fairer East Ren Progress	27
Snapshot of success 2021-22	28
Strategic Priority 5: Older people and People with Long Term Conditions	32
Community Plan indicators.....	33
Fairer East Ren Progress	34
Snapshot of success 2021-22	35
Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank	37
Next steps	39

Executive Summary

The following report summarises where key progress has been made under the Community Planning and Fairer East Ren outcomes, and identifies areas where ongoing attention and action is required.

Outcome 1: Early Years and Vulnerable Young People

There has been no change to performance on these indicators this year. Three indicators have remained the same: male life expectancy at birth, female life expectancy at birth and child poverty. Where data is available, East Renfrewshire indicators generally remain favourable against the national average.

Fairer East Ren outcome: Child poverty in East Renfrewshire is reduced

There has been positive progress in relation to the number of Real Living Wage employers; the unemployment rate; children and young people participation rate; and uptake of funded early learning and childcare. There has been a slight decrease in the number of families requiring financial wellbeing advice over the past year, but demand remains significantly higher than the pre-pandemic level.

Outcome 2: Learning, Life and Work

There has been an increase in the number of school leavers entering a positive destination, and this remains comparatively high against the national average. However, there has been a decline in the percentage of the population who are economically active, and this compares unfavourably to the national level.

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

There has been an increase in the percentage of workless households and a decrease in the percentage of working age in employment; both of which are likely to mean more socioeconomic disadvantage. However, there has been an increase in S4 pupil achievement and a reduction in 16–19-year-old unemployment so this provides a positive prospect for the future.

Outcome 3: Economy and Environment

Three indicators show positive progress whilst three others show negative progress in relation to this outcome. The past year has seen an increase in qualifications; increased business survival rates; and reduced carbon dioxide emissions; and all of these compare favourably to the national levels. However, we have seen a reduction in the percentage of population of working age; a reduction in the satisfaction with East Renfrewshire as a place to live and a reduction in median earnings.

Fairer East Ren: East Renfrewshire's transport links are accessible, attractive and seamless

There are currently no measures in place to monitor progress in this area.

Outcome 4: Safe, Supportive Communities

The past year has seen a reduction in the number of crimes and a reduction in the number of dwelling fires. Both levels compare favourably to the national average.

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

There has been a decline in the percentage of adults who have a strong sense of belonging to their community and who have someone they can rely on for help since the last measure (2 years ago).

Outcome 5: Older people and people with Long Term Conditions

Male life expectancy at 75 years has remained steady over the past year, while female life expectancy, at 75 years, has increased since last estimate. Both are higher than the national average.

Fairer East Ren: Residents are safe and more socially connected with their communities

The number of 'Confidence at Home' packages (designed to keep residents safe from predatory fraudsters) has increased. However, less positively, we have seen an increase in domestic abuse and also public nuisance calls over the past year.

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 fourth annual report on progress made towards the outcomes and shows some of the improvements that have been achieved. The report is structured around our five strategic priorities. For each priority, there is key performance data and progress updates on partnership delivery against Fairer East Ren outcomes.

While East Renfrewshire has much to celebrate in terms of life expectancy and longevity, educational attainment and average household incomes; the cost-of-living crisis is beginning to take its toll with uptake rates for benefits, Scottish Welfare Fund and Money Advice support rising. The pandemic has had a lasting impact in terms of wellbeing, isolation and employment meaning it's more important than ever to have a Community Planning Partnership approach to reducing socio-economic inequality in East Renfrewshire.

This report 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

It reflects actions taken in 2021-22, building on the significant partnership working carried out in response to the Covid-19 pandemic. It focuses on recovery and renewal, building back better in line with our vision.

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


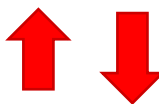

The Community Plan is structured around five strategic priorities:

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 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

Data Summary

Community Plan indicators	Number of indicators increasing or decreasing <u>as intended</u> over the last year 	Number of indicators increasing or decreasing <u>against intended</u> direction of travel over the last year 	Number of indicators remaining the same or changing by less than 0.5% 	Number of indicators with no trend data available
Outcome 1: Early Years and Vulnerable Young People	0	0	3	2
Outcome 2: Learning, Life and Work	1	1	0	0
Outcome 3: Economy and Environment	3	3	0	0
Outcome 4: Safe, Supportive Communities	2	0	0	1
Outcome 5: Older people and people with Long Term conditions	1	0	1	0
TOTAL	7	3	4	3

Key:

East Renfrewshire’s performance significantly exceeds Scottish level performance	
East Renfrewshire’s performance is similar to the Scottish level performance	
East Renfrewshire’s performance compares unfavourably to Scottish level performance	
No Scottish comparison data available	UNAVAILABLE
Not appropriate to compare	N/A

Benchmarking:

As well as comparing to Scotland, East Renfrewshire’s performance is benchmarked with local authorities with similar demographic characteristics, referred to in this report as the “Family Group”. These are:

- Aberdeen City
- Aberdeenshire
- City of Edinburgh
- East Dunbartonshire
- East Renfrewshire
- Orkney Islands
- Perth and Kinross
- Shetland Islands

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

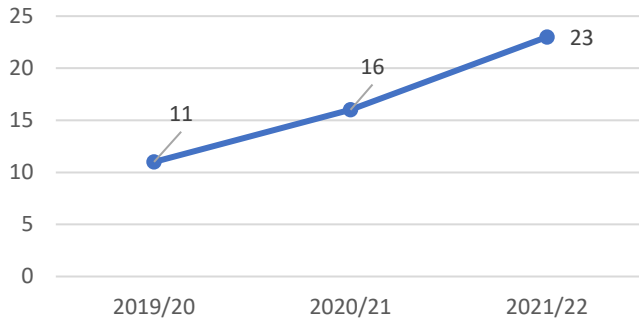
Community Plan Indicators

Early Years and Vulnerable Young People							
Indicator	Rationale for inclusion	Source	ERC Baseline	Aim to Maximise (↑) or Minimise (↓)	Direction of travel over the last year	ERC Performance against Scotland	Comments
Male life expectancy at birth	This indicator provides an estimate of the age a baby boy born in East Renfrewshire today can expect to live to, based on mortality rates at the time.	National Records of Scotland	80.5 (Year 2015-17)	↑	↔		Consistently above the national average
Female life expectancy at birth	Provides an estimate of the age a baby girl born in East Renfrewshire today can expect to live to, based on mortality rates at the time.	National Records of Scotland	83.7 (Year 2015-17)	↑	↔		Consistently above the national average
Healthy birthweight (singleton babies) *CPOP Indicator	Birth weight that is not within normal ranges (between 2.5 kg and 4 kg) has a strong association with poor health outcomes in infancy, childhood and across the whole life course, including long term conditions such as	NHS ISD	89.9% (Year 2015/16)	↑	No new data available		East Renfrewshire's rate of healthy birth weight is higher than the national average.

	diabetes and coronary heart disease.						
Children and Young People Dependency Ratio	This is the ratio of children and young people aged 0-15 to the working age population (age 16-64). Data is shown as the proportion of dependents per 100 working-age population.	National Records of Scotland population estimates data	33.9 (For every 100 people aged 16-64 there are 33.9 children and young people) (Year 2019)	N/A	No new data available	N/A	No new data available
Children living in poverty	The is the percentage of children living in relative poverty (as per Scottish Government definition) before housing costs are taken into consideration	End Child Poverty annual data	16% (2021 published data)				Delay with 2022 data publication

Fairer East Ren Progress

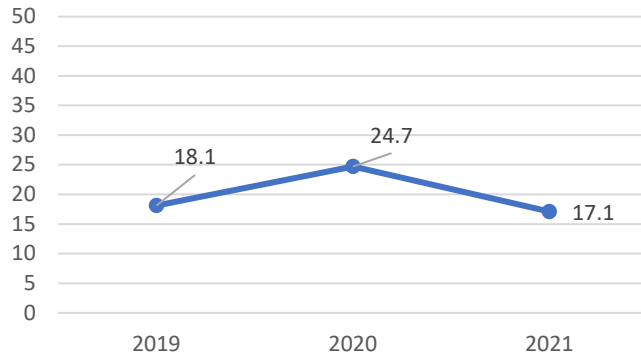
Real Living Wage employers in East Renfrewshire



Source: Number of real Living Wage accredited employers: Living Wage Scotland 2022.

East Renfrewshire Council, Business Gateway East Renfrewshire and Living Wage Scotland worked in partnership to promote Living Wage accreditation to employers based in East Renfrewshire. The Economic Development team will continue to promote and pay for this initiative in 2022/23.

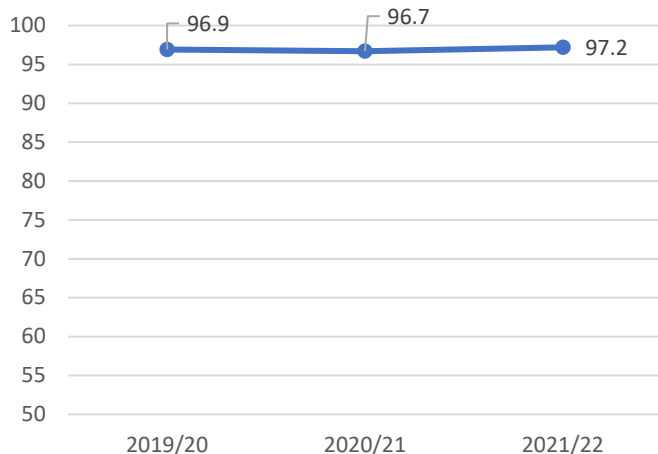
Working age unemployment level (%)



Source: %age of economically inactive residents who want a job: NOMIS Data source timeframe Jan-Dec.

17.1% represents 2,500 of the population of East Renfrewshire. 19.6% for the national level. There has been a slight decrease in the % of economically inactive residents who want a job. This is largely due to impacts of Covid on the local economy. Work EastRen and employability partners will continue to promote and engage with local residents who are seeking employment.

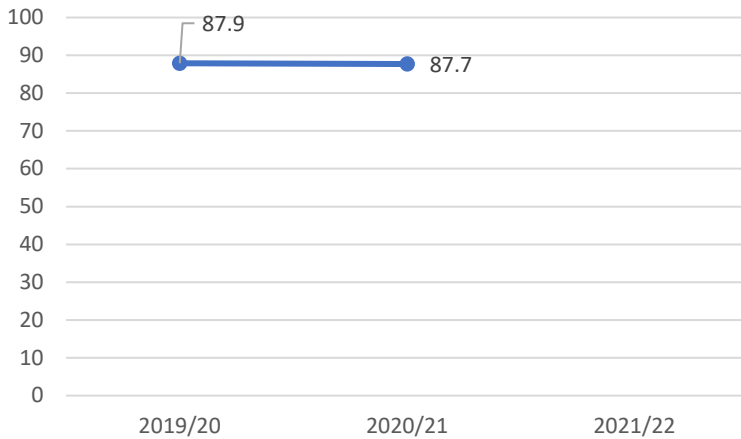
Children and young people participation level (%)



Source: %age of 16-19 year olds participating in learning, training or employment: SDS Annual Participation Measure Report .

East Renfrewshire continues to perform well against % age of 16-19 In year olds participating in learning, training or employment. The highest participation rate was in East Renfrewshire (97.2%) which increased by 0.4 pp from 2020.

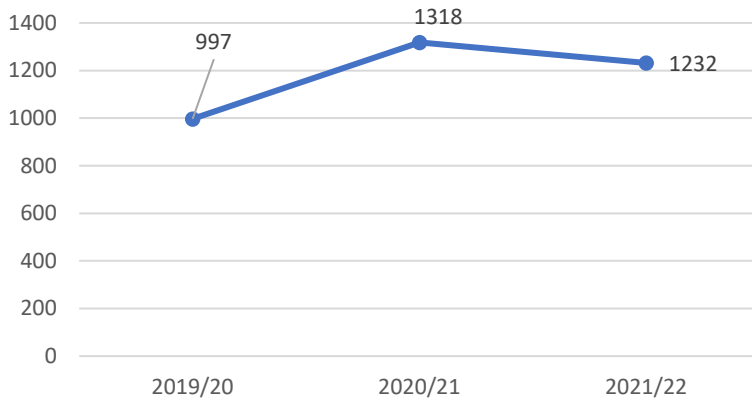
Free School Meal uptake at Primary School (%)



Due to the Covid-19 pandemic, there was no data collected for uptake of free school meals in 2021/22.

Source: %age uptake of free school meals at primary school (P1-P7): School Healthy Living Survey 2021.

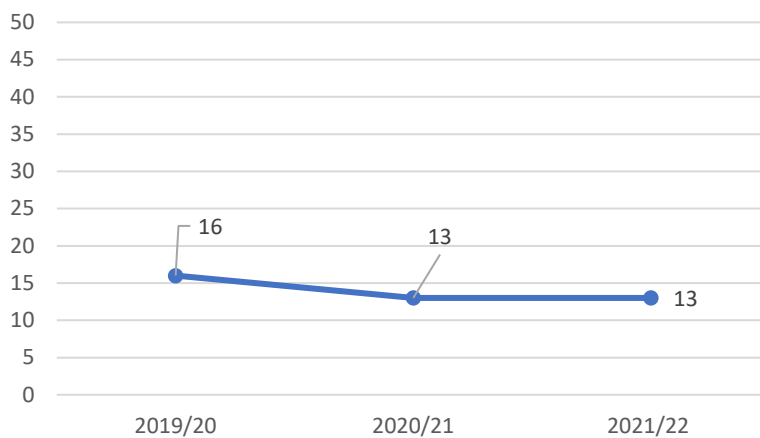
Access to financial wellbeing advice



We have seen a further increase in the number of families accessing financial wellbeing advice again this year.

Source: Number of families accessing MART financial wellbeing advice: Local data.

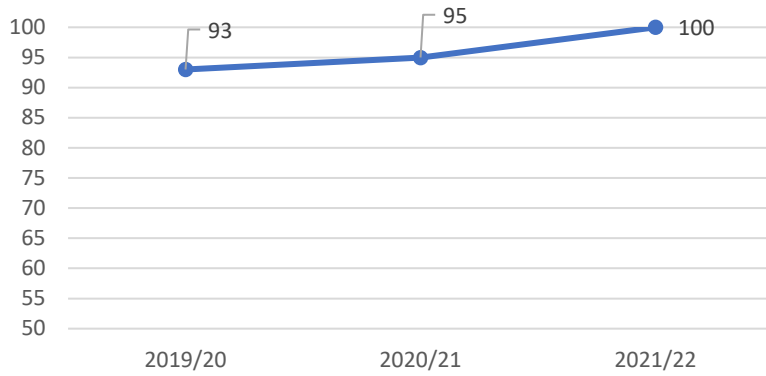
Fuel poverty (%)



The level of fuel poverty has remained static although we note that the lag in data publication means that this may not present a true, current reflection.

Source: Fuel poverty: Scottish House Condition Survey 2022 .

Uptake of funded early learning and childcare entitlement



All eligible 3 and 4 year olds are registered for their funded early learning and childcare place in 2021 which is a great achievement and should provide parents with affordable childcare options to enhance their employment opportunities.

Source: %age of 3 & 4 year olds registered for funded early learning and childcare Dec 2022: Scottish Government Schools.

Snapshot of success in 2021-22

- The Work EastRen team continue to deliver the Scottish Government funded **Parental Employability Support Fund (PESF)**. The PESF is collaboratively managed by Scottish and Local Government, providing dedicated support for low -income families. To date the Work EastRen team have registered **38 clients** with **16 moving into employment** and **6 who have entered into further vocational training**. Those registered on the programme also have financial support with travel to work and interview clothing, as well as individual financial inclusion support.



- Between April 2021 and March 2022, the Money Advice and Rights Team (MART) worked with **1232 families with children and generated income of £852,000**. In total MART assisted 3420 clients and generated income of £5,600,000.
- East Renfrewshire Citizens Advice Bureau provided assistance to **1141 families within the Child Poverty key groups**, including assistance for 248 families who experienced a family breakdown, 37 parents seeking maintenance from a non-resident parent, and 27 application for pregnancy and baby payments.
- We administered **Family Bridging payments** on behalf of Scottish Government and also provided additional ‘top-up’ payments from Humanitarian Support funding. **£948,000 of Family Bridging Payments were made during 2021/22** (during summer, autumn, winter and spring). These payments supported around **1,700 school pupils**. Free School Meal payments of £93,000 were also made, replacing the voucher scheme which had been used previously. Two “top up” payments were made during the Winter/Spring from Humanitarian funding, with an additional **£84,000 supporting pupils receiving Free School Meals** and a further **£78,000 supporting 500 pupils receiving Clothing Grants only**.
- Throughout 2021-22, we operated a **discretionary grant aimed at low-income households** affected by the pandemic. Approximately **£83,000 was paid to 390 households**, 186 of which were families with children.
- East Renfrewshire Council has employed an **Energy Cost Advisor** to provide holistic advice and support to households facing energy poverty. The support includes reviewing bills and tariffs; switching suppliers; applying for grants; wiping out debts from pre-pay meters; reducing customer’s payments; and helping people to get back on supply. The service started in October 2021 and the Energy Cost Advisor has helped **over 40 households saving them approximately £10,000**.



- East Renfrewshire Citizens’ Advice Bureau (ERCAB) worked in partnership with Barrhead Housing Association and East Renfrewshire Council to provide a **fuel support scheme** to help households with gas and electricity costs. Payments were made to households to support them with the weekly or monthly energy costs, and also as one-off payments to manage any energy debt. The scheme ran between June 2020 and March 2022 and during that time over **350 households have been supported**, with approximately **£100,000** being paid out.

- East Renfrewshire Citizen's Advice Bureau (ERCAB) is one of six bureaux in the country participating in a Scottish Government pilot aimed at eradicating the need for foodbanks. As part of this pilot, ERCAB has been providing **shopping cards** in place of referrals to the Foodbank, whilst also providing access to emergency income, money advice and wider holistic support services. We have issued **£40,000 worth of vouchers to over 600 households with children; 1360 children reached in total.**
- 12 schools across the authority area have worked in partnership with the Education department since May 2021 to **audit the cost of the school day**. The revised policy places increased emphasis on the importance of reducing the cost of uniform to families and stipulates that all school uniforms must be able to be purchased within the total amount of the school clothing grant.
- During Summer 2021, we provided a range of **Get into Summer activities** which were planned and delivered in partnership between Education, Community Learning and Development, Culture and Leisure Trust, Social Work and East Renfrewshire Carers Centre. In total over **2200 children and young people** had first-hand experience of Get Into Summer activities. Many other family members, in particular parents and carers, will have benefitted through removing the need for them to provide childcare and lunch.
- The **Community Learning and Development (CLD)** team continued to **provide targeted building based support** to young people who were most isolated and vulnerable, including those with additional support needs, those from the LGBTi community, young parents and those who struggled to re-engage with formal education and learning.



Strategic Priority 2: Learning, Life and Work



The outcome we want is...



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

Our steps along the way to achieving this are...

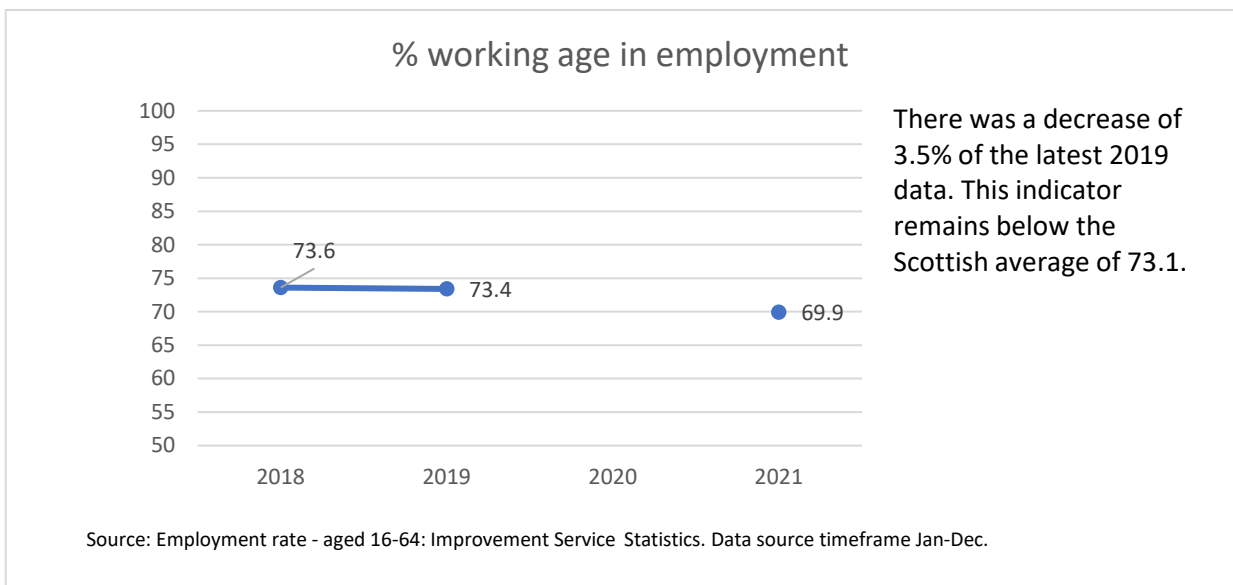
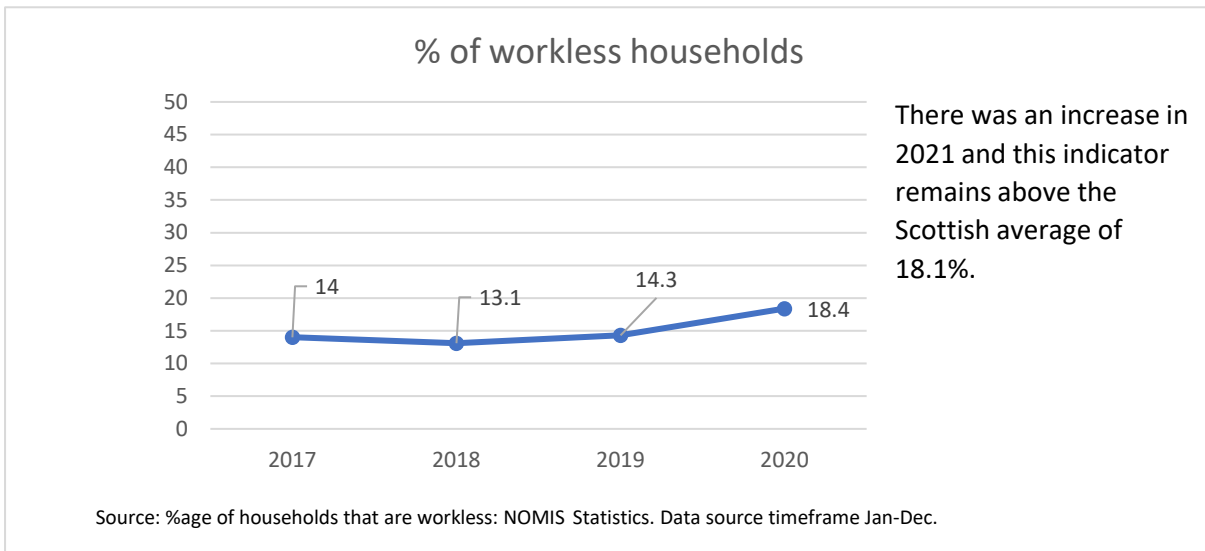
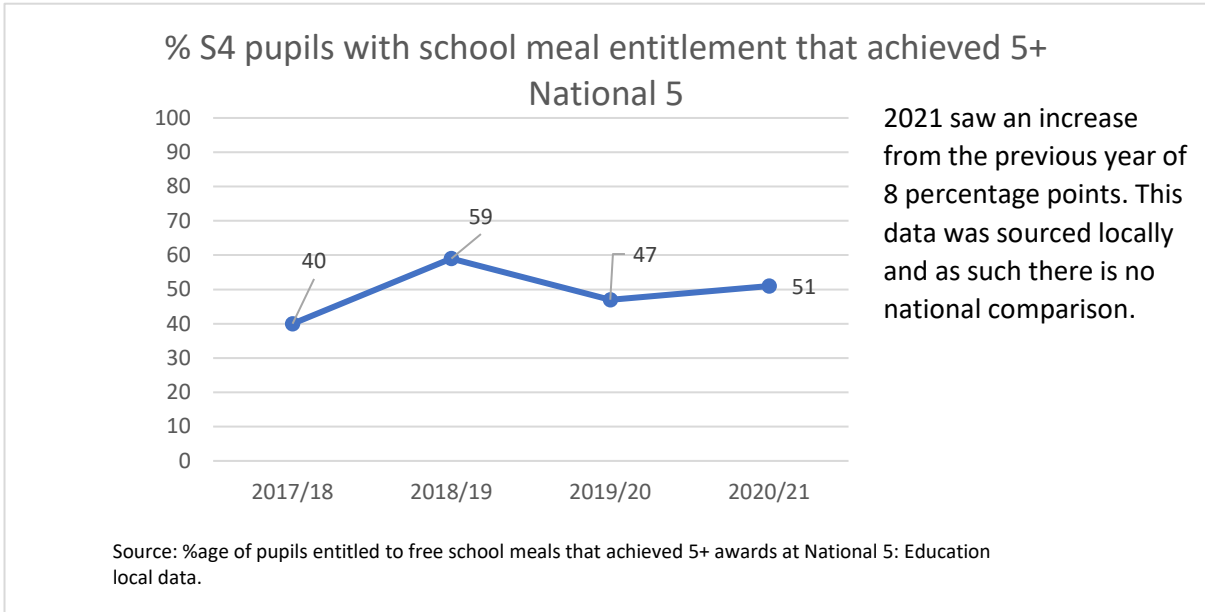
- Residents have the right skills, learning opportunities and confidence to secure and sustain work*
- Children and young people are included
- Children and young people raise their educational attainment and develop the skills they need
- Residents are as healthy and active as possible

*Fairer East Ren outcome

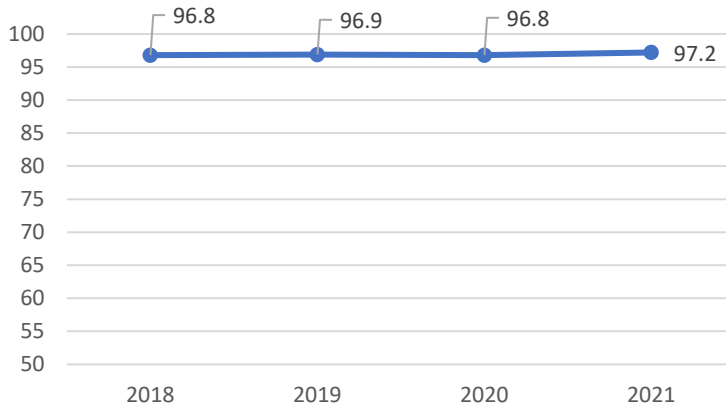
Community Plan Indicators

Learning, Life and Work							
Indicator	Rationale for inclusion	Source	ERC Baseline	Aim to Maximise (↑) or Minimise (↓)	Direction of travel over the last year	ERC Performance against Scotland	Comments
% of School Leavers in a Positive Destination *CPOP Indicator	To help raise attainment and support school improvement, information is gathered annually on the attainment and destinations of school leavers across Scotland. East Renfrewshire generally has high levels of positive School Leaver Destinations. This will now be tracked rather than setting targets against this.	Scottish Government	96.6% (Year 2016/17)	↑	↑		2021 saw an increase of 1.2 percentage points and compares favourably with the Scottish average of 95.5%.
% of East Renfrewshire's population who are economically active	Proportion of 16-64 year olds in employment or actively seeking employment. East Renfrewshire requires an active working age population to provide the goods and services demanded by our residents.	NOMIS, Annual Population Survey	75.9% (Year 2018)	↑	↓		In 2021 there was a decrease of 4.1 percentage points from the previous year and 3.7 percentage points lower than the Scottish average of 76.2%. These numbers are estimates based on a sample survey (Annual Population Survey data). True values will lie between + or - 3% of the quoted figure.

Fairer East Ren progress



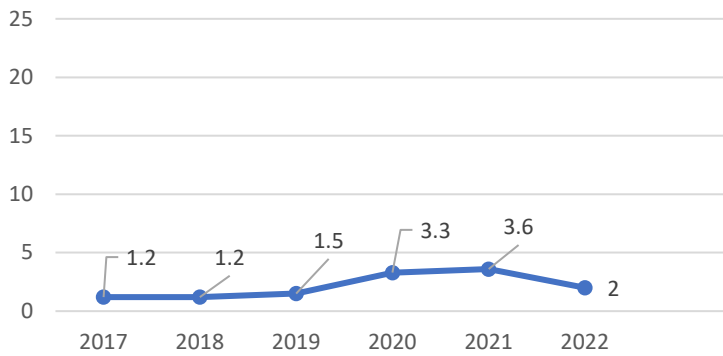
% 16-19 year olds participating in education, employment or training



There was an increase of 0.4% in the last year. This indicator remains above the Scottish average of 92.1.

Source: Annual Participation Measure: Skills Development Scotland (SDS). Data source timeframe Jan-Dec.

% 16-19 year olds claiming out of work benefits



There has been a decrease in the last year of 1.6 percentage points, and is below the Scottish average of 3.8%.

Source: 16-19 year old Claimant Count: Skills Development Scotland (SDS). Data source timeframe Jan-Dec.

Snapshot of success in 2021-22

- The Work EastRen team, Local Employability Partnership and employability partners have continued to work in partnership to promote and deliver sustainable pathways into employment for local residents.



- Employability partners have been able to access the **Young Person's Guarantee and No One Left Behind** funding to deliver a wider range of services aimed at getting **16–24-year-olds into vocational training/sustainable employment**. Activity has included childcare, modern apprenticeships, care experienced young people, additional support needs and Positive Pathways programme. We have supported more than 190 young people through a range of provisions offered internally and through our third sector providers locally. 43 young people have started employment, 26 have started Modern Apprenticeships and 15 have entered further educations.

- The Work EastRen team also delivered **employability support to those at risk from redundancy** via the Partnership Action for Continuing Employment (PACE) programme. The PACE Client Adviser supported 15 people who had been made redundant during Covid, with 9 progressing to further employment. Training courses were also delivered to help those with **criminal convictions** into employment; this supported 5 clients and this support is ongoing. The Work EastRen team has continued to provide specialised **employability support to the Syrian community**. The Refugee Client Advisor worked with a caseload of 20 clients from Syria supporting them with a range of training, volunteering and employment opportunities.



- **DYW (Developing the Young Workforce) School Co-ordinators** continue to co-ordinate work related and work-based learning; collaborate with employers to develop the curriculum offer and progress the development of learner pathways, establish employers and school partnerships. An employer networking brunch took place with the aim to ensure every school will have an effective and sustainable partnership with at least one employer, and to strengthen links between education and employers.
- Membership of the Local Employability Partnership groups has been extended to include **East Renfrewshire Chamber of Commerce, Business Gateway East Renfrewshire, and Include Me 2**. Through the **Young Persons Guarantee** funding, Include Me 2 provide dedicated and specialised **employability support for those residents with additional support needs**. The programme provides a range of individual and small group approaches to help develop the skills, confidence, awareness and understanding to reach a positive destination in the young person's employment journey.
- Significant resources have been awarded by the Scottish Government's **No One Left Behind and Young Person's Guarantee Programme** and in particular, **employer recruitment incentives (ERI)**. Individuals (including graduates) are **eligible for ERI support if they are unemployed** (or on a paid work experience programme) and if they meet certain criteria. We have supported **15 employment recruitment incentives** aimed at young people with a range of local employers. Employment has included: hairdressing, green keeping, child minding,

administration, social media, floor laying, heating engineering, support working for a third sector organisation and welding. In addition, **a further 6 'all age' ERIs** were supported.

- Funding was also secured to help deliver the **Kickstart programme** via DWP, **creating new jobs for 16-24 year olds on Universal Credit** who are **at risk of long term unemployment**. Young people can enter a work placement with an employer and the UK Government pays them 6 months minimum wage. We supported 38 Kickstart placements during 2020/21.
- **The Council's Economic Development team** continues to promote its grants and loans programme to local businesses, while the **Business Gateway team** continues to support new and existing business in ER. The Economic Development team has been responsible for the processing and payment of various **Covid business grant programmes** since March 2020. To date the team has processed **over £22m in grant payments**.
- The Council's Economic Development team, Business Gateway East Renfrewshire and local employability partners continue to encourage local employers to adopt **Fair Work practices**. Business development grant applications to the Council requires applicants to demonstrate how they have adopted Fair Work practices. **The Work EastRen team does not advertise or put forward clients for any zero hour contracts** and works with clients to **access living wage jobs**. The Council's Economic Development and Business Gateway teams offered funding to help employers pay their staff the real Living Wage.
- Through the **Parental Employability Support Fund (PESF)**, the Council has been allocated Scottish Government budget to **support parents in employment and at risk of in-work poverty**. In partnership with **DWP, Skills Development Scotland** and the **Third Sector** interface, the Council developed a model exclusively focusing on providing in-work support. This **will address all barriers to work** including lack of skills, experience, health support, money advice and childcare access. To date the team have registered 38 clients with 16 moving into employment and 6 who have entered into further vocational training.
- The CLD team delivered a range of wider accreditation opportunities for our young people including; **Duke of Edinburgh, Junior Awards Scheme for Schools (ASDAN), Dynamic Youth Awards and SQA Personal Development**.

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

Community Plan Indicators

Economy and Environment							
Indicator	Rationale for inclusion	Source	ERC Baseline	Aim to Maximise (↑) or Minimise (↓)	Direction of travel over the last year	ERC Performance against Scotland	Comments
% of adult population with qualifications at NVQ level 4 (HND/Degree) and above	Gives an indication of how skilled our working age population is.	NOMIS, Annual Population Survey	54.6% (Year 2018)	↑	↑		The current rate of 63.6% is higher than the Scottish average of 50.1%. These numbers are estimates based on a sample survey (Annual Population Survey data). True values will lie between + or – 3.9% of the quoted figure.
% of population aged 16-64	East Renfrewshire relies on its working age population to contribute to the production of the local economy as well as providing vital services for our children, young people and older people.	NOMIS, Annual Population Survey	59.8% (Year 2018)	↑	↓		The working age population has slowly been decreasing over the last few years and the latest figure of 59.3% is lower than the Scottish average of 63.9%.
% of residents who are satisfied or very satisfied with East Renfrewshire	Gives a general sense as to how residents feel about living in the East Renfrewshire area.	Citizens Panel	94% (Year 2018)	↑	↓	N/A	Satisfaction remains high although a slight decrease may be as a result of the Covid-19 pandemic. As the Citizens Panel survey is bespoke to East Renfrewshire,

as a place to live							there are no national comparisons available.
Business Survival Rates	A ratio of the number of businesses still trading after 3 years against the number of new business set up at the same time	Scottish Government	60.29 (Year 2014)				The 3-Year business survival rate for 2017 is 57.6, i.e. 57.6% of businesses that were 'born' in 2017 were still active in 2020.
Median Earnings for residents living in the East Renfrewshire area who are employed *CPOP Indicator	Provides a measure of median earnings for full-time workers who are resident in the area.	Office for National Statistics – Annual Survey of Hours and Earnings	£590.70 (Provisional figure for Year 2017/18)				The current median earnings has reduced to £809.40 but is still significantly higher than the Scottish average of £622.
Carbon Dioxide (CO2) Emissions per Resident *CPOP Indicator	In recent years, increasing emphasis has been placed on the role of regional bodies and local government in contributing to energy efficiency improvements, and reductions in carbon dioxide emissions.	Department for Business, Energy & Industrial Strategy	4.6 (Year 2015-16)				The number of CO2 emissions per resident has been decreasing steadily since 2015.

Snapshot of success 2021-22

Community Transport

The **Community Hub** established a **Vaccination Centre Volunteer Transport Network** to provide local residents with information on all available transport options for travel to and from local vaccination centres, including the offer of volunteer drivers providing a transport service. Although the service was not as busy as original estimates predicted, it did illustrate **a working model that could be pursued for future Community Transport provision.**

The Community Hub (including Talking Points) received **28 calls** regarding transport issues from residents seeking to attend activities in the area or to access community services. Almost one third of these calls were from Newton Mearns residents. After further consultation, a number of these calls resulted in residents organising their own transport. However, Alzheimer Scotland was able to provide transport solutions for their activities. The Hub has also signposted 17 calls to CTER for medical appointments and two calls for *Driving Miss Daisy* (a local social enterprise).



Following completion of 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.

Climate Action

The CLD team secured funding which was distributed by Youthlink to provide support to young **Climate Change Ambassadors**. As a result, the 'Go Green' group has been formed to create a longer-term, embedded offer for climate action and sustainable education programmes through youth work.

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...

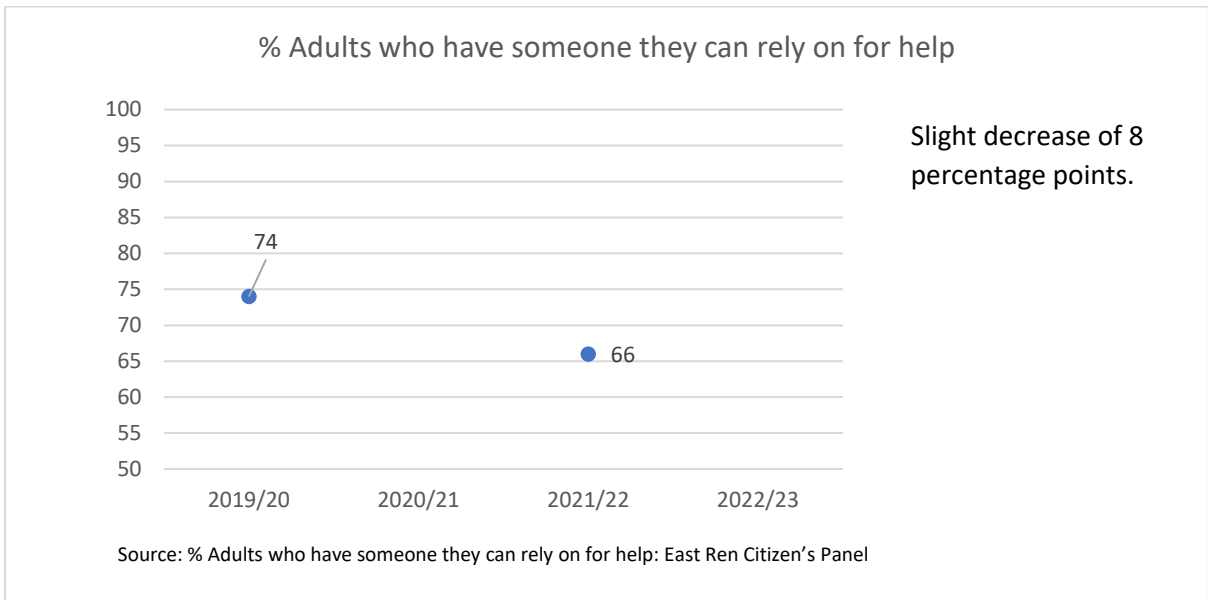
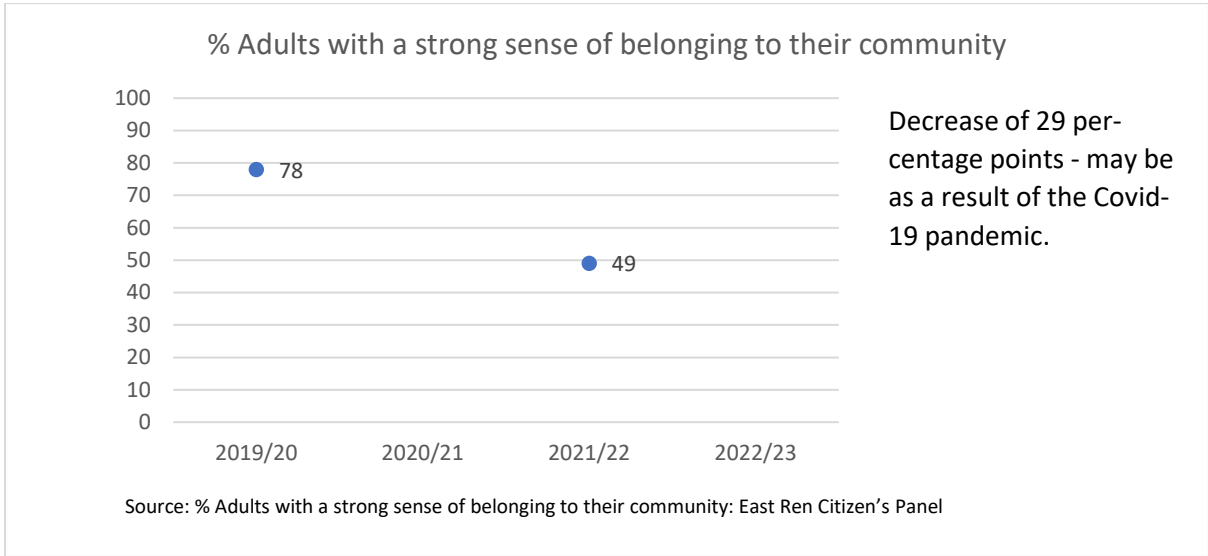
- Residents' mental health and wellbeing is improved*
- Residents live in safe communities with low levels of crime and anti-social behaviour
- Residents are protected from harm and abuse and public protection is safeguarded
- Residents live in communities that are strong, self-sufficient and resilient
- Residents are protected from drug and alcohol related harm

*Fairer East Ren outcome

Community Plan Indicators

Safe, Supportive Communities							
Indicator	Rationale for inclusion	Source	ERC Baseline	Aim to Maximise (↑) or Minimise (↓)	Direction of travel over the last year	ERC Performance against Scotland	Comments
Number of crimes per 10,000 population *CPOP Indicator	Measure of crimes taking place in the area, indicating how safe the area is to live in.	Scottish Government (Police Scotland)	262 (Year 2017-18)	↓	↓		Decrease of 7 crimes per 10,000 population
Number of dwelling fires per 100,000 population *CPOP Indicator	Seeks to establish the number of deliberate fires and the work of Scottish Fire and Rescue within the CPP in reducing deliberate fires. Also supports the work of SFR education communities and making residents safer from the risks of accidental fires.	Scottish Fire and Rescue (data provided to the CPOP)	68 (Year 2016-17)	↓	↓		This figure has decreased from the previous year, having seen a significant spike in 2019/20.
% of residents who feel crime in ERC has increased over the last two years	Perception measure of rates of local crime from East Renfrewshire residents.	Citizens' Panel	29%	↓	No new data available	N/A	Bespoke to East Renfrewshire.

Fairer East Ren Progress



2020/21 data missing due to pandemic therefore not shown in chart

Snapshot of success 2021-22

While many of the groups and clubs which had positively impacted on residents' mental health and wellbeing pre-pandemic have still not been able to re-start face-to-face, there have still been some key successes to report.

- Nine **health walks** have been offered across East Renfrewshire, supported by 14 volunteers. Between October 2021 and March 2022, 19 new walk members registered, with an average of **70 regular walkers meeting every week**. Six **Strength & Balance classes also started** for people who were inactive during the pandemic but didn't yet feel able to start joining the walks. Twelve people attended each class every week with venues including Neilston Development Trust, Dunterlie Resource Centre in Barrhead and Mearns Kirk Helping Hands.
- **The Community Hub** responded to almost **850 calls** on its community helpline:
 - 154 calls about shopping assistance
 - 791 calls for general information about local activities and supports
 - 764 calls relating to social isolation resulting in a Community Hub Wellbeing call

More than 200 callers were signposted in the last year, which resulted in around 240 separate signpost interventions to more than 40 local organisations including community groups, the Council, the HSCP and Third Sector organisations. The most common request were residents seeking information on what local activities were available, what groups had re-started and how people could access them. As a result, the Community Hub's Pandemic Emergency Response directory has been re-designed to reflect **more community-based activities** rather than pandemic supports: <https://eastrencommunityhub.org.uk/>



- A new two year Scottish Government **fund to support adult mental health and wellbeing** was distributed within East Renfrewshire via Voluntary Action East Renfrewshire (VAER) in partnership with the local Integrated Joint Board, Community Planning Partnership and community organisations through its Wellbeing Network. **Over £230,000 was awarded to 17 local groups** in the first year. The second round of funding is due to open in the Summer of 2022.

- The **Community Link Service** continued to have a high demand with over **800 referrals** in the period April 2021 - March 2022. There are currently 10 workers (4 WTE), offering telephone appointments due to ongoing restrictions at the GP practices. Over two thirds of referrals are female, continuing previous trends, and the most common female age group seeking support are aged 26-35 followed by 36-55 years. The most common age group for men was 46-55 years. Reasons for needing support are similar to previous years, **anxiety and stress**, followed by **depression**. In 2021-22, family issues (including bereavement / loss) was also one of the top three reasons. The main interventions provided by link workers in the last year were: **mental health and emotional wellbeing support, liaising/signposting to other supports such as welfare advice, and counselling**.

- Some of the key emerging evidence around suicide in light of the pandemic indicates that there has been **no significant increase in deaths by suicide to date**. **Prevention and early intervention**, therefore, have an even more **significant role** and there continues to be a lot of activity around **staff awareness raising** and **social media promotion of available supports and services**. There are **172 staff** from statutory and third sector booked on to the current online wellbeing programme commissioned by the HSCP from Scottish Association for Mental Health. This programme includes sessions on supporting others with their mental health and suicide awareness.
- **Suicide prevention action planning** workshops are due to take place later this year and the East Renfrewshire action plan will be informed by the publication of the national strategy in September 2022. This work will require wide involvement across all front facing services, reflecting the message that suicide is “**everyone’s business**”. A working group will lead the work with the Mental Health and Recovery Planning group taking an oversight role and signing off the draft plan. Bereavement through suicide is also a key area which will be explored.
- The CLD team delivered a programme of detached youth work across East Renfrewshire, this resulted in **3437 contacts** with young people from April 2021 to March 2022.
- **VAER digital network sessions have helped us to understand the barriers that prevent residents going online**. Barriers include: cost (device & connectivity), safety, skills, literacy, and disabilities. Barriers are considered on an ongoing basis in all development work and communications, for example digital inclusion questions are to be embedded in Talking Points 'Good Conversations'.
- **A map showing free Wi-Fi access at ERCL venues** is on the **Community Hub website**. Libraries are replacing all public access PCs with new Windows 10 devices (including most up-to-date versions of Office) in Spring 2022. Code Clubs in libraries, aimed at primary school children, will be re-introduced in during 2022. Work is underway to migrate the public WiFi offer away from current Virgin Media managed service to WiFi Spark by the Summer 2022, enabling more joined- up public WiFi across more sites.
- **ER Citizens' Advice** is continuing to offer twice weekly **HERO (Help East Renfrewshire Online) appointments** to clients without access to computers, allowing them to apply for jobs under their claimant commitment, update their UC (Universal Credit) journal and adapt their skills. The appointments also allow clients to develop their CVs - clients are shown how to use Microsoft packages and how to edit these easily. Clients are becoming more computer literate through this and are now confident in checking their emails on their phones, logging onto their UC and updating their journals without assistance. It is hoped that the **re-introduction of HERO drop-in sessions at libraries** over the forthcoming months will **facilitate group learning**

- **Adult Learning Services** continue to support recipients of devices through the Connecting Scotland Programme and it is hoped that clients will be able to progress with their devices more quickly through face to face learning opportunities. Some residents, previously provided with a device from a partner service, now want a course to show them how to use it. As a result, a **new IT course** will shortly commence in the Foundry in Barrhead (where most of the current need is), **allowing people to bring their devices with them, learning together in a small group.**



- **ER Citizens' Advice** has been working with **Include Me 2** to provide **drop-in sessions** to local residents. Other organisations can also send clients along **for digital support.**
- The **Market Place in Newton Mearns** has been providing **one-to-one digital support** to residents and a total of **34 Cyber Resilience sessions** were provided to partner organisations by the end of March 2022.
- **Libraries have been providing support** to complete the **2022 Scotland's Census online** and **ER Citizens' Advice** have also been supporting clients with no access to computers or the skills on how to use them to complete the Census online.

Case Studies

Helen* –Remote IT Support Sessions (Care documents)

Helen had been given a brand new PC and, as a carer for her disabled daughter, she needed to set it up, print pro forma updates from her daughter's support team regarding her care and to type, save and print important documents herself. She also wanted to print PDF files of meeting minutes from a committee she's a member of.

Helen had more than a dozen one-to-one Support Sessions with the tutor over the phone, then video calls via WhatsApp and Zoom, to set up her PC, printer and speakers. Over the course of the sessions she learned how to:

- use Word Online to create, access and print her own documents
- reset her e-mail password to access her messages
- clear space on her phone to allow other apps to be downloaded onto it
- retrieve her contacts list and back up her photos on her phone
- install anti-virus software onto her PC
- use the Translate tool to keep in touch with Spanish and Swedish friends.

Following subsequent printer problems, the tutor helped her to un-install then re-install her printer.

June* - Remote IT Support Sessions (Post-Bereavement support)

June's mother passed away during the pandemic and, after many years of being her carer, she had been receiving bereavement counselling over Zoom on her phone, but wasn't too confident using Zoom plus the screen was very small.

June was also trying to get back into some hobbies to aid her recovery and mental health and was keen to use her new Chromebook laptop to look further into her family tree; access e-mail and Facebook to keep in touch with people; clear space on her phone to allow a software update; manage the music on her phone for walks in the park and gym sessions.

June had 12 one-to-one Support Sessions with the tutor over Zoom, through which she became more confident in using the technology, finding out information online and managing her devices herself. The tutor showed her a family history website and June later enrolled on a Genealogy course at college to help her with her research. She was even able to add details of her ancestors onto the Ancestry website to create her own family tree. She found a Mindfulness Walking session by searching online and subsequently attended the group in-person. June can now access Facebook and e-mail on her Chromebook and is now able to organise the storage space and music on her phone.

June:

"I had a bereavement in lockdown. I lost my mum after caring for her for some time. My confidence and self-esteem are low. I am trying to learn new things as well as maximising the use of things I already have and don't know how to use eg new Chromebook, Zoom, Facebook, musical and digital storage, Genealogy. [Tutor] has a wealth of knowledge. She has advised me on IT issues that I would never have been able to resolve on my own."

Heather* – Remote IT Support Session (Retirement form)

Heather was e-mailed an important form to be completed regarding her impending retirement but had been unable to retrieve what she had filled in so far, tick the check-boxes or add her signature to the form. Following a one-to-one Support Session with the tutor over Microsoft Teams, Heather learned how to locate her saved form, add ticks to the check-boxes, save the file correctly and attach it to an e-mail to send back.

Heather:

"An enormous thank you for today... you were absolutely marvellous!! There's no way I could have done that myself."

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...

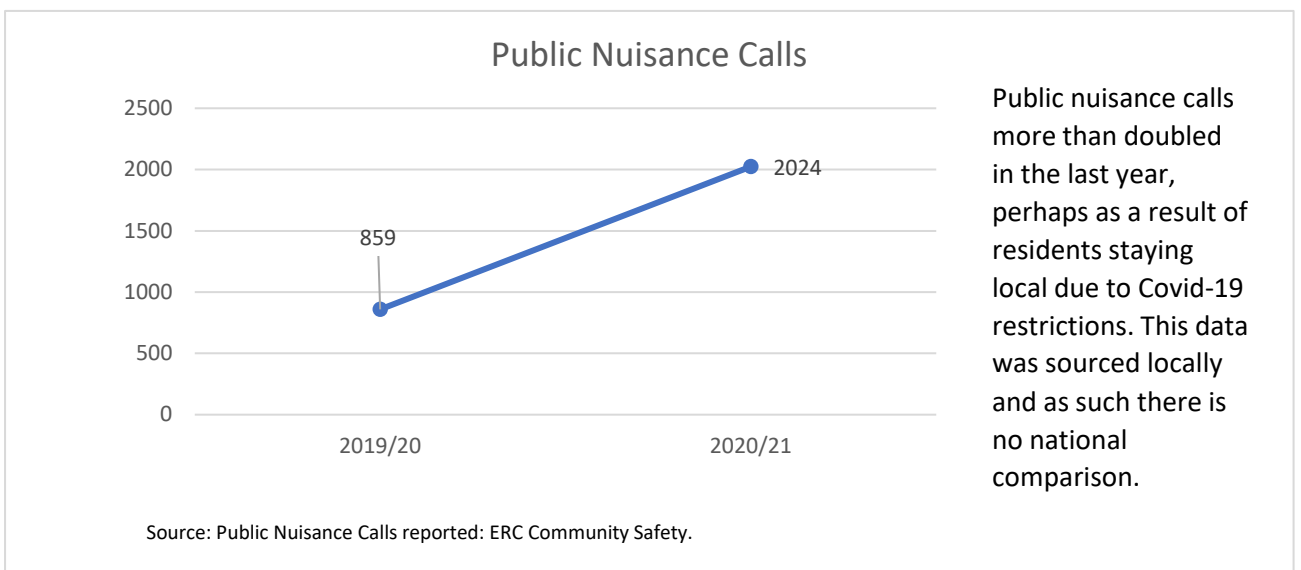
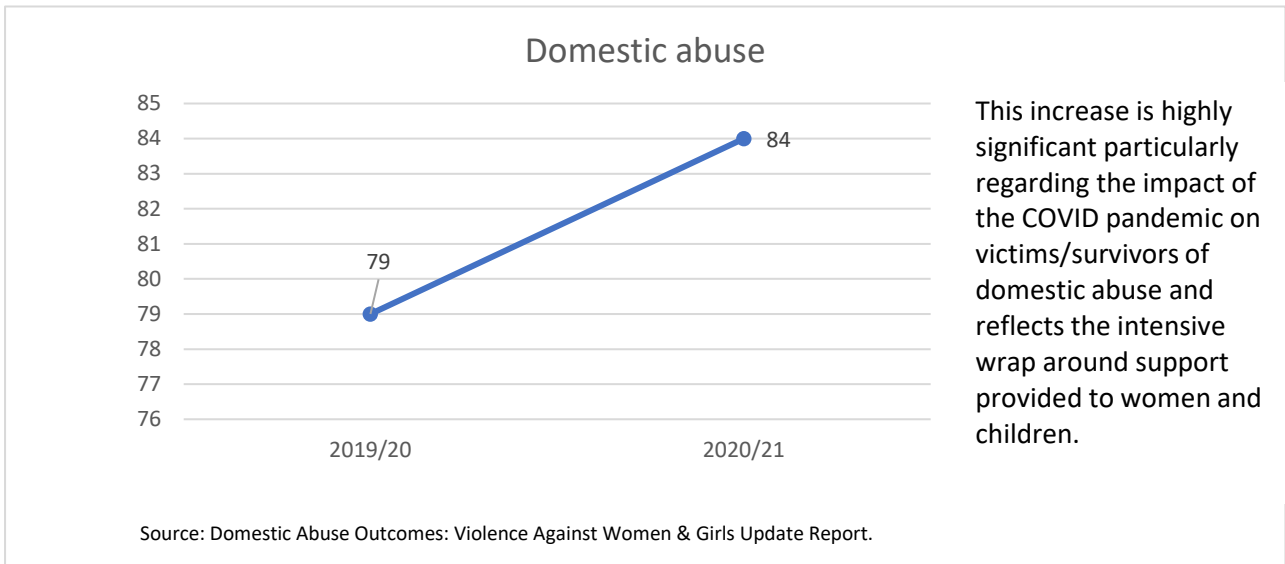
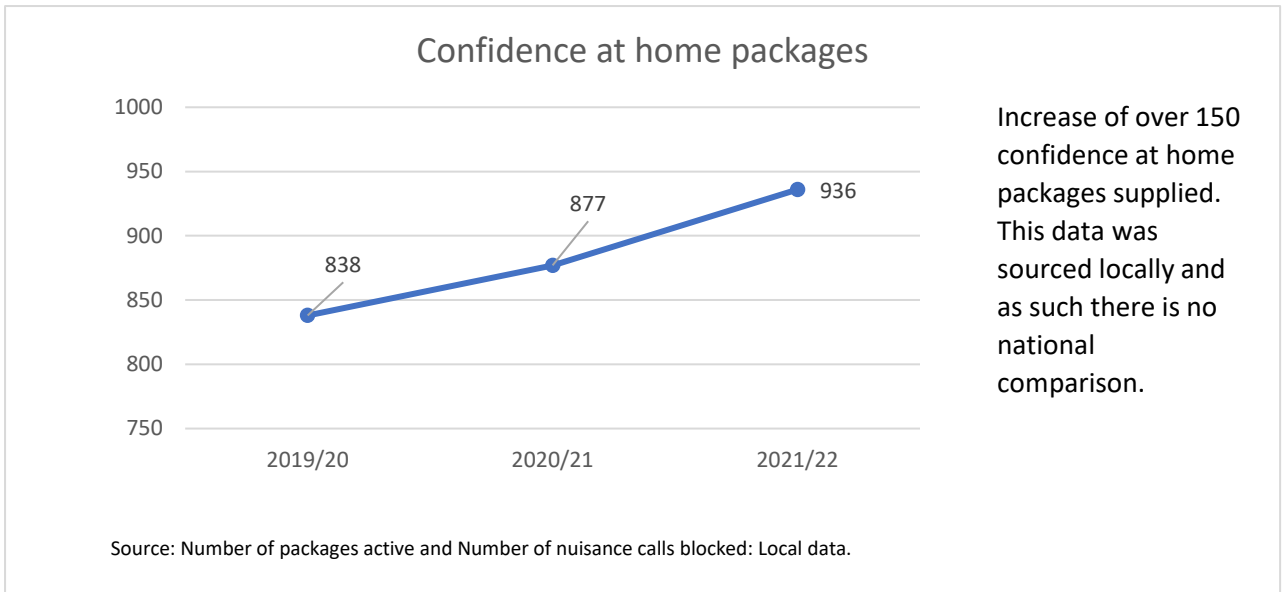
- Residents are safe and more socially connected within their communities*
- Older people and people with Long Term Conditions stay as healthy as possible
- Older people and people with Long Term Conditions live safely and independently in the community
- Carers are valued and can maintain their own health and wellbeing

*Fairer East Ren outcome

Community Plan indicators

Older People and People with Long Term Conditions							
Indicator	Rationale for inclusion	Source	ERC Baseline	Aim to Maximise (↑) or Minimise (↓)	Direction of travel over the last year	ERC Performance against Scotland	Comments
Older Age Dependency Ratio (Ratio of people aged 75+ to the working age population aged 16-64)	Ratio of older people 75+ to the working age population (16-64). A rise in this ration, coupled with the cost of care for older people, indicates that the CPP may have a greater challenge in providing care for its older population.	National Records of Scotland Population Estimates	15.8 (Year 2018)	N/A	N/A	N/A	No new data available
Male Life Expectancy at age 75 Years	Provides an estimate of how many further years a 75 year old male residing in East Renfrewshire today can expect to live. Based on mortality rates at the time.	National Records of Scotland	11.7 (Year 2015-17)	↑	↔	●	Male life expectancy at age 75 has remained steady. East Renfrewshire has a higher life expectancy rate than the Scottish average.
Female Life Expectancy at age 75 Years	Provides an estimate of how many further years a 75 year old female residing in East Renfrewshire today can expect to live. Based on mortality rates at the time.	National Records of Scotland	13.1 (Year 2015-17)	↑	↑	●	Female life expectancy at age 75 has increased by nearly a year since the last estimate and has been consistently higher than the Scottish average.

Fairer East Ren Progress



Snapshot of success 2021-22

- East Renfrewshire **Trading Standards** are now working with **Police Scotland** to **deter home maintenance fraudsters**. The multi-agency GRIP (Greater Results in Partnership) meetings continue to take place weekly to discuss the previous week's activity around crime and anti-social behaviour and to identify any emerging trends. **Community Safety** and **Youth Services** also meet with Police Scotland & British Transport Police weekly to discuss planning for events and staff resourcing over the upcoming weekend.



will be hosting three weekly community "Talking Points" where residents can either pop in or make an appointment.

- **Talking Points** continues to develop as the main point of contact for residents across East Renfrewshire around guidance and advice with all aspects of community supports. A founding member of the Community Hub, **Talking Points has distributed 30,000 postcards across the authority**, built links with over 70 organisations and developed an online referral system and new media outlets. Going forward, Talking Points
- We continue to strengthen the capacity of our services and action across the whole system to address the long-term effects of trauma and abuse experienced by women, children and young people. Monthly **Domestic Abuse Risk Assessment training** is delivered and is well attended with representation from Adult Social Work, NHS, Children and Families Social Work, Addictions, Housing, Education, Psychological Services, Fire and Rescue. Additional training is being delivered to Home Care Staff.
- **East Renfrewshire** is one of eight pilot sites in Scotland contributing to the national programme **Equally Safe at Work**. The pilot is progressing with the first e-learning module centred on gender being available and to date **120 staff have enrolled for the first module**.
- The Council also participated in the national campaign *16 Days of Action* to **end violence against women and girls** by developing a specific local programme of key messaging and campaign activity delivered throughout the 16 days.
- East Renfrewshire Women's Aid has continued to provide emotional and practical support to women, children and young people throughout the Covid-19 crisis. **Almost 1,230 women and children were supported** across the three core services, helpline and drop-in enquiries compared to 805 during the same period last year – an increase of 52%. Between April 2021 and March 2022, ER Women's Aid service reported **significant change and improvement for women** across all reported outcomes - 125 reviews were completed with **87% of women assessed noting improvement in progress in their outcomes overall**. Reduction in risk is reflected in the significant increases in the areas of safety with **91% improvement, health & wellbeing 82%, and empowerment & self-esteem 78%**.
- Domestic abuse referrals are expected to continue to increase longer term. Recovering from the social and economic effects of Covid-19 and mitigating the long-term effects of trauma and abuse experienced by women, children and young people will require continued action to strengthen the capacity of our services and action across the whole system to ensure their recovery needs are recognised and addressed.
- Almost **650 fire home safety visits** were carried out between April 2021 and March 2022.

- **Older residents** have attended two 'Digital Newbies' face-to-face sessions with two Digital Champions at the Museum in Barrhead to learn how they could better use their devices.



- **Mearns Kirk Helping Hands (MKHH)** has **two young volunteer champions trained and supporting older people to use technology.** A volunteer is matched to an older person who is looking for one to one help with technology. Community visits are facilitated by MKHH staff. **Six older people have been supported on a one to one basis to date.**
- Since 1 April 2021 **ER Trading Standards** has installed **82 call blockers to protect older and vulnerable people** from scam phone calls. To date, more than **11,000 nuisance and scam phone calls have been blocked** and it is estimated that **18 scams have been prevented.** On average, 20 of these calls are received each month. Almost a quarter of all calls received were nuisance calls or scam calls and almost all were blocked by trueCall technology. It is also estimated that over the four-year life cycle of these units, they will have **blocked around 76,500 nuisance calls, prevented 124 scams, saved vulnerable households £366,500, led to a reduction of £340,400 in NHS, social care and police costs and an increase in wellbeing & quality of life valued at almost £367,000 - total benefits of over £1m.**

Multi-agency approach to prevent falls in the home

Brenda* is a 76-year-old woman who lives on her own. She has deteriorating breathing problems due to COPD and had recently been discharged from hospital with medical oxygen to use if required. Although independent, she had lost confidence with some of her daily activities such as showering, preparing meals and going out due to her fear of falls. As a result, she had become increasingly reliant on her daughter. Following a fall in her bathroom, Brenda managed to phone her daughter who called the emergency services as she was unable to assist her mother up from the floor and she had also sustained a minor injury to her lower leg.

The Scottish Ambulance Service (SAS) responded and following full clinical assessment, treated the injury on scene. Brenda agreed to SAS making a referral to East Renfrewshire HSCP to request urgent follow-up by the Community Rehabilitation Team (CRT) for a falls multifactorial assessment and any additional supports which could be offered.

A home visit was carried out by the CRT the following day to assess Brenda when it was discovered that there were a number of factors contributing to her risk of falls. Over the next ten weeks, Rehabilitation Support staff helped Brenda to improve her function, strength, balance, mobility, independence and confidence by working through the rehabilitation programme devised between Brenda, the Physiotherapist and the Occupational Therapist. Dietetic advice was also provided to improve Brenda's nutrition. Equipment was provided to help her get in and out of bed, off and on the toilet and access her shower. A mobility aid was also provided to help Brenda move safely around her home independently and outdoors with family. A community alarm referral was made and Telecare was installed comprising of a wrist strap "red button" alarm to press for assistance if, for example, she had another fall. A referral was made to the Scottish Fire and Rescue Service for a home fire safety visit and advice was given to her daughter about the local Carer's Centre.

Brenda is independent with all her daily activities and she and her daughter know how to access advice about additional supports, if they require them, through Talking Points and the Initial Contact Team. She is going to start the local vitality exercise classes which run in the leisure centre with the help of her daughter, in order to continue with her strength and balance programme

* Names have been changed

Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank



Our Community Planning Partnership (CPP) continues to work to reduce the inequalities experienced by residents in those areas where outcomes in health, employment, education and experience of crime can be disproportionately poorer when compared with other areas of East Renfrewshire. As a reminder, these areas are Auchenback; Dunterlie, Arthurlie & Dovecothall; Neilston and Thornliebank. The 'locality planning' approach which we use to address these inequalities considers residents' needs, priorities and aspirations and aims to improve them using resources across our CPP organisations and local community groups.

During the pandemic we continued to engage with residents in different ways. The Community Learning and Development (CLD) Team adopted a detached Community Engagement approach with its staff being out and around local communities, speaking to residents in outdoor spaces about their communities and the issues facing them. In addition to this, an online survey was promoted through the Council's social media platforms to residents living within the locality planning areas. The survey aimed to gather residents' views about their communities and identify local priorities in relation to renewal and recovery from Covid-19. The survey was completed by residents from across all four locality planning areas. When asked '*what topic(s) are important to you and your community?*', local residents identified the following key priorities:

<i>My community members feel safe in their locality</i>	37%
<i>My community has improved physical environments including greenspaces</i>	34%
<i>Increased & targeted services for young people</i>	34%

<i>My community is a thriving locality as a result of investment in people and the physical environment</i>	34%
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Residents also identified new and emerging priorities such as **loneliness and isolation, living costs and ongoing concerns in relation to Covid-19.**

Those who completed the survey were invited to come along to a virtual session where they could discuss these issues with members of the CLD team and other residents. The virtual session also allowed residents the opportunity to start discussing how communities can drive forward and refocus locality plans, work with services to influence change and make decisions that will have a positive impact on their communities.

Residents were keen to have face-to-face sessions and the recent changes in restrictions will now allow us to have more face-to-face engagement with communities and discussions from this will be reflected in the community planning process to drive services forward. Sessions have been planned to take place after the local elections and these will go partway to contributing to forward planning for the locality planning areas.

Some face-to-face delivery of community engagement has already taken place which has allowed us to work with local people to find out how they want to be involved, what the next steps should be and what their priorities for their communities are.

Next steps

With the recent local elections and incoming administration, and as we continue with our post-pandemic recovery and renewal, the 2021-22 Fairer East Ren Recovery Transition Delivery Plans will be rolled forward for 2022/ 2023. This will allow us to work together in partnership to review our strategic planning approach and develop ambitious, longer term delivery plans that allow East Renfrewshire to thrive and work to create a fairer future with all.



Report produced by Strategic Services Team, East Renfrewshire Council

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Fairer East Ren: Transitional Delivery Plans 2022/2023

Delivering the outcomes of the East
Renfrewshire Community Plan

Background

- Fairer East Ren is the Local Outcome Improvement Plan for East Renfrewshire Community Planning Partnership.
- A requirement of the Community Empowerment (Scotland) Act 2015, is that a Local Outcomes Improvement Plan (LOIP) is produced to outline how community planning partners will work with communities to improve outcomes for individuals, families and communities and reduce socio-economic inequality.
- Fairer East Ren 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 reviewed these plans in early 2021 and agreed that a transitional Fairer East Ren Plan was required for 2021/2022 while communities and services were recovering from the impact of Covid-19. The relevant thematic groups considered the strategic and intermediate outcomes, progress indicators and critical activities from previous plans and updated them accordingly.
- As we continue with our post-pandemic recovery, and with a newly elected council administration, the 2021-22 Fairer East Ren Recovery Transition Delivery Plans will be rolled forward for 2022/ 2023. This will allow us to work together in partnership to review our strategic planning approach and develop ambitious, longer-term delivery plans to create a fairer future with all.
- This one-year plan ensures that critical activities to reduce socio- economic inequality continue in the interim.

Child poverty in East Renfrewshire is reduced (Local Child Poverty Action Report)**Responsible Delivery Partnership: Child Poverty Oversight Group, Chairs Louise Pringle (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 are aged 0-15 years. Migration has had a large impact on the population of East Renfrewshire and especially the child population; in 2019/20 over 570 more children (0-14) migrated into the area, with none leaving, and in 2018/19 this figure was also nearly 500, meaning over 1000 more children have been added to the area in this two year period. 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; 6% of all births in East Renfrewshire were to mothers under the age of 25, compared to 16% nationally. Child poverty can be reduced by supporting parents to increase their income from employment and/or from social security, while also reducing their costs of living.

18.4% of households in East Renfrewshire are 'workless' meaning there is no individual over the age of 16 in the household who is employed, an increase of 4% from the previous year. About 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 £809 and the average weekly part time pay £308. However, those working in East Renfrewshire receive the lowest average weekly pay in Scotland; the average weekly full time pay is £626 and the average weekly part time pay is £225. 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. 7.5% of all primary pupils from P5 to P7 are registered for free school meals which is lower than the Scottish average of 21.3%. 7.7% of secondary pupils are registered for free school meals, again 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 East Renfrewshire in 2022 has increased by 9.2% since early 2021 to rise to £274,223. The average weekly local authority rent is £77.39.

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. The cost-of-living crisis is beginning to take its toll with uptake rates for benefits, the Scottish Welfare Fund and Money Advice support rising. East Renfrewshire's approach to child poverty is linked closely with the priority outcomes of employability and promoting positive mental health and wellbeing as outlined in the other Fairer East Ren plans to follow.

1.1 Child Poverty in East Renfrewshire is reduced



Inclusive Economic Recovery and Growth

Responsible Delivery Partnership: East Renfrewshire Local Economic Partnership (LEP), Chair, Michael McKernan (ERC)

In 2020, East Renfrewshire's population was 96,060 with around 57,000 (59.5%) of these residents of working age. Around 72% 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. On average, 2090 people in East Renfrewshire claimed Job Seekers Allowance or Universal Credit with a requirement to look for work between July 2020 and June 2021. 18.4 % 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 socioeconomic data shows that there are areas of higher unemployment in our most deprived areas. The number of 16–64-year-olds claiming out of work benefits increased during the pandemic, however we are seeing early indications that this rate is beginning to fall again in 2022.

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.

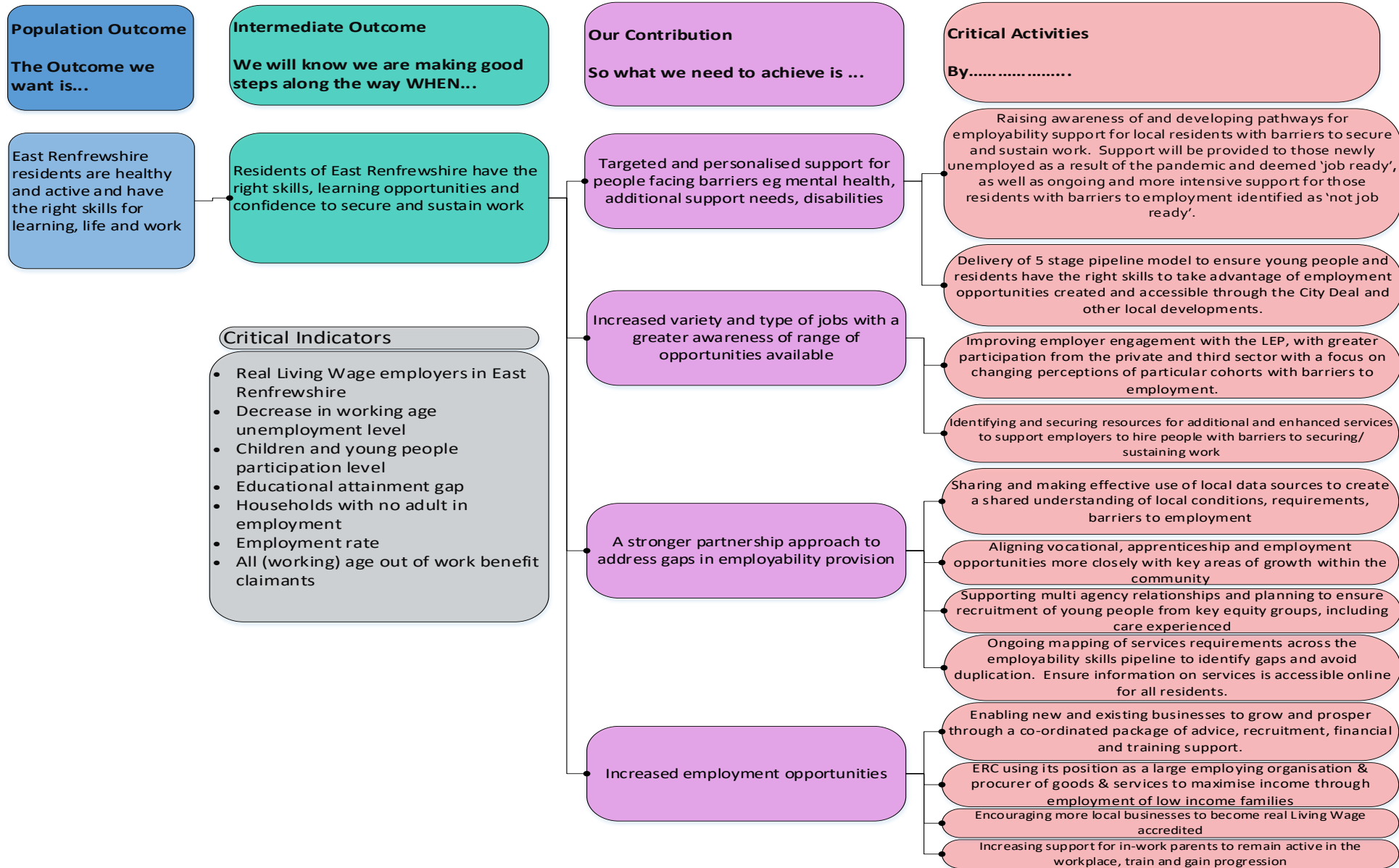
97% of 16–19-year-olds are participating in education, employment or training; this compares favourably to the Scottish average of 92%. It is acknowledged however that the participation rates will vary in different communities within the authority.

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



Community Wellbeing and Connectivity

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

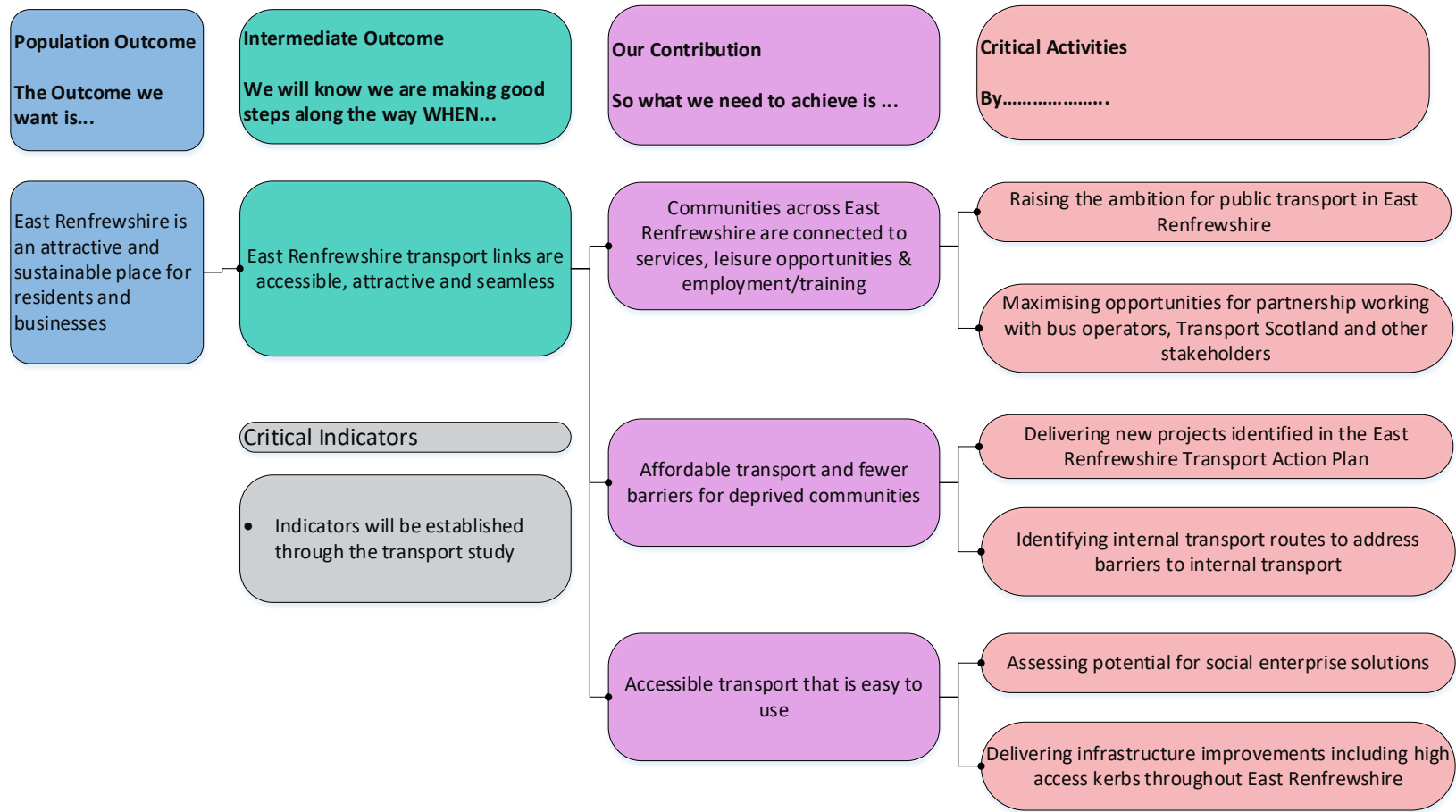
The effects of the Covid-19 pandemic over the past two years has further highlighted the importance of good mental health and wellbeing for residents. Whilst the lockdowns provided opportunities for many to help others in their community, for example, through volunteering, loneliness and isolation remain issues for many residents within our communities which has led us to identify social isolation as a priority area. [Humanitarian Research](#) carried out on behalf of the Council at the end of 2021 found that loneliness and mental health issues increased significantly during the pandemic. 23% of residents reported a fall in happiness with 11% reporting an increase in anxiety. One in three adults reported an increase in alcohol consumption.

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 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.

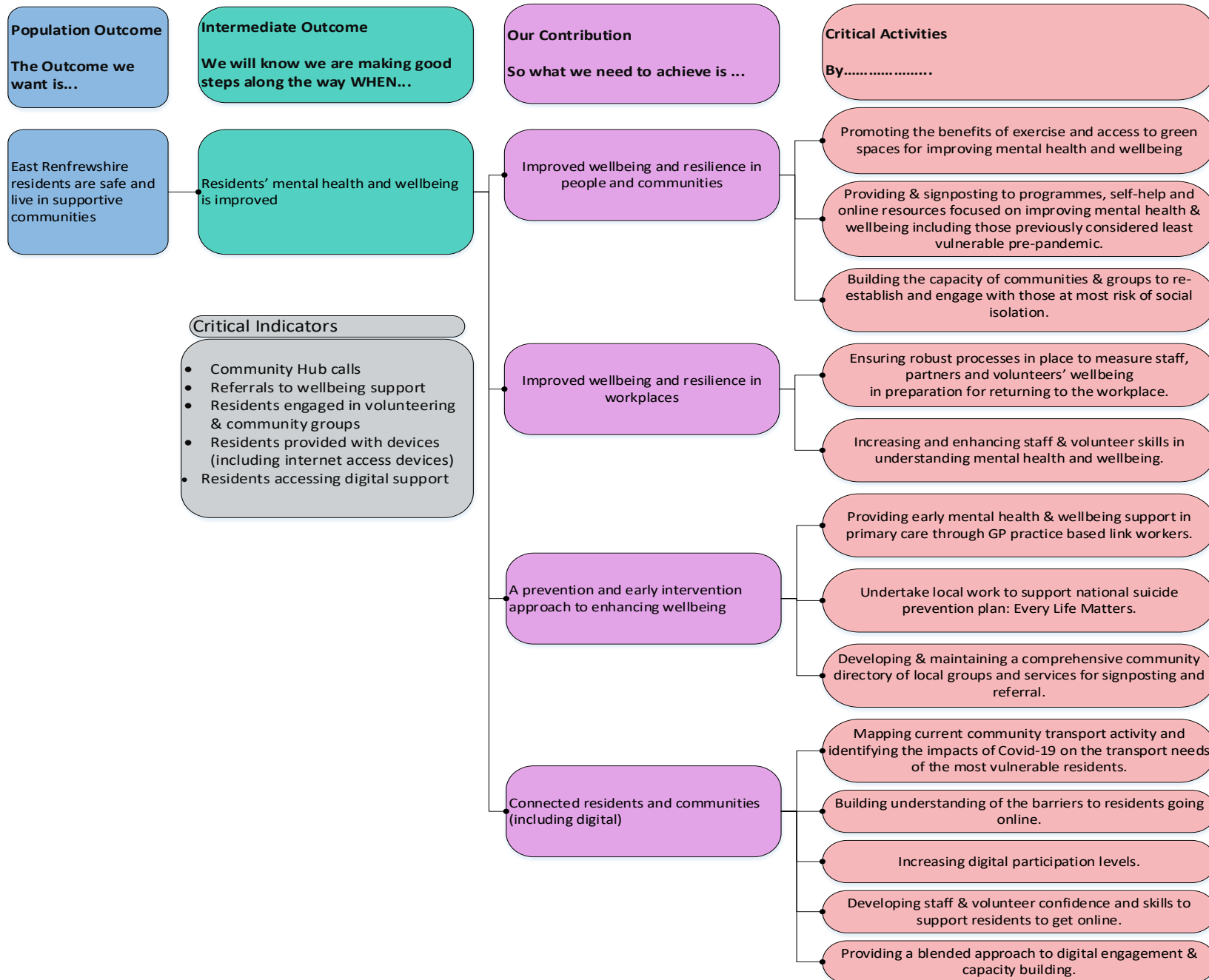
Demographic changes projected in our population emphasise the need to prepare for increased numbers of older people and increased numbers of single person households. During our engagement, residents also repeatedly highlighted the benefits and importance of a strong sense of community, social connections together with feeling safe. 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



4.1 Resident' mental health and wellbeing is improved



Residents are safe and more socially connected within their communities

Responsible Delivery Partnership: Safe East Renfrewshire, Chair Murray Husband (ERC)

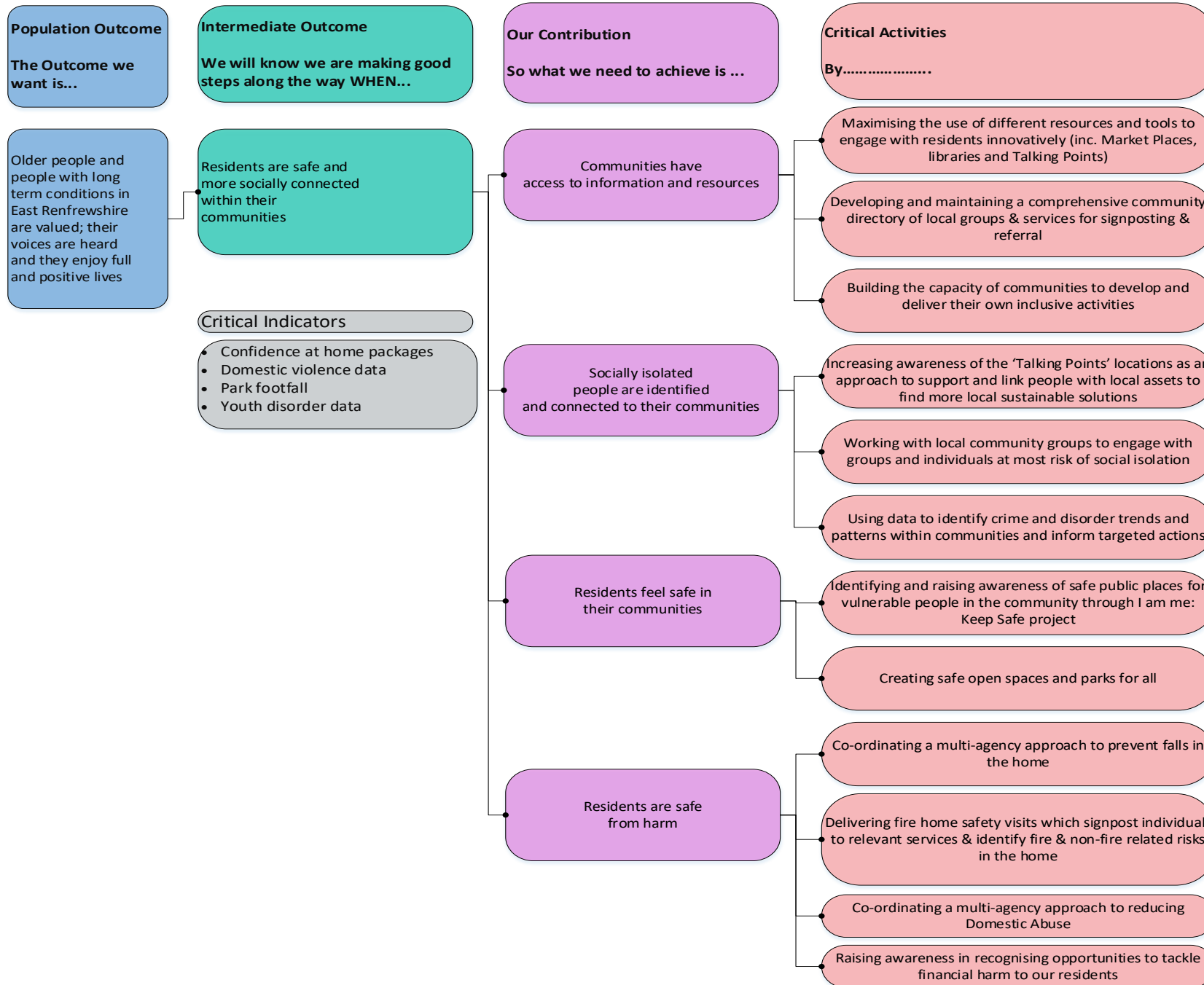
Loneliness and isolation are key issues for many within our communities and this has been particularly prevalent during Covid-19. All residents have faced restricted movements during lockdown and this has reduced the opportunity to engage with others, particularly for residents who have been shielding, those with restricted digital access and those with limited local supports.

Through previous engagement and our Humanitarian Research, we know the value residents place on the benefits and importance of a strong sense of community, social connections together with feeling safe. These issues are high on the agenda at national level with a national mental health strategy in place and the Scottish Government's 'A Connected Scotland' plan which highlights the role of connected communities in tackling social isolation and loneliness. 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 <https://eastrenfrewshire.gov.uk/community-planning-partnership>

As we continue to deliver a Fairer East Ren we will create opportunities for working together with local people to ensure the plans meet their needs.

EAST RENFREWSHIRE LOCAL CHILD
POVERTY ACTION REPORT:
2021-2022
(YEAR 4)

Introduction

This past year has continued to be challenging for families experiencing financial difficulties. The ongoing and cumulative impacts of COVID-19, Brexit and the Cost of Living Crisis has seen families facing more financial pressures than ever before. Those previously experiencing poverty have seen this worsened and many previously 'just about managing' are now finding themselves in poverty.

We are fortunate in East Renfrewshire to have a comparatively low level of child poverty, however the challenges faced by families who do experience poverty are the same regardless of location. So we continue to focus on tackling the drivers of poverty whilst also mitigating the impacts of those who are in poverty.

As a Community Planning Partnership, we have worked together throughout the year to provide the support required to the families most in need. Inevitably, some of this support has been short-term, crisis response whilst other has been medium and longer-term with a focus on creating and embedding lasting change.

This report outlines the actions we have taken under each of the three drivers of poverty and describes the impact which these actions have had where possible. It also describes how we have listened to the experiences of local families experiencing poverty and used these to shape our ongoing actions and inform our future plans to tackle poverty.

At the time of writing this report, the Scottish Government recently released a new national Child Poverty Delivery Plan called Best Start, Bright Futures. We acknowledge the actions within this may subsequently impact our local delivery actions, therefore those noted in the report may be subject to change throughout the lifespan of this document.










We want all children in East Renfrewshire to experience a stable and secure childhood and succeed. We will continue to tackle child poverty to create a fairer future with all and make people's lives better.

Contents

Introduction	2
Executive summary	4
Context.....	5
Governance.....	6
Lived Experience and the Impacts of the COVID-19 Pandemic	6
Measures of progress	8
The format of our report	10
Chapter 1: Income from employment	15
Workstream	15
Data and lived experience feedback.....	15
Action taken.....	16
Future Actions 2022 onwards.....	19
Chapter 2: Income from Social Security.....	21
Workstream	21
Lived experience	21
Action taken.....	23
Future Actions 2022 onwards.....	29
Chapter 3: Costs of Living.....	32
Workstream	32
Lived experience feedback.....	32
Action taken.....	33
Future Actions 2022 onwards.....	37
Child poverty mitigating actions	40
Conclusion.....	44
Annex 1: Future Actions 2022 onwards.....	45
Annex 2: Agreed long term objectives for NHSGGC and associated local authorities	46
Annex 3: Full profile of East Renfrewshire.....	47

Executive summary

- East Renfrewshire has the highest proportion of children in any Scottish local authority, with almost 20,000 children aged 0-15 years
- The proportion of children living in relative poverty (low incomes compared to average UK household) in East Renfrewshire is the (joint) lowest in Scotland; around 3,000 children or 16%
- Almost one in five households (18%) are 'workless' meaning there is no individual in the household employed
- Those *living* in East Renfrewshire receive the highest average weekly pay in Scotland. However, those *working* in East Renfrewshire have the lowest average weekly pay
- East Renfrewshire residents are less likely than the Scottish average to receive income from social security and benefits. However, since the beginning of Covid-19, there has been a significant increase for financial support
- Uptake rates for benefits, Scottish Welfare Fund and Money Advice support are rising and, more recently, amongst new groups including those in work and those living in traditionally more affluent areas

EMPLOYMENT	SOCIAL SECURITY	COST OF LIVING
<p>Local Indicators:</p> <p> Increase in Living Wage Employers</p> <p> Decrease in unemployment</p> <p> Increase in 16–19-year-olds in work, training or employment</p>	<p>Local Indicators:</p> <p> Uptake of Free School Meals & Clothing Grants</p> <p> Slight decrease in number of families accessing financial advice but higher than pre-pandemic</p> <p> Increase in Scottish Welfare Fund applications</p>	<p>Local Indicators:</p> <p> Fuel poverty remains static but is expected to worsen</p> <p> All 3- & 4-year-olds registered for funded Early Learning & Childcare</p> <p> Increase in referrals for money advice and use of food supports</p>
<p>Local Actions:</p> <ul style="list-style-type: none"> • Encourage Living Wage accreditations • Support parents in the workplace, train and gain progression • Use participatory budgeting to design employability programmes • Implement a new Parental Transition Fund and Best Start, Bright Futures programme 	<p>Local Actions:</p> <ul style="list-style-type: none"> • Offer financial inclusion support to all parents receiving employability support • Provide financial wellbeing support in schools including parents, carers and staff • Increase affordable credit options in the area • Make use of data to best target supports to eligible families 	<p>Local Actions:</p> <ul style="list-style-type: none"> • Reduce energy costs • Increased affordable housing options • Reduce the cost of school attendance and participation • Reduce the cost of Early Learning and Childcare • Reduce the cost of the pregnancy pathway

Context

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

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

In March 2022, Scottish Government published its second delivery plan 2022-2026, [Best Start, Bright Futures](#). This delivery plan continues to focus on the drivers of poverty whilst also considering how best to support those who are currently experiencing poverty. The structure of this delivery plan is:

- Providing the opportunities and integrated support parents need to enter, sustain and progress in work
- Maximising the support available for families to live dignified lives and meet their basic needs
- Supporting the next generation to thrive

Given the recent publication of this new delivery plan and the, as yet unknown, impact this might have on local delivery, the following report will focus on actions taken to tackle three drivers of poverty but with an additional section to highlight mitigating actions to support the next generation to thrive.

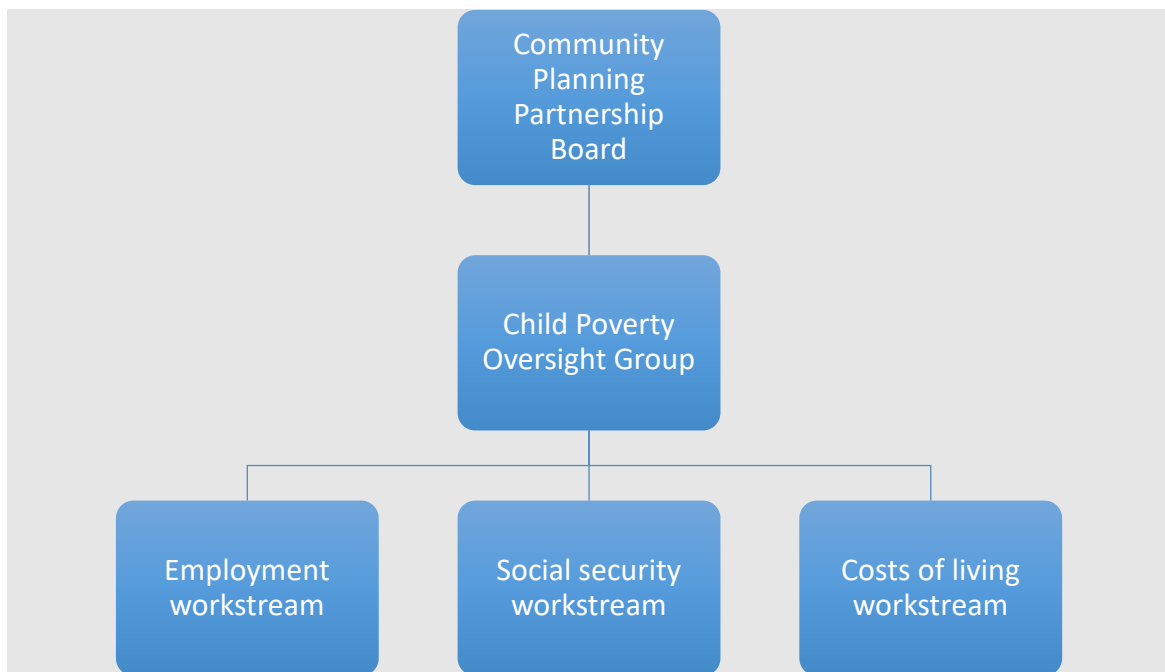
Both the previous and the new national delivery plans identify a number of priority groups where there is strong evidence that the risk of poverty is higher, specifically:

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

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

Governance

The Community Planning Partnership is responsible overall for the Local Child Poverty Action Report and is supported by a Child Poverty Oversight Group. The oversight group has responsibility for creating a strategic environment which cultivates step-change in relation to tackling child poverty. The oversight group is jointly chaired by the council's Director of Business, Operations and Partnerships and the Health and Social Care Partnership (HSCP) Chief Officer, and includes senior representatives from Education, HSCP, Employability, Money Advice, Environment Services, the Third Sector Interface, the Health Board and partner organisations including Barrhead Housing Association and Citizens Advice Bureau. The oversight group is supported by three workstreams aligned to each of the drivers of poverty. The workstream groups develop and deliver on critical activities to encourage step-change and identify critical indicators to measure progress.



Lived Experience and the Impacts of the COVID-19 Pandemic

The COVID-19 pandemic – through the direct impact of the virus and the secondary effects of measures introduced to control its spread – has been unprecedented in the breadth and depth of its impact on Scotland's society and economy. The pandemic has resulted in multiple prolonged periods where most schools and businesses were required to close, where a large proportion of the workforce were furloughed or required to adapt to new work from home directives, where public services were set on an emergency footing to protect the most vulnerable, and where there has been extensive disruption to community activities.

In Autumn 2021, we commissioned a study with the overall aim to improve our understanding of the impact of the pandemic. This included a particular focus on the lived experience of residents and

communities, how these have varied across key socio-economic groups, and the extent to which the pandemic may have added to existing inequalities.

The research used a mixed method approach, incorporating a desk-based review to make best use of available evidence, alongside fieldwork using a mix of survey and in-depth qualitative research to produce a rich set of evidence around the lived experience of the pandemic.

The research findings highlighted a number of key poverty-related impacts including:

- An increase in the number of benefit claimants
- Increased demand for financial support
- Increased applications for Scottish Welfare Funding
- A change in profile of those households requiring financial support, with more in-work residents facing difficulties and also more residents in 'traditionally affluent areas'
- An increase in 'work-ready' employability clients, often following redundancy
- Increased demand for support with fuel debt
- Increased use of Food Larders and Food Train
- Early indications of a worsening of the poverty-related attainment gap
- An increased awareness and better understanding of 'hidden poverty' within communities and people having a better understanding of the struggles many face

Further details of these findings are included within the relevant chapters of this report and the full findings are available [here](#). These findings will continue to inform the work of the CPP to tackle child poverty going forward.

Measures of progress

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

Indicator	Measure and source	Year 2 data	Year 3 data	Current data	Comments
OVERALL					
Children living in poverty	% age of children living in poverty (after housing costs) in East Renfrewshire: End Child Poverty 2019	16%	16%	No new data	This data has been delayed due to Covid
INCOME FROM EMPLOYMENT					
Real Living Wage employers in East Renfrewshire	Number of real Living Wage accredited employers: Living Wage Scotland 2021	11	16	23	East Renfrewshire Council, Business Gateway East Renfrewshire and Living Wage Scotland worked in partnership to promote Living Wage accreditation to employers based in East Renfrewshire. The Economic Development team will continue to promote and pay for this initiative in 2022/23.
Working age unemployment level	%age of economically inactive residents who want a job: NOMIS Jan-Dec 2020	18.1%	24.7%	17.1%	17.1% represents 2,500 of the population. 19.6% for the national level. There has been a slight decrease in the % of economically inactive residents who want a job. This is largely due to impacts of Covid on the local economy. Work EastRen and employability partners will continue to promote and engage with local residents who are seeking employment.
Children and young people participation level	%age of 16-19 year olds participating in learning, training or employment: SDS Annual Participation Measure Report 2019	96.9%	96.7%	97.2%	East Renfrewshire continues to support 16-19 In year olds participating in learning, training or employment.
INCOME FROM SOCIAL SECURITY AND INCOME MAXIMISATION					
Free School Meal uptake at Primary School	%age uptake of free school meals at primary school (P1-P7): School	87.9%	87.7%	No data available	There was no data collected for uptake of free school meals in 2021. Data was collected in

	healthy living survey 2020				Spring 2022 and will be published later in 2022.
Access to financial wellbeing advice	Number of families accessing MART financial wellbeing advice: Local data	997	1318	1232	There has been a slight decrease in the number of families accessing financial wellbeing advice this year but this is remains higher than pre-pandemic level.
COSTS OF LIVING					
Fuel poverty	Fuel poverty: Scottish House Condition Survey	16%	13%	13%	The level of fuel poverty has remained static although we note that the lag in data publication means that this does not present a true, current reflection.
Uptake of funded early learning and childcare entitlement	%age of 3 & 4 year olds registered for funded early learning and childcare Dec 2020: Scottish Government Schools Statistics	93%	95%	100%	All eligible 3 and 4 year olds are registered for their funded early learning and childcare place in 2021 which is a great achievement and should provide parents with affordable childcare options to enhance their employment opportunities.

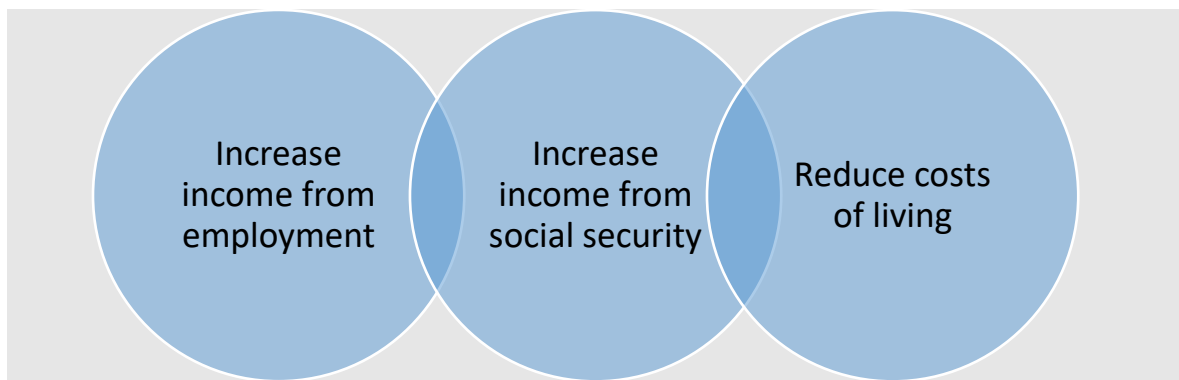
The format of our report

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

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

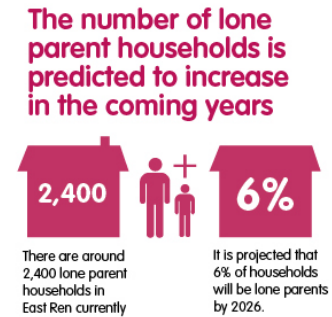
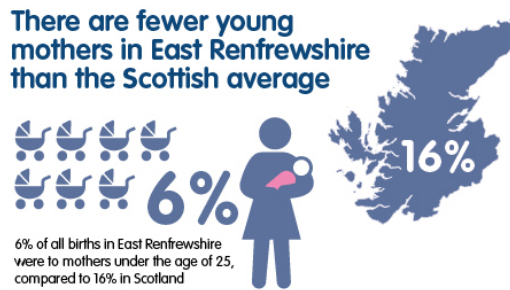
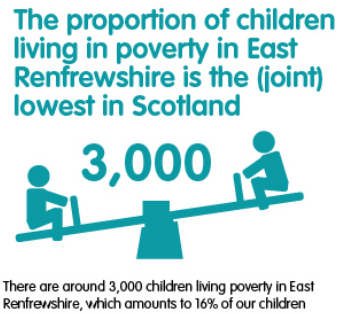
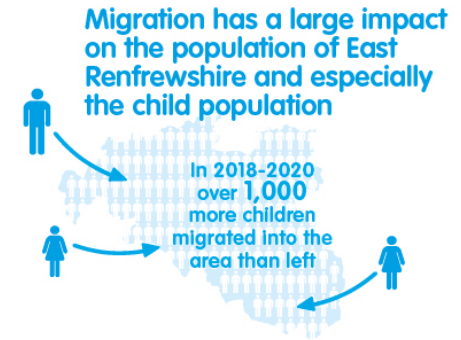
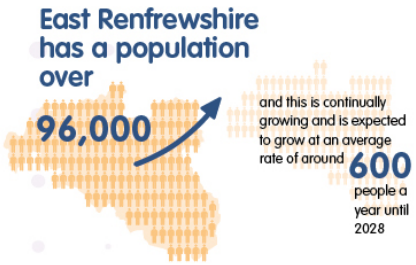
- Income from employment
- Income from social security
- Costs of living

For each we have outlined our progress and achievements in 2021-2022 including case studies where relevant to evidence the real impacts for families. We then present our plans for further action over the year ahead (2022-2023).



PROFILE OF EAST RENFREWSHIRE

OVERALL



EMPLOYMENT

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

The average weekly full time pay is



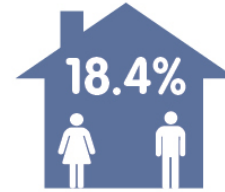
£809
and the average weekly part time pay £308

However, East Renfrewshire ranks **LOWEST** average weekly pay in Scotland average when both full-time and part-time workers salaries are combined ▼

The average weekly full time pay is



£626
and the average weekly part time pay is £224.90



18.4% of households in East Renfrewshire are 'workless' meaning there is no individual over the age of 16 in the household who is employed. This is up 4% from last year ▲

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



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

East Renfrewshire remains a generally active local economy, with early indications that unemployment rates are beginning to recover from the last two years



1,500 There are 1,500 of the working age population who are unemployed, which is a decrease of approximately 100 people since last year

72% Of residents of working age are economically active

SOCIAL SECURITY/BENEFITS



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



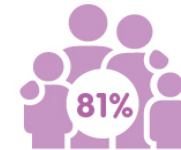
Nearly 1,130 individuals are claiming for out-of-work benefits

This is approximately 2% which is lower than the Scottish average of 4% | 165 of these claimants were between the ages of 16 and 24

7% of pupils from P5-7 are registered for free school meals



8% of secondary pupils are registered for free school meals



There are 15,920 children in families that are registered for child benefit, which equates to 81% of all children in East Renfrewshire

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



430 young people receive an Education Maintenance Allowance



East Renfrewshire has £120 clothing grant for Primary school pupils and £150 clothing grant for pupils in Secondary school



Since the beginning of COVID-19, there has been significant increase in demand for financial support

37% for Welfare Fund, 81% for MART, approximately 50% for food larders/food train

COSTS OF LIVING



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

The average weekly local authority rent is
£77.39



Second highest in Scotland
£274,223

The average property price in East Renfrewshire is **£274,223** which is a **9.2%** increase since early 2021

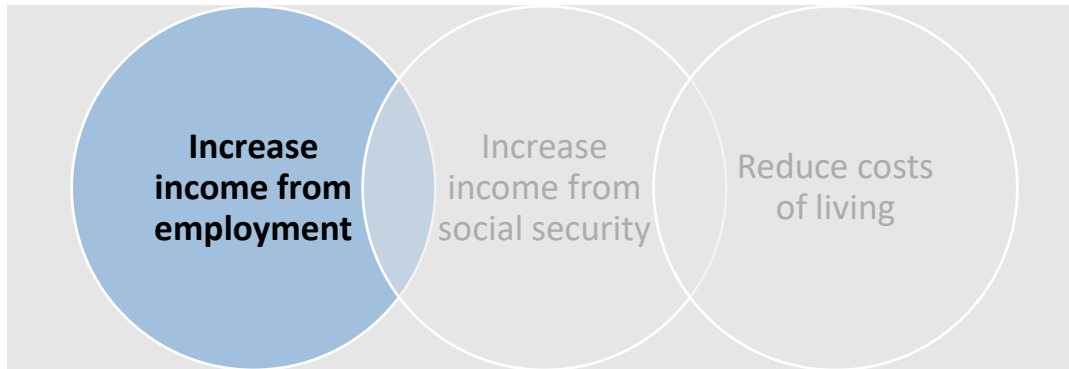


Nearly three quarters of East Renfrewshire's houses are classified as being Council Tax band D or above, compared to the Scottish average of 41%

On average art, drama and sports activities, cost
£45.50
for a three month class



Chapter 1: Income from employment



Workstream

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

NHS Greater Glasgow and Clyde has broadly been able to continue employability programmes as part of our Widening Access To Employment (WATE) strategy. Where activity was paused due to the pandemic this is now being rescheduled. New areas have included our Kickstart programme with Facilities and our wider focus on Community Wealth Building.

Data and lived experience feedback

As mentioned in the 'Context' chapter above, we gathered feedback from lived experience, community and stakeholder engagement and desk-based data sources to understand the impact of Covid in East Renfrewshire. There were several findings which related to employment and access to work.

We have seen a change in profile of those seeking employability support during the pandemic. Business Gateway and Economic Development services have seen a significant increase in the number of 'work ready' people looking for support, for example following redundancy. While these residents typically require less intensive support from services, the range of assistance available is limited by Scottish Government funding being primarily targeted towards those who are not job ready. Nevertheless, this change in profile of demand means that the 'core' client group (e.g. those facing multiple barriers to employment) are facing increased competition from more 'work ready' residents.

A significant increase in contacts from self-employed residents was seen in the early months of the pandemic, including those ineligible for government support programmes. However, these cases appear to have fallen back as public health restrictions on businesses have eased.

We have also seen the benefit claimant count significantly higher than pre-Covid level and particularly so for 16–25-year-olds which could include young mothers (one of the key priority groups).

The research further tells us about the challenges faced in terms of mental health impacts, particularly for those caring for young children. This included some evidence of differences in impact across genders, with several female participants highlighting a loss of structure in their day and the challenges of balancing child-care with remote learning and other pressures. However, it should be noted that support services have also seen an increase in male clients, some with some with significant existing mental health needs and others with anxiety associated with employment or income.

Action taken

During 2021/2022 the Community Planning Partners across East Renfrewshire have taken action to increase income from employment. This includes;

Encouraging more local businesses to become Real Living Wage accredited

Living Wage Scotland worked in partnership with Business Gateway East Renfrewshire and East Renfrewshire Council to promote Living Wage accreditation to employers based in East Renfrewshire.

Businesses can apply online to become an accredited Real Living Wage employer and the Council offered funding to cover the cost of accreditation for the first year.

There are now over 2000 employers in Scotland who pay the real Living Wage. This includes 23 employers in East Renfrewshire, across the public, private and third sector, including the Council and Barrhead charity Include Me 2 Club (IM2C).

Paul McIlvenny, of IM2C said: “We decided to register for the Living Wage accreditation as we operate in sectors that, for a long time, felt devalued, always entry-level and have historically paid the national minimum wage. The Living Wage accreditation enables us to recognise the fantastic effort, energy and impact our team have in people’s lives and across our communities.”

The Economic Development and Business Gateway East Renfrewshire will continue to promote the Living Wage accreditation to employers based in East Renfrewshire

Increased support for in-work parents to remain active in the workplace, train and gain progression

The Work EastRen team continue deliver the Scottish Government funded Parental Employability Support Fund (PESF). The Parental Employability Support Fund (PESF) is collaboratively managed by Scottish and Local Government, providing dedicated support for low-income families. PESF offers support to:

- Lone Parents
- Parents with disabilities
- Young parents age 25 years and less
- Minority ethnic families
- Families with a disabled child
- Families with 3 or more children
- Families where the youngest child is under 1 year

Key Workers take a holistic approach where parents are supported to upskill and/or re-train, increasing family income, lifting themselves and their families out of poverty.

The fund will provide personalised support for parents who face barriers to progressing their careers, including help to gain qualifications, improving skills or work experience; money advice, and motivational support.

To date the Work EastRen team have registered 38 clients with 16 moving into employment and 6 who have entered into further vocational training.

Those registered on the programme also have to financial support help with travel to work and interview clothing.

Case Study

Concern

Rebecca* is a 30 year old single parent living in East Renfrewshire, with a daughter that has additional support needs. Unfortunately, she has a criminal record relating to charges that were brought about when she was a teenager. Rebecca has always worked in hospitality and has managed to work her way to a supervisor in a well-known Glasgow Hotel. She hoped to move into work in the care sector but had concerns that her criminal record would prevent this.

Solution

Rebecca received financial support from the Parental Employability Support Fund (PSEF) to apply for a PVG which showed she would be able to work in this sector. The PES Adviser then worked alongside a job broker to find a work placement at a care home and supported her to complete an online learning course in Mental Health. This online course provided Rebecca with a boost for starting her work placement.

Rebecca attended a work placement which went really well. She was invited for an interview and the PES advisor supported her in preparing for this, so that she could attend feeling confident in her skills and knowledge and answer the questions given. Rebecca was offered a role with 21 hours and this works well with her childcare needs.

Impact

Rebecca is currently £34 a week better off and has explored her options in detail with the Money Advice Support Officer. Her mental health is much better and she feels she has gained some self-worth. Previously, Rebecca would not have taken this step, out of fear as to what her past had restricted her from doing, that people would judge her and that she wouldn't be able to work in the care sector. Now, with the help of the PES advisor, Rebecca has gained some care training, is in the process of starting to achieve qualifications related to her role and has progressed into a permanent position with further prospects.

Improving availability, access and update of good quality in-work support programmes

The NHS Greater Glasgow and Clyde employability programmes continue to provide ongoing recruitment of modern apprentices and support to existing apprentice cohorts; delivery of sector-based work academies and development of alternative pathways into employment; revised provision of careers awareness activity. They are further considering the feasibility of developing 'Academy approach' within HSCPs recruitment, adopting of Young Person's Guarantee and Kickstart.

Work EastRen undertook significant promotional work around the Parental Employability Support Fund programme in 2020/21. This included a new social media campaign and flyers that were distributed to partners.



Employability support for disabled parents

We know it is difficult for parents with a disability to increase the family income, but our new support service can help.

Through the Parental Employability Support Fund, our dedicated officer can help parents with a disability learn new skills, check they are accessing any benefits they are entitled to and help search for jobs.

So if you are a parent with a disability, then get in touch: Call: 07501388115 or email: lynsey.ross@eastrentnewshire.gov.uk

For more information on how Work EastRen can help, visit www.workeastren.co.uk



Parental Employability Support Fund

If you're a working parent on a low income or would like to get a better paid job and increase your family income, then we can help.

Through this Scottish Government fund, we can help you:

- learn new skills to improve your employment prospects,
- maximise your income from employment as well as from benefits,
- search for jobs and prepare for interviews.

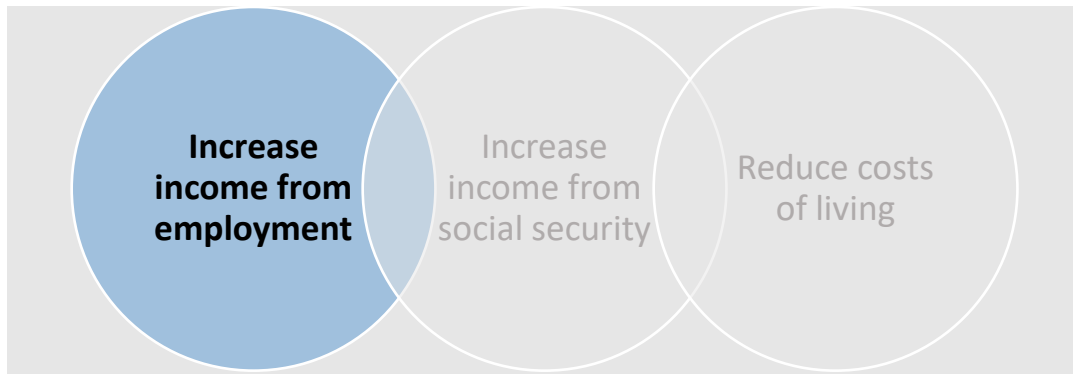
So, if you are a:

- lone parent,
 - family where the parent or child has a disability,
 - parent with 3 or more children,
 - parent from an ethnic minority,
 - parent with youngest child under 1 years old or
 - parent aged under 25 years old,
- then get in touch with us to find out more.

You can call 07920781991 or email naoml.nicol@eastrentnewshire.gov.uk



Future Actions 2022 onwards



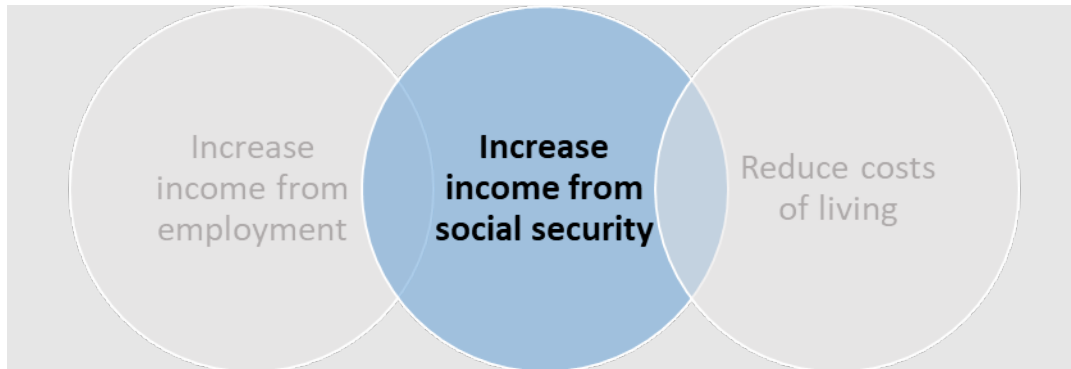
These actions are as accurate as possible at the time of writing. However, it is important to remember that actions will be subject to review as community planning partners further establish their recovery and renewal plans and once the impact of COVID-19 on the economy, jobs and income is more fully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

<p>Change required: Encouraging more local businesses to become real Living Wage accredited</p>	<p>What we will do: Establish the East Renfrewshire Living Wage Action Group to encourage and support new and existing employers, including NHS GGC, to work towards real Living Wage accreditation. Leads: Local Employability Partnership, NHSGGC Resources: Within existing resources Target Groups: Low income families</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Increased number of accredited real Living Wage employers. • Increased number of local employers working towards real Living Wage accreditation.
<p>Change required: Increased support for inactive and in-work parents to remain active in the workplace, train and gain progression</p>	<p>What we will do: Implement the East Renfrewshire local model of the Parental Employability Support programme and the UK Shared Prosperity Fund. This will include employability support, vocational training and new employer recruitment incentives for businesses employing local residents Lead: Work EastRen and delivered in partnership with Money Advice. Resources: To be confirmed</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Number of participants achieving qualification, increasing skills • Number of participants achieving an increase in income • Number of employed participants gaining new employment or self-employment • Number of participants sustaining employment or self-employment

	<p>Target Groups: Lone parents, economically inactive parents, person with a disability, 3+ children, ethnic minorities, youngest child <1, parents aged <25</p>	<ul style="list-style-type: none"> • 13/26/52 weeks after new employment start date • Increase in the take up of employer recruitment incentives
<p>Change required: Design and inputs to employability programmes via Participatory Budgeting</p>	<p>What we will do: Engage with relevant stakeholders to help shape the design of future PES activity via a pilot scheme. Lead: Work EastRen in partnership with the Local Employability Partnership Resources: To be confirmed Target Groups: Women, lone parents, person with a disability, 3+ children, ethnic minorities, youngest child <1, parents aged <25</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Number of participants achieving qualification, increasing skills • Number of participants achieving an increase in income • Number of employed participants gaining new employment or self-employment <p>Number of participants sustaining employment or self-employment 13/26/52 weeks after new employment start date</p>
<p>Change required: Delivery of new Parental Transition Fund and Best Start, Bright Futures programme</p>	<p>What we will do: Design and delivery new Parental Transition Fund and Best Start, Bright Futures Programme via Scottish Government monies to meet local needs and to tackle the financial barriers parents face in entering the labour market, particularly over the initial period of employment and provide pathways into sustainable employment. Lead: Work EastRen in partnership with the Local Employability Partnership Resources: Budget from Scottish Government to be confirmed Target Groups: Women, lone parents, person with a disability, 3+ children, ethnic minorities, youngest child <1, parents aged <25</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Number of participants achieving qualification, increasing skills • Number of participants achieving an increase in income • Number of employed participants gaining new employment or self-employment • Number of participants sustaining employment or self-employment 13/26/52 weeks after new employment start date

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

Chapter 2: Income from Social Security



Workstream

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

In NHSGGC, financial advice services have continued and are returning to hospital settings. This includes the Special Needs in Pregnancy and Royal Hospital for Children financial advice and advocacy services which between them have supported over 400 families, many on very low incomes. A high proportion of these families fall in to one or more of the child poverty priority groups.

Lived experience

As mentioned in the 'Context' chapter above, we gathered feedback from lived experience, community and stakeholder engagement and desk-based data sources to understand the impact of Covid in East Renfrewshire. There were several findings which related to employment and access to work.

The Council's Money Advice and Rights Team (MART) and East Renfrewshire CAB both report that a significant proportion of those seeking financial advice and support during the pandemic were also experiencing mental health challenges. Research participants made clear that loneliness and isolation have been a key challenge for many, and that extended periods of isolation without in-person contact with family members have affected all parts of the community. In addition to the widespread effects of social isolation, some also highlighted the extent to which their mental wellbeing had been affected by job and financial insecurity, including reduced hours of work and reduced income.

There has been a significant increase in cases being handled by the Council's Money Advice and Rights Team (MART), and in Scottish Welfare Fund applications:

- MART case numbers in 2020/21 represented a 75% increase from 2019/20, and an 83% increase from 2018/19. This was in large part due to MART being involved in COVID relief efforts during 2020/21, although by summer 2021 case numbers remained above pre-COVID levels

- Applications to the Scottish Welfare Fund increased by 37% between Jan-Mar 2020 and Jan-Mar 2021, translating into a 46% increase in Fund awards
- This increase was driven primarily by a 94% increase in Community Care Grant applications, translating into a 108% increase in awards
- CAB has also experienced a significant increase in demand for services, with 46% of CAB customers in August 2021 using the service for the first time

The experience of local services providing financial advice and support also indicates some shift in the profile of households requiring support. This has included an increasing number of in-work residents experiencing financial difficulties as a result of reduced hours and/or increased living costs, and more families affected by poverty for the first time. This contrasted with the more typical profile of demand for financial advice and support, and included residents in more affluent areas struggling with high housing costs and little or no savings following a reduction in their income.

Other key trends in the characteristics of those experiencing financial difficulties during the pandemic are summarised below:

- A significant increase in contacts from self-employed residents was seen in the early months of the pandemic, including those ineligible for government support programmes. However, these cases appear to have fallen back as public health restrictions on businesses have eased.
- An initial reduction in debt-related cases appeared to be the result of mortgage and credit freezes, and the Council ceasing to pursue arrears. However, this now appears to be changing as creditors begin to pursue debt that was on hold during the pandemic, and which may have increased over this period.
- Services have been contacted by substantial numbers of residents who have not had to ask for help before. These residents were typically referred via other services (such as schools or health services) or through the Council website. While services have sought to raise awareness of available support for those encountering difficulties for the first time, there is potential that some of these residents will be unaware of their options.

Between April 2021 and March 2022, the Money Advice and Rights Team (MART) worked with 1232 families with children and generated income of £852,000. In total MART assisted 3420 clients and generated income of £5,600,000.

Priority Group	Count Number of Cases
Carer for a disabled person	124
Child under 1 in household	16
Household with a disability	561
Lone Parent	147
Minority Ethnic Household	42
Parent/guardian 25 or under	3
Three or more children household	35

East Renfrewshire Citizens Advice Bureau provided assistance to 1141 families within the Child Poverty key groups, including assistance for 248 families who experienced a family breakdown, 37 parents seeking maintenance from a non-resident parent, and 27 application for pregnancy and baby payments.

Action taken

During 2021/2022 the Community Planning Partners across East Renfrewshire have taken action to increase income from social security, including;

Providing all PACE and PESF employability clients with financial inclusion support

All clients involved in either the Partnership Action for Continuing Employment (PACE) programme or the Parental Employability Support Fund (PESF) programme were offered individual financial inclusion support. This resulted in 62 families with children being given financial inclusion support in conjunction with employability advice and support and generated a financial gain for families of £514,000.

Case Study

Concern

Amy* first approached the team with struggles financially having just moved home and in the midst of one of the coronavirus lockdowns. She is a single parent with a son who is not yet two years old. She had signed up to Universal Credit, however this led to her getting into debt through advanced payments which she was desperate for at the time.

Solution

The adviser gathered some of Amy's information, implementing an approach that ensured that while the immediate problems were dealt with, she was also supported to make a long-lasting change in her life.

Firstly adviser talked Amy through the process of a benefit check, making sure every step had been completed and that all information was up to date and accurate. This showed an opportunity to improve the council tax reduction she receives, which the adviser completed for her, leading to a saving of around £900 a year. To ensure that Amy was coping, weekly budgeting meetings were arranged to help her maintain a budget and avoid future debt, she was especially struggling with their utility bills.

Over the next four months these meetings continued with adviser helping arrange crisis grants and the team supporting person with a food bundle over Christmas. The adviser supported Amy in a holistic and bespoke way, assisting with communication with employability and internet usage as well. The adviser has also managed to arrange refunds and the cancellation of a contract client mistakenly took out several months ago.

Impact

Today Amy is feeling much more positive and in control. She is putting £10 a month aside into a savings account for their son, which is boosting her self-esteem tremendously. The adviser and the team have arranged for an energy grant to be paid to Amy to alleviate the stress, this will cover the energy bills for up to the next 3 months.

Amy is now looking forward to the future with their son and has built up the confidence and energy to arrange to move, currently saving for a deposit and looking for a job that will lead to a career.

Improving the knowledge of financial wellbeing within education

We have identified two primary schools as part of a pilot to embed advice services into an education setting. This will be delivered from April 2022. We have also agreed to provide training to nursery staff in identifying the signs of poverty.

Working alongside Early Learning and Childcare colleagues, the Money Advice and Rights Team have agreed a new referral process and policy to look at financial disadvantage when considering discretionary nursery placements for 0-3 years olds

Improved parental access to benefits and income maximisation information and advice, including new referral pathways

We have continued to work in partnership to improve the Cancer Journey Service and have a well-established two-way referral system between Macmillan Cancer and money advice services. 51 referrals were received from MacMillan Cancer.

The Council Housing Team introduced a new direct referral process to the Money Advice and Rights Team (MART) for any tenant in arrears.

In addition to the 6 priority groups, we have identified staff as a key group to support and treat any employee from the ER family organisations as a priority group. This includes referrals to MART from Human Resources case officers. With the backdate pay award MART were available to offer advice to staff on how the backdate may impact their Universal Credit. 16 members of East Renfrewshire Council staff have been assisted by this service.

Further to this, to support employees with families at risk of child poverty, NHSGGC has a range of family friendly working policies and personal development programmes for career enhancement including bursary scheme. A pilot, in partnership with Home Energy Scotland, of staff energy and money advice has had good uptake extending the number of staff using our fuel poverty and staff money worries programme, although we cannot quantify how many of these are East Renfrewshire residents.

We continue to work in close partnership to deliver poverty-related training and briefing sessions to frontline staff including midwives, the Carers Centre, health visitors, GP Practices and others.

We are working in partnership to deliver the 'The Promise' including offering bespoke and dedicated services for income maximisation, debt reduction and employability advice to all care experienced young people and carrying out a financial assessment and benefit check for all kinship carers. All of East Renfrewshire's kinship carers have been offered a financial assessment and social security advice as part of the Kinship care support offered by HSCP and the council.

Case study

Concern

Luke* is young 22 year old single parent, with a two-year old daughter. His daughter has complex medical needs and receives Disability Living Allowance. He is a former care leaver and was referred to MART from the Care Experienced Young People team. He recently split up from his partner who was claiming Child Benefit and Carers' Allowance in respect of their daughter. They were joint tenants, therefore the Universal Credit housing element was split between them.

When his partner moved out, Luke failed to notify DWP or HMRC. He was also only receiving 50% of Universal Credit because ERC housing needed partners to complete the relevant paperwork to allow housing to verify full housing costs with UC. This led to a build-up in rent arrears of £1124.

Solution

MART worked in partnership across the Council in order to support Luke to maximise his income and reduce his debts. MART worked with the Housing service to advise that they were assisting Luke and helped him get his UC housing costs backdated. They also worked with the HSCP, to get a supporting letter which was sent to UC, HMRC and DWP to get the DLA, Child Benefit and Carers Allowance paid to him. Lastly, MART provided a Humanitarian grant to Luke, to allow him to buy additional items like clothing and furniture for his daughter.

Impact

This partnership work allowed for housing costs to be backdated and ensured that Luke and his daughters' income from social security was maximised. This support and guidance allowed Luke to pay his arrears and helped him to manage his budget on an ongoing basis. This has massively helped his confidence and his mental health. He is no longer burdened with the anxiety of debt or confusion around his entitlements, and can now focus on parenting his daughter and improving both of their lives.

Improved parental access to benefits and income maximisation advice within NHSGGC health services

A pilot quality improvement programme to increase financial enquiry and referral to support within maternity has been progressed in one (GCC) area in 2021/22, learning from this will be shared more widely in 2022/23. Improving access to maternity services will be considered as part of ongoing Best Start implementation. The first awareness raising session with the Springburn Community Midwifery team was completed in March 2022. Referral pathways have been updated and supporting guidance has been developed and disseminated. Baseline and follow up referral data is being extracted from Badgernet to track progress. Data from local money advice providers for each HSCP/sector show the following **direct** referrals from maternity services as follows:

HSCP/Sector	21/22	20/21
North East Glasgow	93	48
North West Glasgow	200	107
South Glasgow	130	81
East Dunbartonshire	1	3
Inverclyde	0	1
Renfrewshire	15	18
West Dunbartonshire	61	36
East Renfrewshire	4	10

A Scottish Government financial inclusion quality improvement practicum to increase financial enquiry and referral to support within Health Visiting has been progressed in one (GCC) area in 2021/22, learning from this will be shared more widely in 2022/23. The QI approach will be supported and rolled out to support the delivery of the Universal Pathway in NHSGGC. Data from local FI service providers for each HSCP/sector show the following **direct** referrals from Health Visitors as follows:

HSCP/Sector	21/22	20/21
North East Glasgow	674	737
North West Glasgow	620	312
South Glasgow	1290	1424
East Dunbartonshire	69	49
Inverclyde	0	10
Renfrewshire	137	32
West Dunbartonshire	51	250
East Renfrewshire	14	7

The Money & Debt with Advocacy Service - Maternity Matters supports any women and when required her family, who attends the Special Needs In Pregnancy (SNIP) Maternity Service in Glasgow. It sees women who have multiple vulnerabilities. The service supports women to develop an action plan and an Advocate will work with the women to support the plan and facilitate attendance at other services from anything from 3 months upwards. A total of 243 referrals were made to the service during 2021/22 and a total of 258 repeat clients were also seen. 46% of new clients seen had an annual income of <£6k, 37% had an annual income of <£10k and a further 15% had an annual income of <£15k. Only 1% of new clients seen had an annual income >£15k to £25k. Therefore 99% of those the service has seen would be classed as living in poverty before seeing the service. 61% of service users identified that they had a disability. Financial gains were a total of £381,978.34 and a total of £51,380.85 in both housing and non-housing debt was managed for clients. A total of 49% of new service users were BAME and a total of 52% of service users needed an interpreter to engage with the service. 53% of those who used the service were <25 years old. 22% were lone parents with dependants and a further 43% were single parents who were expecting their first child. A total of 40 travel cards were provided to women who had no money to pay for travel to their Maternity Appointments. 8 clients who used this service lived in East Renfrewshire.

The NHSGGC Children's Hospital money advice service saw 339 referrals in 2021/2022 with a total 406 repeat clients also seen. There was a total of £2,007,066.33 in financial gains and a total of £146,799.19 in debt, housing and non-housing managed. Of those who used the service 77% had an annual income of <£15k before seeing the service and were living in poverty. 46% of those who used the service identified as having a disability with the service reaching families with a total of 238 children (<16) who also had a disability. 17% of those who used the service were BAME and 20% required a translator for their appointments. 11 clients were from East Renfrewshire.

NHSGGC has an equality outcome to improve perinatal care for women in poverty, minority ethnic communities and those experiencing gender based violence. Of the 10,472 women who booked for maternity care in 2021/22, 45% were in SIMD 1 and 2 zones. For those requiring an interpreter, 78% were in SIMD 1 and 2 zones. Baseline research with minority ethnic women, including women in persistent poverty, highlighted barriers to service access (including use of interpreting) and ways in which the experience could be improved. Initial actions to address structural barriers in the maternity pathway include piloting video interpreting in the early pregnancy pathway and improving access to the Maternity Booking Line through use of a patient interpreting code.

NHSGGC aims to understand families experience and impact of poverty for families with a child with a disability around the 3 key drivers of poverty. Plans to convene a Steering Group, scope out and commission research into needs of families with children and a disability in NHSGGC are underway. This research will identify themes and make recommendations for progress.

Additional demand on existing social security supports

Free School Meal (FSM) and Clothing Grant (CG) recipients have both increased from 2020/21 to 2021/22, with an 18% increase in FSM and 5% increase in CGs. There has been an increase in demand, and the new Revenues & Benefits system now automatically awards where applicable.

Council Tax Reduction (CTR) caseload has also increased – since March 2020, CTR has increased by 8% reflecting the impact of residents’ changed financial circumstances over the past 2 years since Covid-19. Demand for the Scottish Welfare Fund (Crisis and Community Care Grants) has also increased significantly during this period.

New, pandemic related social security supports

Throughout 2021 – 2022 we have worked to deliver the Covid Self Isolation Support Grants and Low-Income Pandemic Payments. Residents accessing either of these grants were provided with the opportunity for a benefit check and information on managing debt.

We administered Family Bridging payments on behalf of Scottish Government and also provided additional ‘top-up’ payments from Humanitarian Support funding. £948,000 of Family Bridging Payments were made during 2021/22 (during Summer, Autumn, Winter and Spring). These payments supported around 1,700 school pupils. Free School Meal payments of £93,000 were also made, replacing the voucher scheme which had been used previously. Two “top up” payments were made during the Winter/Spring from Humanitarian funding, with an additional £84,000 supporting pupils receiving Free School Meals and a further £78,000 supporting 500 pupils receiving Clothing Grants only.

In addition to this, we provided a cash payment to all Looked After and Accommodated in December 2021 towards the cost of Christmas.

Throughout 2021-22, we operated a discretionary grant aimed at low-income households affected by the pandemic. Approximately £83,000 was paid to 390 households, 186 of which were families with children.

East Renfrewshire Citizen’s Advice Bureau (ERCAB) is one of six bureaux in the country participating in a Scottish Government pilot aimed at eradicating the need for foodbanks. As part of this pilot, ERCAB has been providing shopping cards in place of referrals to the Foodbank, whilst also providing access to emergency income, money advice and wider holistic support services. We have issued £40,000 worth of vouchers to over 600 households with children; 1360 children reached in total. ERCAB are participating in an analysis with Citizens Advice Scotland and Scottish Government to assess the pilot, and if it can be progressed.

Case Study**Concern**

In March 2021, Laura* was supported to complete a Personal Independence Payment (PIP) review form by a ERCAB welfare advisers. In September 2021 Laura received a decision of 'no points' meaning the award of Standard Rate Daily Living and Enhanced Rate Mobility had now ended. Losing a vital 'gateway' Benefit such as PIP has had a devastating impact on Laura and her husband as they lost their entitlement to; Carers Allowance, Income Support and Housing Benefit. With no other source of income, the only suitable option was for them to make a joint Universal Credit claim. Being on UC has provided the couple with a regular income, but unfortunately they are financially worse off as entitlement only covered Standard Allowance and Housing Element.

Solution

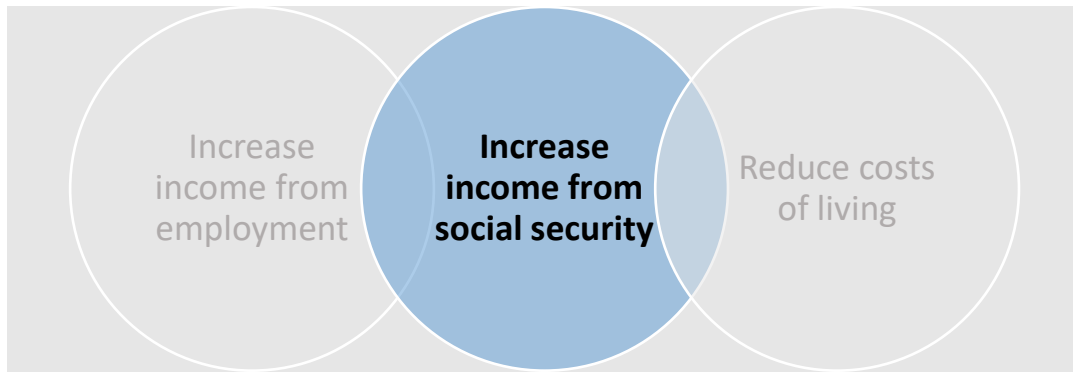
While the PIP award is being challenged ERCAB have been able to relieve some of their financial pressures by providing regular fuel and food assistance – currently totalling to an estimated £500 client financial gain.

Impact

Having the shopping cards has made an incredible difference to this family as they have the freedom of going into a shop, browsing and picking up items of their choice, on a day that suits them.

From Jan 2022, the Money Advice and Rights Team (MART) has worked alongside ER Carers Centre to deliver a discretionary carers grant. MART carried out benefit checks for all applications. This grant was advertised via partners to focus on carers who have not been in touch with services before. The Carers Centre registered all applicants to their service and promoted their 'respitality' card: a local discount scheme aimed at carers. MART referred 104 clients to the carers centre and 72 grants were paid out.

Future Actions 2022 onwards



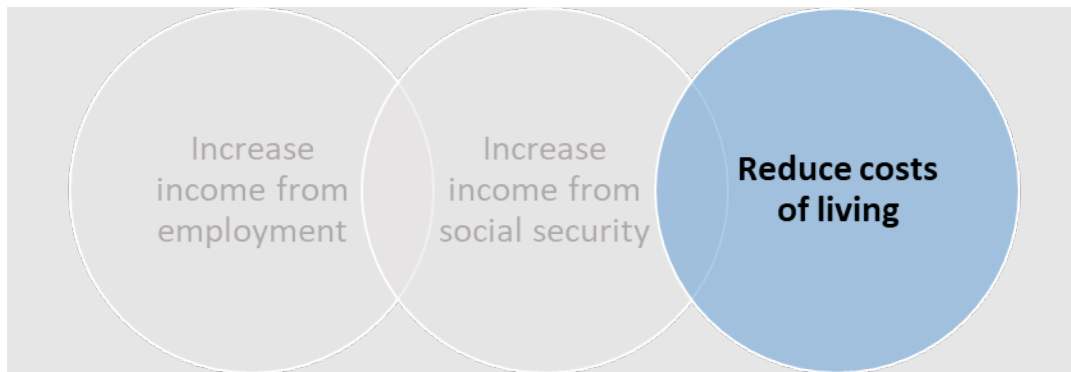
These actions are as accurate as possible at the time of writing. However, it is important to remember that actions will be subject to review as community planning partners further establish their recovery and renewal plans and once the impact of COVID-19 is more fully understood and priorities ahead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

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

<p>Change required: Improved parental access to benefits and income maximisation information and advice, including new referral pathways</p>	<p>What we will do: Provide debt and benefit advice in local communities through a Community Hub. Lead: ERC Money Advice, Social Security Scotland, Citizen’s Advice and Neilston Development Trust. Resources: Staff from each agency Target Groups: Low income families living in and around Neilston</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Number of families seeking assistance • Number of clients having a positive outcome • Verified financial gain • Soft outcome feedback analysis
	<p>What we will do: Develop a GP referral pathway to money advice services Lead: ERC Money Advice and Rights Team Resources: within existing resources Target Groups: all priority groups</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Number of GP referrals • Number of clients having a positive outcome • Verified financial gain • Soft outcome feedback analysis
	<p>What we will do: Produce digital resources aimed at residents more able to self-serve. ‘How to guides’ will be added to the Internet page along with links and descriptions to other services. Lead: MART, CAB and Barrhead Housing Association Resources: within existing resources Target Groups: all priority groups, particularly new social security claimants</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Page ‘hits’ • Social media post ‘reach’
	<p>What we will do: Financial Assessments/Income maximisation for all priority HSCP children and family cases in East Renfrewshire Council including midwifery / health visiting and capitalising on NHSGGC’s improvement work with BME communities and families with a disability Lead: Health and Social Care Partnership / Money Advice and Rights Team / NHSGGC Resources: within existing resources Target Groups: Care experienced families</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Number of clients accessing the service • Verified financial gains • Soft outcome feedback analysis • For NHSGGC, assessing patient experience of maternity pathway

	<p>What we will do: Provide non English speakers with access to volunteer interpretation services for assistance in claiming Social Security</p> <p>Lead: Voluntary Action East Renfrewshire / Money Advice and Rights Team</p> <p>Resources: within existing resources</p> <p>Target Groups: non-English-speaking residents, residents with English as a second language</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Number of clients accessing the service • Client feedback • Verified financial gain
<p>*NEW*</p> <p>Change required: Improved availability of affordable credit options within East Renfrewshire</p>	<p>What we will do: Explore affordable credit options available for and seek to implement one or more provider within East Renfrewshire</p> <p>Lead: Child Poverty Oversight Group</p> <p>Resources: within existing resources</p> <p>Target Groups: all priority groups</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Affordable credit available for East Renfrewshire residents
<p>*NEW*</p> <p>Change required: Enhanced use of data to provide insights and interactivity</p>	<p>What we will do: Explore options to enhance the use of data to allow the characteristics of those in poverty to be better understood and. In turn, to design and implement impactful solutions</p> <p>Lead: Insights and Data Team</p> <p>Resources: within existing resources</p> <p>Target Groups: all priority groups</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Availability of insight reports • Enhanced understanding of characteristics (including intersectionality) of child poverty in East Renfrewshire

Chapter 3: Costs of Living



Workstream

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

NHSGGC continues to have a partnership agreement with Home Energy Scotland for patients and staff. To support our staff with money worries; another Staff Money Worries campaign was run in March 2022 and we are working in partnership with Home Energy Scotland to provide online information sessions

Lived experience feedback

As mentioned in the 'Context' chapter above, we gathered feedback from lived experience, community and stakeholder engagement and desk-based data sources to understand the impact of Covid in East Renfrewshire. There were several findings which related to employment and access to work

Fuel debt has been a significant factor during the pandemic, reflecting increased energy use as more people worked from home and continuing fuel price inflation. CAB has distributed around £80,000 in fuel vouchers during the pandemic to date, primarily to help those who had accumulated debt.

Services have seen an increase in demand for other support services for those in financial difficulty, such as food larders and clothing banks. This is also reflected in a 50%+ increase in demand for the Food Train service at the peak of lockdown, and the establishment of two food larders during the pandemic. Food larders appear to have played a particularly important role for households who may have fallen into financial difficulties for the first time, and for whom stigma associated with existing food banks may have been an issue (also reflected in the successful trialling of shopping vouchers being offered as an alternative to food banks). While this has clearly been a positive change for many residents, it is unclear the extent to which food larders have been as effective as other food banks in referring residents to other sources of advice and support.

In addition to the changing profile of demand during the pandemic, services also expressed concern around potential for a significant increase in need for financial support and advice over the coming period. This reflected concern that ‘hidden’ debt cases could emerge as creditors continue to re-activate pursuit of debt, and the impact of recent and further anticipated increases in fuel costs for levels of fuel debt. In relation to the latter group, it was noted that fuel poverty cases can take time to emerge as residents accumulate debt, and suggested that “the worst is still to come” in terms of the impact of fuel costs.

Similar concerns were also expressed in relation to other pressures on household finances. This included the effect of housing market inflation on private rent levels and concern around a potential rise in evictions, and a “perfect storm” of removal of the Universal Credit uplift, planned national insurance increases, and continuing price inflation.

Action taken

During 2021/2022 the Community Planning Partners across East Renfrewshire have taken action to reduce the costs of living, including;

Reducing energy costs for vulnerable families

East Renfrewshire Council has employed an Energy Cost Advisor to provide holistic advice and support to households facing energy poverty. The support includes reviewing bills and tariffs; switching suppliers; applying for grants; wiping out debts from pre-pay meters; reducing customer’s payments; and helping people to get back on supply.

The Energy Cost Advisor works in partnership with other Council services, Barrhead Housing Association, support workers, Barrhead Health and Care Centre, RCA Trust and Home Energy Scotland.

The service started in October 2021 and the Energy Cost Advisor has helped over 40 households saving them approximately just over £10,000.

Case Study

Concern

Sharon* is a 46-year-old single parent to a 22-year-old son and a 13-year-old daughter. Sharon has severe mental health issues as well as physical issues. Sharon had no electricity after tampering her meter and her gas was capped. Sharon’s energy supplier wanted to remove her meter and would only replace it if she paid off the full debt and £300 for a new meter.

Solution

The Energy Cost Advisor arranged a home visit with Sharon along with her Housing Officer, Social Worker and her Community Psychiatry Nurse. The Advisor then worked with the provider on Sharon’s behalf and arranged to have her electric meter fixed free of charge and get her gas uncapped.

Impact

Fortunately, this enabled Sharon to get her supply back on just before Christmas. This meant her son, who is in the army, was able to stay with her whilst home on leave and her daughter was able to spend Christmas in a warm home.

The Energy Advisor continued to work with the Housing Officer, Social Worker, Psychiatry Nurse and the Adult Support and Protection team to ensure Sharon is well-supported in a warm and comfortable home.

East Renfrewshire Citizens' Advice Bureau (ERCAB) worked in partnership with Barrhead Housing Association and East Renfrewshire Council to provide a fuel support scheme to help households with gas and electricity costs. Payments were made to households to support them with the weekly or monthly energy costs, and also as one-off payments to manage any energy debt. The scheme ran between June 2020 and March 2022 and during that time over 350 households have been supported, with approximately £100,000 being paid out.

Case study

Concern

Emily* had been in debt with British Gas and was struggling to setup a payment plan which was affordable to her. Emily is a single parent to three young children and is in receipt of Universal Credit. Emily struggles with poor mental health.

Solution

Emily discussed her situation with ERCAB and was able to receive a lump sum of £400 towards her debt. This brought the debt down significantly meaning she was now able to afford a payment plan for the rest of the debt.

Impact

Emily was extremely grateful as this reduced the financial pressure on a day-to-day basis and she was now able to afford her gas and electricity payments. This has improved her financial situation and also helped with her mental wellbeing.

Increasing provision of affordable housing options to vulnerable groups

East Renfrewshire Council's Housing Service lets up to 250 empty homes per year and has a new build programme which aims to deliver an additional 362 new council homes. To date 98 homes have been delivered with a further 91 due for completion in 1st half of 2022/23. In addition, as the Strategic Housing lead for East Renfrewshire, the Housing Service supports the delivery of an additional affordable housing through Strategic Housing Investment Plan (SHIP). The SHIP and the Council's lettings plan aims to ensure that all existing and new social housing in East Renfrewshire is target to those most in need.

Reducing costs to families of school attendance and participation

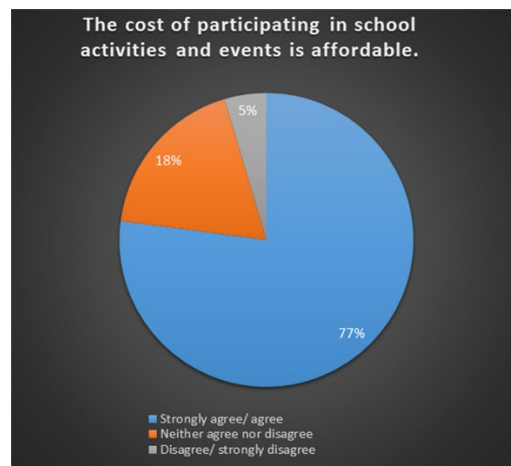
12 schools across the authority area have worked in partnership with the Education department since May 2021 to audit the cost of the school day. This builds on work undertaken together with all schools to raise awareness and deepen understanding of child poverty, including hidden poverty. The cost of

the school day practice sharing group met in October, January and March to collaborate on the audit process and create local action plans based on findings.

The audit process has been designed to allow analysis and comparison of the most significant costs to families in different school communities. Due to the impact of Covid-19 there have been delays in the audits in some locations therefore the audit overview is not yet complete. However, early indications suggest that school uniform is by far the most challenging costs for families in connection with school attendance and participation. Further results and analysis will be available later in the year.

The Education Department revised the Dressing for Excellence school uniform policy in February 2022 following thorough consultation with a wide range of stakeholders. The revised policy places increased emphasis on the importance of reducing the cost of uniform to families and stipulates that all school uniforms must be able to be purchased within the total amount of the school clothing grant. Adjustments to the lists of approved items have been made to enable savings for families where possible.

In a recent East Renfrewshire Council parental involvement and engagement census, more than three quarters of parents agreed that the cost of participating in school activities and events is affordable.



East Renfrewshire Council worked in partnership with local school uniform charity Back to School Bank to fund approximately 60 full uniform packs including winter items. The charity noted an ongoing increase in demand since 2020 including higher demand from older pupils and higher demand for Winter items, which both come with higher associated costs.

Reducing costs to families of Early Learning and Childcare

Pandemic restrictions meant that the Scottish Government delayed the legislative requirement to deliver 1140 hours of funded Early Learning and Childcare until August 2021. East Renfrewshire Council was able to implement 1140 hours from August 2020 in order to support families, but with reduced flexibility and without the provision of lunches for every child. However, during this period we did provide lunches to vulnerable children and families, including those impacted by poverty. A self-referral scheme was put in place and was publicised well within each Early Learning and Childcare setting, including during parents' inductions. With full implementation from August 2021, every child who is eligible for funded Early Learning and Childcare now receives a lunch as part of their provision in addition to milk and healthy snacks.

Within local authority settings food is provided by Facilities Management for 1875 three to five year old children and 123 eligible two year olds. 565 children access their 1140 hours entitlement with childminders and private or voluntary nurseries. These funded providers received an additional payment to cover food ensuring that all children receive this part of their ELC entitlement no matter where they access their provision.

Reducing costs to families of the pregnancy pathway

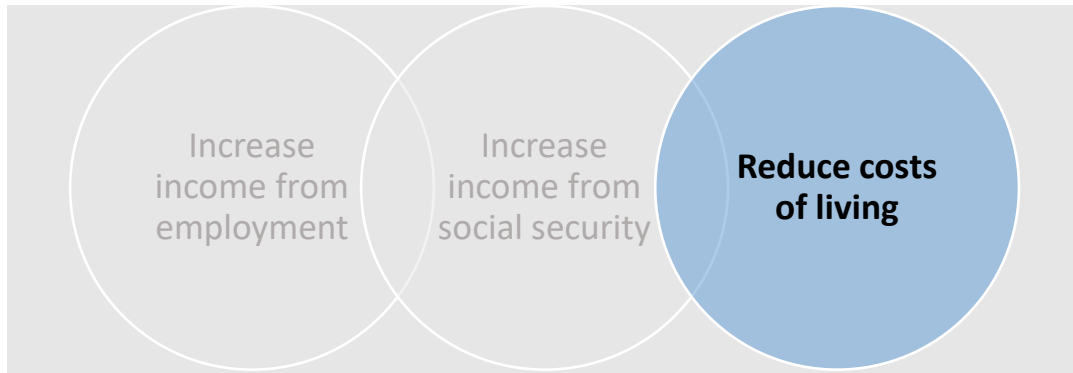
NHS Greater Glasgow and Clyde has progressed a pilot quality improvement project to increase financial enquiry and referral to support within maternity in one local authority area in 2021/22. The learning from this will be shared more widely with the other local authority areas within NHSGGC, including East Renfrewshire, in 2022/23. Improving access to maternity services will be considered as part of ongoing Best Start implementation

NEW: Humanitarian Food Access Fund

This one-off, temporary fund using Scottish Government Covid Funding, was administered through the East Renfrewshire Humanitarian Covid Response group. This fund was focused on providing financial resource to those food banks/larders that set up in response to the pandemic.

Three newly established food larder groups received a share of the £25,000 fund. The groups were set up as a direct response to the increased demand on local food banks to provide access to food for those hardest hit by the pandemic. East Ren Food Larder provides breakfast, lunch and dinner packs to over 50 households per week and offers a delivery service. Eaglesham Food Larder offers a trolley service open to anyone to help themselves once a week. Neilston Primary School Larder provides a breakfast trolley outside the school gates each morning, and also offers a holiday and weekend provision.

Future Actions 2022 onwards



<p>Change required: Reduced energy costs for vulnerable families</p>	<p>What we will do: Employ a fuel poverty officer to develop advice and guides to support those struggling to manage the costs of their household fuel. Leads: East Renfrewshire Council Resources: £35,000 (funded until March 2023, but unclear source of funding thereafter) Target Groups: Workless households, low income households, lone parents</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Number of people receiving energy advice • Increase in the number of people with affordable household fuel costs
	<p>What we will do: NHSGGC partnership with Home Energy Scotland Leads: NHSGGC Resources: NHSGGC Health Improvement staff time Target Groups: Workless households, low income households, lone parents</p>	

<p>Change required: Increased provision of affordable housing options to vulnerable groups</p>	<p>What we will do: Work with local Housing Associations to consider their allocation policy in line with the priority groups Lead: Housing Department and local Housing Associations Resources: Within existing resources Target Groups: Low income families</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Increase in the number of vulnerable families accessing affordable housing provision
<p>Change required: Reduced cost to families of school attendance and participation</p>	<p>What we will do: Develop a Social Justice Strategy with a focus on resources, equity, participation, diversity and rights. This will incorporate our approaches to Pupil Equity Funding, Cost of the School Day and Closing the Poverty Related Attainment Gap. Reporting will continue to include a requirement to report on impact of interventions to reduce CoSD Lead: Education Department Resources: School PEF awards Target Groups: Families in receipt of Free School Meals, other groups of children and young people identified by schools as experiencing poverty-related inequality and all families experiencing hidden poverty</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • % school PEF Plans and Reports detailing planned interventions and positive impact on reducing the cost to families of attendance and participation in school • Outcomes of Cost of the School Day audits across the authority area will be evaluated and used to plan next steps
	<p>What we will do: Work with equalities coordinators and Head Teachers on CoSD including discussion on the clothing grant, Dressing for Excellence Policy and increased national provision of Free School Meals to P4 and P5 pupils Lead: Education Department Resources: School PEF awards Target Groups: Families in receipt of Free School Meals, other groups of children and young people identified by schools as experiencing poverty-related inequality and all families experiencing hidden poverty.</p>	<p>How we will measure progress</p> <ul style="list-style-type: none"> • % schools actively adopting CoSD approaches will increase • % schools with universal uniform support strategies in place will increase
<p>Change required: Continue to reduce cost to families of Early Learning and Childcare</p>	<p>What we will do: Continue to provide a hot meal for all eligible children attending an Early Learning and Childcare setting in East Renfrewshire, irrespective of their attendance pattern Lead: Education Department</p>	<p>How we will measure progress</p> <ul style="list-style-type: none"> • Increase in the number of children and families accessing free food entitlement

	<p>Resources: Within existing resources</p> <p>Target Groups: Children aged 2, 3, 4 and 5 attending Early Learning and Childcare settings as part of their funded entitlement</p>	<ul style="list-style-type: none"> • Reduced food bill costs to families of children attending nursery
<p>Change required: Reduced cost to families of the pregnancy pathway</p>	<p>What we will do: Work in partnership to look at how the cost of attending services can be reduced and how families can be supported to reduced costs of purchasing items for a new baby from the learning within this report.</p> <p>Lead: NHS GGC</p> <p>Resources: Within existing resources</p> <p>Target groups: Children <1, other groups</p>	<p>How we will measure progress:</p> <ul style="list-style-type: none"> • Reduced costs to families during pregnancy

Child poverty mitigating actions

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

Family Wellbeing

In 2021-22, in addition to fulfilling their statutory duties, East Renfrewshire's HSCP Children and Families Social Work teams have supported families to gain access to their early years' childcare entitlement and helped young people return to face-to-face teaching in schools' full time.

The continuous sharing of data and insights between HSCP and Education colleagues has ensured that all vulnerable families have access to the practical, emotional and financial support that they require, including individuals experiencing domestic abuse (particularly women) and families affected by parental mental health concerns and addiction. In turn, this has minimised incidents of crisis, family breakdown and ultimately, helped to keep children safe. Our close partnership work with Police, Women's Aid and Recovery Services has also reduced these risks and prevented more children and young people from being placed into care settings.

Our Social Work staff are vigilant to the signs of poverty and are familiarized with East Renfrewshire's approach to tackling this; being particularly conscious of the stigma surrounding this issue and the vulnerability for hidden poverty in our Local Authority.

The Social Work service also direct some of their activities towards supporting financial inclusion for families, working in partnership with the Money Advice and Rights Team (MART) to consider income maximisation as part of routine contacts. This helps to improve their income from social security, in order to mitigate the impact of poverty on children and families.

In addition, we identified our most vulnerable families and offered them assistance in purchasing items for winter wellbeing activities, including winter clothing such as wellies, waterproofs and insulated clothing. This provision helped to reduce the stress and financial burden in fraught households and encouraged healthy wellbeing and positive interactions that helped support their children. Our Support Workers also assist families by making charitable applications on their behalf for essential items such as white goods, beds, duvets, curtains etc.

Our Health Visiting Service play a vital role in mitigating the impacts of families most at risk of poverty. The team work alongside MART to identify and refer families onwards who would most benefit from assistance with income maximisation. This support includes promotion of the Best Start Grant and Early Learning Payment for families who are eligible, as well as highlighting and signposting families to local foodbanks and food share services.

Health Visitors will also refer at risk families to the Council Employability Officer for assistance with skills development and job applications. Alongside this, there is also continuous communication between the Team and the Job Centre, so that awareness of any local enterprise initiatives can be shared to parents/guardians. Referrals to Housing are also supported and promoted where existing accommodation is identified as a health and wellbeing barrier.

Overall, East Renfrewshire Council's HSCP Children and Families Social Work teams have worked in partnership with a multitude of wider Council services to provide wrap-around support that mitigates the impact of poverty and prevents further social inequalities for children and families most at risk, whilst also improving their physical and emotional wellbeing.

Adult Learning

During 2021 – 2022 Adult Learning Services worked with 48 parents to deliver blended learning opportunities supporting them to achieve their learning goals across the four areas of life: personal, family, work and community. Programmes included Literacy and Numeracy for Work & Family, Digital Cafés, ESOL for Work and Conversation Clubs to increase skills and confidence.

Within our ESOL provision, we supported 36 parents to engage and improve their English language using online learning options including WhatsApp groups and video calls. We created videos and padlets to support families who were new to Scotland and East Renfrewshire; sharing information and signposting to support services. ESOL for Parents courses have been delivered to ensure parents understand the Scottish education system and feel confident to support their children with learning and develop the language required to become more involved with educational establishments. This year, there was a demand for numeracy support and this programme has been supported by teachers from the ERC Maths Champions Network. We continue to run the ESOL for Parents Hub to share information and offer support.

Adult Learning Services delivered 12 digital devices and mobile Wi-Fi connections to parents this year through the Connecting Scotland programme. The team are trained as Digital Champions and continue to support the families to get online and gain confidence using the devices to support their children's learning, their own learning journey including completion of accredited courses, attending college courses and searching and applying for work.

As a team, we supported 17 parents to gain SQA qualifications working in partnership with Clyde College and West College Scotland, supporting them to work towards their employability goals. Courses included; ESOL, IT and Early Years & Childcare and Wellbeing. 5 parents were also supported to pass the B1 Life in the UK test.

Get into Summer 2021

During Summer 2021, we provided a range of Get into Summer activities which were planned and delivered in partnership between Education, Community Learning and Development, Culture and Leisure Trust, Social Work and East Renfrewshire Carers Centre.

Children and young people who were allocated places in the ERCL summer camps met a wide range of the criteria set out by the government. This included: 22 care experienced children and young people; 17 young carers; 83 from low income families; and 90 who were defined on SEEMIS as having an additional support need.

Of the 107 young people, aged 14 to 18, who took part in the range of trips and activities they co-designed with our CLD team: 27% live in poverty; 11 care experienced and 4 were young mothers who benefitted from provisions made for their young children (aged 2 and under) to join them. Certain activities were co-designed with our LGBT+ Youth group, and ring fenced for their participation at their request.

All families (770 children) who were provided with play kit bags lived in SIMD1-2. Furthermore, 41 of these children were care experienced.

Our two ASN summer programmes were targeted at 130 children and young people with significant additional support needs, most of whom attend specialist educational provision within East Renfrewshire. It should be noted that many other children and young people with significant additional support needs participated in other summer activities, such as the ERCL Trust summer camps, and adaptations were made as required to ensure they were able to enjoy the best possible experience.

In total over 2200 children and young people had first-hand experience of Get Into Summer activities. Many other family members, in particular parents and carers, will have benefitted through removing the need for them to provide child care and lunch.

Feedback

"It was great to get out of the house and try different sport. I really liked basketball and netball." (Child)

"I really liked the camps, getting outdoors and making new friends." (Child)

"I liked all the different activities and I wish I could go back to the camp again." (Child)

"a good way to catch up with... (community worker)" (Young person)

"the first thing I've done apart from school since before covid" (Young person)

"Just wanted to send a message to you and the team to say thank you so much for the time and effort you put into the activities during the summer holiday! Hope you guys realise the great impact you all had on child and all of us by giving child the opportunity to go out and experience activities he would never have done!" (Parent)

"Just thought I'd let you know child had a great time at Castle Semple, came home, said how tired they were, went upstairs for a shower then feel asleep. He even never came down for dinner, it's great what you are offering the young people, they normally don't do activities like these." (Parent)
"She has been more confident with a new group and being outdoors." (Parent)

"He has gained confidence within himself, showing us what he's learned." (Parent)

"So crucially important for all of our family; provided respite for siblings, allowed mum to work and I cannot state how important it was for child to be back in his familiar school environment (over the summer) as he is so thoroughly routine driven." (Parent)

"Child is not able to visit many places or enjoy summer holiday activities the way other children can. So having a dedicated club for him to attend where his needs are well understood and well catered for is absolutely fantastic. It helps him enjoy activities outside of the home and to have a little exposure to socialising with other children." (Parent)

Provision of breakfast carts

Children and young people from 2 Secondary School and 8 Primary Schools in Barrhead, Neilston and Thornliebank have benefited from a no cost grab-n-go breakfast provision funded by the Humanitarian Fund. Over the course of this session, pupils have been able to help themselves to toast, cereal and fruit from a breakfast cart, prior to the start of the school day. Approximately 400 children and young people have benefited from this on a daily basis.

Removal of charges for instrumental lessons

As part of the first 100 days commitments of the new parliament, the Scottish Government abolished fees for instrumental music tuition in schools with effect from the start of session 2021/22. Funding was provided to support this policy with the intention that pre-pandemic levels of provision in local authorities could be sustained at no cost to families, and is intended to cover the cost of instrument hire as well as tuition. In terms of impact, families will no longer need to pay the £300 (or £225 for each sibling) annual charge for instrumental music lessons. Pupils eligible for free school meals or those studying music as part of national qualifications already received a full concession.

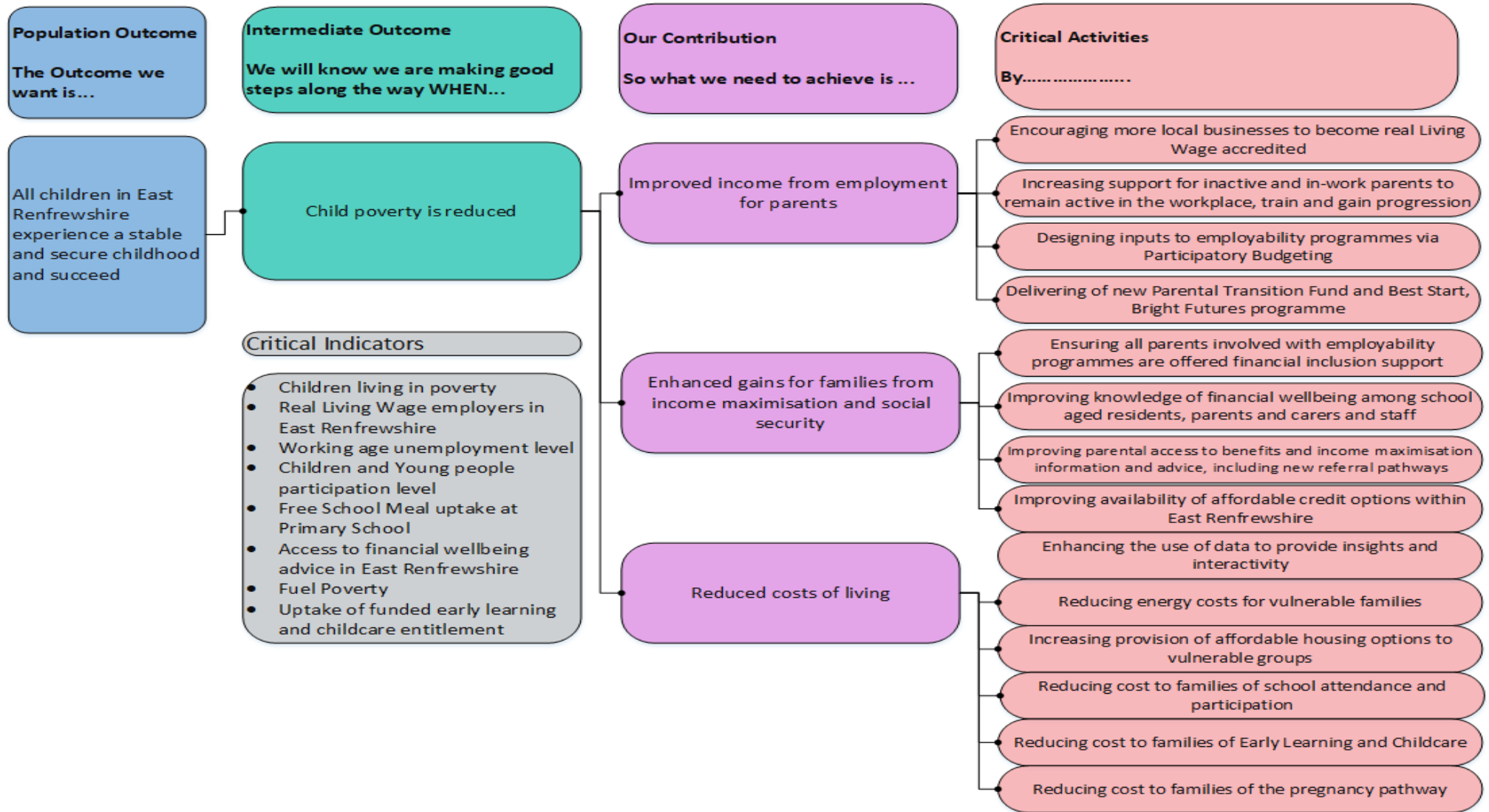
Conclusion

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

This report outlines our intended future actions to continue to tackle child poverty. However, we acknowledge that the profile of poverty and demand on services continues to evolve as a result of the pandemic. Therefore, we will continue to monitor data and listen to lived experience feedback and use this to shape our decision making, actions and resources.

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

Annex 1: Future Actions 2022 onwards



Annex 2: Agreed long term objectives for NHSGGC and associated local authorities

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

1. Role as an employer

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

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

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

3. Role as a partner

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

In addition, NHSGGC will -

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

Annex 3: Full profile of East Renfrewshire

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

General

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

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

East Renfrewshire has a population over 96,000^[1] and this is continually growing and is expected to grow at an average rate of around 600 people a year until 2028^[2]. Based upon National Records of Scotland (NRS) figures, this increase will be proportionally, the fourth largest of any local authority in Scotland.

There are 19,646 individuals aged between 0 and 16, this is the highest proportion of children in any local authority in Scotland. One in every five people living in East Renfrewshire is a child. 14.5% of people who report having a limiting long-term mental or physical condition have dependent children.

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

Migration has a large impact on the population of East Renfrewshire and especially the child population. In 2019/20 over 570 more children (0-14) migrated into the area, with none leaving^[3], and in 2018/19 this figure was also nearly 500, meaning over 1000 more children have been added to the area in this two year period.

Child poverty rates are higher in some ward areas than others

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

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

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

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

There were 48 children born in 2020 to mothers who were under the age of 25, this accounted for 6% of all births in East Renfrewshire. This was the lowest rate amongst the LGBF group authorities, along with being lower than the Scottish Average of 16%^[6]

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

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

Income from employment

East Renfrewshire remains a generally economically active local authority, with early indications that employment levels are beginning to recover from the last two years.

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

There are around 57,000 individuals in East Renfrewshire of working age and 72% of these individuals are economically active which is slightly lower than the Scottish rate of 78%^[8].

There are 1,500 people who are unemployed who are of working age which is a decrease of approximately 100 people compared to the previous year. This remains the lowest rate of the LGBF group.

18.4% of households in East Renfrewshire are 'workless' meaning there is no individual over the age of 16 in the household who is employed. This is an increase of 4% from the previous year. There is no reliable data available to identify how many of these households have children living in them, however the Scottish figure is 12.1%^[9] and it is assumed that the rate in East Renfrewshire is significantly lower than the Scottish average.

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

31% of children in East Renfrewshire come from mixed households (where a household contains at least one person aged 16 to 64, where at least one person aged 16 and over is in employment and at least one other is either unemployed or inactive)^[10]. Local knowledge suggests this could be due to a common family dynamic of one high-earner parent and one stay-at-home parent, however there is no data available to evidence this. This type of household could be particularly vulnerable to poverty should their circumstances change, for example a relationship breakdown or loss of employment which many may have experienced in the two years.

The average weekly full time pay of residents in East Renfrewshire is £809, the highest in Scotland, and the average part time pay for residents is £308, which is also the highest in Scotland. However, we recognise that many of these residents are not employed locally as compared to the other LGBF groups, East Renfrewshire ranks as having the lowest weekly pay average when both full time and part time workers' salaries are combined. The average weekly pay for those working within the authority

for full time workers is £626 and for part time workers is £224.90^[11]. Further, 31% of employees over 18 earn less than the living wage in East Renfrewshire, which is the highest rate against the LGBF local authorities and is more than double the Scottish average of 15.2%^[12].

There are 2,500 individuals in East Renfrewshire who have no formal qualifications, this translates to 4.4% of the working age population, compared to 5.7% the previous year. This is lower than the Scottish average of 7.7% and is the fourth lowest rate in Scotland.

Income from social security and benefits in kind

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

There are 2,096 children in low income families within East Renfrewshire. Of these, 880 children are in families where there is a lone parent^[13]. 1,130 individuals are claiming for out-of-work benefits, this rate in East Renfrewshire (2%) is lower than the Scottish average of 3.8%^[14] and 165 of these claimants were between the ages of 16 and 24. Overall, there are 15,920 children in families that are registered for child benefit, which equates to 81% of all children in East Renfrewshire however this is among the lowest proportion when compared to other Scottish local authorities^[15].

Overall, 57.2% of pupils in East Renfrewshire are registered for free school meals, with the figure being so high due to the universal roll out for pupils in P1-4. Within East Renfrewshire 7.5% of all primary pupils from P5 to P7 were registered for free school meals, which is lower than the Scottish average of 21.3%. In secondary schools 7.7% of pupils are registered for free school meals, which is, again, lower than the Scottish average of 17%, however this figure has been rising every year since 2018 when 6.2% of pupils were receiving free school meals^[16].

East Renfrewshire has a £120 for primary and £150 for secondary school uniform grant which parents/carers can apply for. We have an automated system to issue this grant each subsequent year without having to reapply. In East Renfrewshire 430 young people receive an Education Maintenance Allowances, across Scotland over 31,000 receive an EMA^[17].

Costs of living

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

The average property price in East Renfrewshire in 2022 has increased by 9.2% since early 2021 to rise to £274,223. This average is the second highest of Scotland's local authorities behind only the City of Edinburgh, with the average house price there being £315,070, with the Scottish average being £161,847^[18]. The average weekly local authority rent for a property in East Renfrewshire is £77.39, which is the 7th highest weekly rent for a Scottish local authority^[19]. This average is affected by the proportion of larger properties within the housing stock in the area. Anecdotally, we are aware of a high private rental market across the authority, with associated high weekly costs. However, there is no data available at a local level to evidence this as private rent statistics are broken down into Broad Rental Market Areas, with East Renfrewshire being part of Greater Glasgow.

In East Renfrewshire, 73% of households are in Council Tax Band D-F, 33% more than the Scottish average. The average amount of council tax that is paid in East Renfrewshire is £1,573, the highest price paid in Scotland. In the period 2017-2019, the fuel poverty rate varied from 13% in East Renfrewshire, although it is expected that this figure is much higher in 2022, due to energy costs climbing significantly.

There are a wide range of activities available to children in East Renfrewshire. On average art, drama and sports activities, run by East Renfrewshire Culture & Leisure, cost £45.50 for a three month class and there are classes that are paid for on arrival, which cost between £3.15 and £5^[20]. On average there is a 30% discount in these prices for concessions. There are also a wide range of more expensive privately run activities, and we believe this to be a thriving market, however there is no available data to evidence this.

The Active Schools programme delivered over 7,200 activity sessions in the 2018/19 academic year involving 8,200 individual children in East Renfrewshire^[21]. The number of sessions and the number of participants has increased compared to those observed in the previous three academic years.

^[1] ONS mid-year population estimates 2021

^[2] NRS 2018-based Population Projections by Council Area in Scotland

^[3] NRS Total Migration to or from Scotland

^[4] End Child Poverty 2019

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

^[6] NRS Vital Events – Births

^[7] NRS Household projections for Scotland, 2018-2028

^[8] ONS Annual Population Survey 2021

^[9] ONS Annual Population Survey 2021

^[10] ONS Annual Population Survey 2021

^[11] ONS Annual Survey of Hours and Earnings 2021

^[12] Annual Survey of Hours and Earnings Scotland, 2021

^[13] DWP Households Below Average Income, 2019

^[14] ONS Claimant Count March 2022

^[15] HMRC Child Benefit Statistics, 2021

[\[16\]](#) Scottish Government Pupils Census 2021

[\[17\]](#) Scottish Government, Education Maintenance Allowances 2018

[\[18\]](#) UK House Price Index Scotland, February 2022

[\[19\]](#) Housing Revenue Account Statistics 2020-2021

[\[20\]](#) East Renfrewshire Culture and Leisure

[\[21\]](#) Local Authority Active Schools data 2018-2019

EAST RENFREWSHIRE COUNCIL29 June 2022Report by Director of EnvironmentSECOND ROUND OF UK LEVELLING UP FUND 2022**PURPOSE OF REPORT**

1. This purpose of this report is to seek the Council's approval to submit a UK Government's Levelling Up Fund (Second Round) bid by the deadline of 6 July 2022.

RECOMMENDATIONS

2. It is recommended that the Council:
- a) Notes the key Levelling Up Fund (Round 2) guidance and criteria;
 - b) Approves the proposed Levelling Up Fund bid for East Renfrewshire with a focus on Thornliebank and Barrhead;
 - c) Approves the required East Renfrewshire Council financial contribution of £2.2 million should the grant application for £20 million be successful;
 - d) Notes that the Cabinet will be advised of the outcome of the Round 2 process; and
 - e) Notes that further detail on proposed projects for the UK Shared Prosperity Fund (UKSPF) will be provided in due course.

BACKGROUND

3. The UK Government's Levelling Up Fund (LUF) provides a UK wide £4.8 billion capital investment fund allocated through a competitive bid process.

4. Total funding of £800 million has been allocated to Scotland, Wales and Northern Ireland with Scotland guaranteed to receive at least 9% (£432 million) of the overall UK total.

5. The Fund prioritises places most in need of economic recovery, regeneration and improved transport connectivity and is delivered as part of a broad package of complementary UK-wide interventions including the UK Community Ownership Fund and the UK Shared Prosperity Fund (UKSPF).

6. The Fund commenced in 2021/22 (Round One) and runs annually for each of the four years from 2021/22 until 2024/25.

7. In view of the circumstances at the time (including the fact that the Council was not considered a high priority area in terms of the scheme) it was felt that it would be better not to submit a bid for round one in order to learn from those successful schemes in round one and enhance the Council's chances of submitting a successful scheme in round two.

8. Applications for the Levelling Up Fund (Round Two) require to be submitted by Wednesday 6 July 2022.

Key Elements of Levelling Up Fund (Round Two)

9. The second round LUF will invest in local priorities which have been developed in collaboration with local stakeholders that can be delivered in the next three to four years focusing on three investment themes. These are;

- regeneration and town centres;
- culture and heritage;
- transport

10. These are explained in further detail below.

11. The LUF focuses investment on projects that require less than £20m of funding, with up to £50m available by exception for larger exclusively transport (or culture projects). No ring fencing is applied across the three investment themes and places submitting bids can incorporate interventions across the themes within a bid. The Fund is a capital fund.

12. For the period of the programme East Renfrewshire Council is allowed:

- a maximum of one successful competitive bid in relation to the £20 million or less category; and
- a maximum of one additional successful competitive bid for an additional predominantly transport bid for £20 million (but up to a value of £50 million in exceptional circumstances) which must be at least 90% transport related (in terms of value).

13. The Council may submit a bid for an individual project or a package bid. A package bid can consist of up to a maximum of three projects. Package bids of two or three projects must clearly explain how their component elements are aligned with each other and represent a coherent set of interventions. They can include a mix of projects from the Fund's three investment themes.

14. Package applications will be assessed at the overall bid level (i.e. more than one project) rather than as individual projects.

15. The UK government expect applicants submitting bids to consider how to spread their proposed interventions fairly and equitably within the authority boundary and across their full range of constituencies **targeting pockets of deprivation as appropriate.**

16. To ensure the Levelling Up Fund reaches those places most in need of investment the UK government have prioritised places using an index of priority places across England, Scotland and Wales.

17. Three categories are used. Category one is the highest priority for investment with categories two and three being lower priority. East Renfrewshire is in category 2. The category ranking i.e. one, two or three will be taken into account as part of the assessment process. The category rankings do not represent eligibility criteria. Bids from categories two and three will still be considered for funding on the merits of deliverability, value for money and strategic fit.

18. The associated government guidance recommends that bids should include a local financial contribution representing at least 10% of total costs. A contribution is also expected from private sector stakeholders such as developers if they stand to benefit from a specific project.

19. In relation to the three themes examples of relevant/eligible projects suggested by the UK government include:

i. Regeneration and Town Centres

This theme recognises the importance of town centres as focal points in communities and local economies and builds on other funds across the UK all to support the renewal and regeneration of town centres and high streets. Projects submitted for appraisal under this investment theme may include:

- leisure centres and retail sites;
- removal of derelict buildings to allow space for new developments;
- acquisition and remediation of abandoned/brownfield sites;
- improving the public realm;
- creating better connectivity between key sites; and
- providing infrastructure to help make town centres and high streets more accessible for people with disabilities

ii. Culture and Heritage

This theme seeks projects which will create or renew the type of cultural assets that can rejuvenate places and lead to positive economic and social outcomes at a local level. Projects submitted for appraisal under this theme may include;

- upgrading and creating cultural and creative spaces including sports facilities, museums, theatres and libraries, production facilities, visitor attractions, landmarks, historical buildings or green space;
- protecting cultural sites from crime and antisocial behaviour;
- new, upgraded or protected community hubs, spaces or assets;
- developing local assets to support the visitor economy; and
- acquiring, renovating and refurbishing key cultural and heritage sites including hostels and historic buildings and sites.

iii. Transport

This theme supports investment in the type of local transport projects which can revitalise local economies by boosting growth, improving connectivity, and making places healthier, greener, safer and more attractive places to live and work. Projects submitted for appraisal under this theme may include;

- investments in new or existing cycling/walking provision;
- improved priority for local bus services for example bus priority lanes or signal priority junctions;
- enhanced public transport facilities such as bus stops and stations;
- accessibility improvements to local transport networks for disabled people;
- enhancements and upgrades to local road networks for example bypasses/ junction improvements;
- structural maintenance works to local roads including bridges; and
- multimodal proposals which combine 2 or more interventions to enhance transport across modes.

20. LUF projects should also be aligned to and support net zero goals, including those set out in the UK government's net zero strategy and are encouraged to demonstrate low or zero carbon best practice.

EAST RENFREWSHIRE PROPOSED BID – THORNLIEBANK & BARRHEAD

21. Due to the fact that East Renfrewshire has been classed as Category 2 (not the highest priority group) and given the Fund priorities, for a bid to have the best chance of being successful it is recommended that it is based around the areas within the local authority **where pockets of deprivation are most prevalent**.

22. It is therefore proposed to submit a stage 2 Levelling Up Fund package bid application in July 2022 based around Thornliebank and Barrhead which have significant areas of deprivation. These towns would benefit greatly from investment to 'level up' and align with their more affluent neighbours.

23. A successful bid would provide the opportunity to create a better everyday life for the residents and businesses of Thornliebank and Barrhead. It could level up and transform the desirability of those areas through the addition of valuable and much needed community facilities, open spaces, public spaces, improved transport, active travel options and an enhanced streetscape.

24. As stated above package bids must clearly explain how their component elements are aligned with each other and represent a coherent set of interventions and can include a mix of projects from the Fund's three investment themes.

25. In order to achieve this coherence and alignment it is proposed that the application be based around the rich cultural heritage of both of these areas and incorporate elements of each of the three investment themes.

26. A high level outline is proposed below. This would be developed and incorporated into the detailed bid.

Key Cultural and Heritage Theme

27. The interconnected network of rivers and water courses running through Barrhead and Thornliebank were harnessed and engineered to support the textile and other industries in the 1800s. These are the historical backbone as to what gave life to these areas and helped shape the towns as we know them today.

28. The principal rivers and water courses are the Levern Water in Barrhead and the Auldhouse Burn in Thornliebank. Water was first used from these sources to bleach and print cloth and then to generate power for mills and printworks.

29. Historical research has shown that at its peak East Renfrewshire had possibly the largest number of printfields, mills and cloth printworks in Scotland. Importantly and not often recognised both areas were also known for their innovation in science and technology applied to industrial processes at the time.

30. In addition a number of prominent historical figures and philanthropists often associated with those industries were pivotal in evolving Barrhead and Thornliebank and could be celebrated in a fitting way for their contributions which may help inspire future generations of local residents.

31. Currently the rich cultural and industrial heritage in these towns is at risk of being forgotten through the passage of time. Once thriving areas of industry and innovation, both towns have been disproportionately affected by industrial decline, unemployment and deprivation.

32. Celebrating the fundamental role these water courses and historical figures had in shaping Barrhead and Thornliebank provides an opportunity to bolster a sense of pride of place amongst the local communities.

33. It is proposed that a number of cultural and heritage elements will be interwoven with the wider LUF themes of regeneration/ town centres and transport. Projects will be designed to celebrate and bring to life the rich historical past of the area's waterways, textile industry and prominent historical figures. These projects will be developed and brought together in a contemporary, inspiring way to assist regeneration.

Proposals for Barrhead and Thornliebank

34. The proposals being developed will support high priority and high impact projects and will make a visible positive difference to each local community by creating a welcoming, safe, better connected and sustainable space. They will create an increased sense of pride in where they live amongst local people, inspire new businesses to locate to the area and draw in people to increase footfall and spend in local shops.

35. Building on previous investment, the Levelling Up Fund proposals for Thornliebank and Barrhead will in general terms include the following aligned objectives for both settlements in terms of a package bid:

- improved sense of place, drawing on the rich heritage of these towns as inspiration;
- creation of heritage trails and increased public programming, including exhibitions;
- enhanced setting of and access to heritage assets;
- improved and additional public spaces including green space/parks;
- flexible spaces which could host appropriately scaled pop up activities;
- landscaped seating areas;
- lighting to transform and animate the streets and surrounding areas after dark and throughout winter creating safer public spaces;
- upgraded and repurposed buildings to meet the needs of local residents/communities and improve and enhance dated infrastructure;
- sustain and support existing jobs and local businesses ;
- attract new, sustainable jobs and investment;
- improved accessibility and connectivity;
- encourage active travel on the main thoroughfares;
- areas designed for the needs of everyone;
- widened pavements to enable ease of access;
- marked gateway points;
- bring public services and safe, accessible community spaces into town centres;
- identify potential housing opportunities including affordable housing; and
- acquire and redevelop vacant shop units where appropriate.

36. More specific proposals under consideration for Thornliebank and Barrhead are outlined in Appendices 1 and 2 along with a contextual narrative which illustrates how individual sub projects could be worked up and related to the overall heritage and culture theme.

37. It is also proposed to link the proposals for Barrhead and Thornliebank with accessibility to the Council's existing proposals for improvements to the Aurs Road/boardwalk and Balgray links which are all associated with the water theme and the landscape at Dams to Darnley Country Park. Geographically the towns of Barrhead and Thornliebank are

connected by Rouken Glen Park and the Dams to Darnley Country Park creating a crescent shaped development area and allowing both towns to benefit from the current City Deal investment plans for the Dams to Darnley Country Park. This will be reflected in the bid.

ASSESSMENT PROCESS & TIMESCALE

38. There is a three-stage approach to assessment and decision-making which is set out in the published guidance:

- Stage 1 Gateway: The first stage is a pass/fail gateway criterion, where bids will be assessed against several criteria, including whether they can deliver some LUF expenditure in 2022/23. Bids that do not meet this gateway criteria will not be considered further.
- Stage 2 Assessment and Shortlisting Bids: Applications will be assessed at the bid level against Characteristics of Place, Strategic Fit, the Economic Case and Deliverability. A funding shortlist will be drawn up.
- Stage 3 Decision Making by Ministers regarding funding decisions.

39. The UK Government's timescale for receiving funding applications and its decision making process is as follows:

6 July 2022	Deadline for applicants to submit bids
Summer 2022	Bid assessments
Autumn 2022	Decision making
Autumn 2022	Round two funding announcements made

SUSTAINABILITY

40. Sustainability is central to East Renfrewshire's bid and the proposals support the ambition to achieve net zero by 2045.

41. The Council's Local Development Plan and emerging Transport Strategy prioritise walking, wheeling, cycling over other forms of transport. In line with this, the proposals for Thornliebank and Barrhead will improve the quality and range of integration of sustainable travel options.

42. Importantly, the active travel proposals in both communities link to existing active travel routes to provide direct links to other parts of East Renfrewshire and the surrounding areas.

43. Bus accessibility and bus stop locations on the main and surrounding streets will be improved. Signalised crossings will be installed at key junctions for the safety of people walking, wheeling and cycling.

44. Any renovations to buildings will include carbon saving measures such as alternative heating systems, LED lighting and low carbon materials.

45. It is also proposed to introduce a variety of suitable shrubs, hedging and fauna to help to increase local biodiversity.

FUTURE LUF TRANSPORT BID

46. The preparation of a further LUF transport bid is being considered. This requires the development of an extensive and resource intensive transport appraisal prior to a bid submission. It is proposed that this opportunity is considered in relation to the third round of LUF for the summer of 2023. This would not in any way disadvantage the Council. On the contrary it would improve the chances of being able to develop a successful bid.

FINANCE AND EFFICIENCY

47. The main financial implication is that the stage 2 Levelling Up Fund project package for East Renfrewshire totals around £22 million. If successful, the ERC project proposals require at least 10% match direct financial funding. Funding in kind is not eligible.

48. It is proposed therefore to submit a £22 million package requesting a grant of £19.8 million to be matched by a £2.2 million contribution from the Council.

49. Project development of LUF at a local level will be funded through existing resources including a UK Government Capacity Fund grant of £125,000 which was awarded for that purpose.

CONSULTATION AND PARTNERSHIP WORKING

50. People and communities are at the heart of the Thornliebank and Barrhead town centre transformation, whether as a resident or there to work, visit, shop, cycle or travel to and through.

51. The LUF2 bid proposals are based upon several years of development and engagement to refine investment opportunities with East Renfrewshire residents and stakeholders, including business, community councils, walking and cycling and accessibility groups.

52. The Environment Department are currently undertaking a wide range of consultations with key internal and external stakeholders. This includes engaging with local residents, community groups and businesses in the area - both face to face and online - on what projects are important to them and allowing them to comment upon and influence specific proposals for their town centre as part of the LUF bid.

53. This work will help to inform the development of Local Action Plans for the area and ensure that any future funding secured from a source can be allocated to the projects that are important to East Renfrewshire communities.

54. Specific consultation for the proposed Levelling Up Fund projects in Barrhead and Thornliebank has been done through a combination of face to face events, business drop-ins, emails to local groups and through the dedicated Have Your Say online consultation tool (Commonplace).

55. If successful, the proposals will be the first projects to be delivered as part of an emerging East Renfrewshire Council investment plan in conjunction with local stakeholders and will complement proposals for Shared Prosperity Funding (SPF), to be outlined in a separate future report by the Director of Environment.

56. Successfully securing LUF investment would providing a catalyst for further meaningful community and stakeholder engagement to provide direction for future investment and collaborative working to further refine and develop plans for the towns.

IMPLICATIONS OF THE PROPOSALS

57. There are no equalities, IT or staffing implications associated with this report at this point in time.

CONCLUSION

58. The proposed LUF bid for East Renfrewshire provides the opportunity to transform the towns of Thornliebank and Barrhead. Once thriving areas of industry and associated scientific innovation both towns have been disproportionately affected by industrial decline, unemployment and deprivation. If successful, the LUF bid would enable significant, and much needed investment in the towns and bring significant economic, social, cultural and environmental benefits.

59. Celebrating the fundamental role that the interconnected water courses and related industry had in shaping Barrhead and Thornliebank provides a long awaited opportunity to bolster a sense of pride of place amongst the local communities by bringing the rich heritage to the forefront.

60. Proposals have been designed to meet the specific needs of the community in terms of facilities and infrastructure, as well as elevating the overall look and feel of the towns, with ongoing community engagement planned to help inform plans.

61. A further update report will be provided to the Cabinet in due course as plans develop and the outcome of the LUF bid is known.

RECOMMENDATIONS

62. It is recommended that the Council:

- a) Notes the key Levelling Up Fund (Round 2) guidance and criteria;
- b) Approves the proposed Levelling Up Fund bid for East Renfrewshire with a focus on Thornliebank and Barrhead;
- c) Approves the required East Renfrewshire Council financial contribution of £2.2 million should the grant application for £20 million be successful;
- d) Notes that the Cabinet will be advised of the outcome of the Round 2 process; and
- e) Notes that further detail on proposed projects for the UK Shared Prosperity Fund (UKSPF) will be provided in due course.

Director of Environment

For further information contact: Andrew Cahill, Director of Environment –
andrew.cahill@eastrenfrewshire.gov.uk

June 2022

APPENDIX 1: PROPOSALS FOR THORNLIEBANK

Inspired by the rich heritage of the town and the influence of the Auldhouse Burn and connected water courses, these proposals provide Thornliebank with a significant positive lift in terms of the overall look and feel of the area, helping to boost civic pride amongst current residents and desirability for new businesses and visitors.

Stunning textile patterns from the Thornliebank cloth printworks exist in an archive in Manchester (moved when the Calico Printers associated took over in 1899). An important and currently missing part of Thornliebank's heritage, further exploration of these archives could translate into stunning and creative designs for new seating, lighting, public realm space and shopfronts/canopies.

Possible projects include:

- Introduce eye catching new areas of public realm, including a new public square behind Thorntree hall, better linking this to the health centre. This could include seating areas and artistic features which carefully consider the heritage the town, adding life to the streets and encourage people to spend more time there
- Create a heritage trail with interpretation panels and wayfinding realised in a modern, eye catching way to creatively tell the story of Thornliebank's history – highlighting the importance of the water courses, textile industry and prominent local figures. A key emphasis would include fascinating insights on generations of the Crum family, responsible for the growth of Thornliebank through the printworks
- The Crums were environmental pioneers and favoured water power instead of steam power to prevent smoke and smuts from damaging their high quality printed textiles. Much could be highlighted for today's generations under the themes of climate change and net zero today as part of a heritage and associated educational activities
- Add exhibition space to allow archive treasures to be displayed and enabling public programming, including exhibitions
- Improve access to Thornliebank Library (Crum Heritage library)
- Refurbish and extend Thorntree Hall to create a modern Community Hub that could potentially house a Food Co-operative or Community Laundry, provide business development support and meeting space and offer additional Council Services.
- Improve wayfinding to greenspace at Thornliebank playing fields and consider additional facilities
- Improve the existing parks and green space.
- Identify any vacant properties that could be converted to housing
- Create new connections and civic space making better use of existing, neglected lanes and open space behind the commercial units and Thorntree Hall on Main Street
- Provide a safe, attractive cycle route which links from the main street to the health centre, the local primary and secondary schools, Thorntree Hall Community Centre, the library and the park
- Create and enhance blue badge parking
- Remove general parking on the main thoroughfare
- Improve the safety and ease of crossing streets and junctions for pedestrians and cyclists
- Introduce a shop front/canopy improvement grant scheme to assist local businesses and improve the appearance of the main street
- Acquire and redevelop vacant shop units where appropriate
- Increase the existing space available for walking, wheeling and cycling on Main Street
- Prioritise access for people of all abilities including those with sensory and mobility impairments
- Give careful consideration to bus users
- Give careful consideration to residents parking, retaining and improving this on the Main Street offshoot adjacent to the existing residential flats

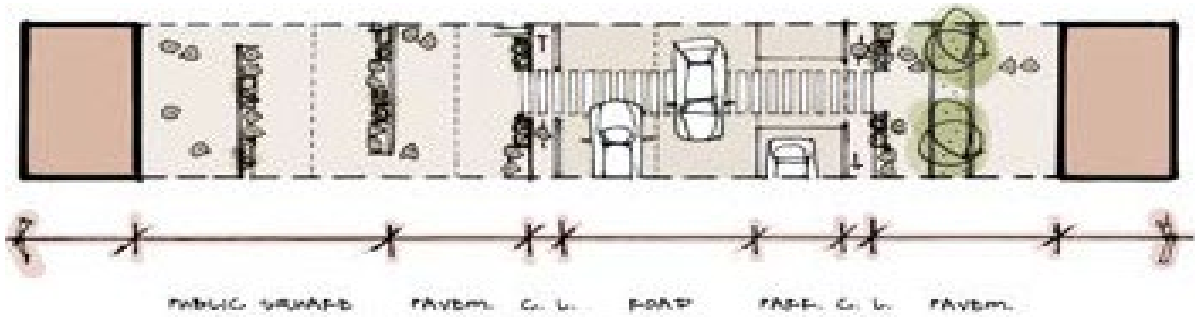
APPENDIX 2 : PROPOSALS FOR BARRHEAD

Barrhead has a strong and varied industrial history including a number of influential historical figures who contributed to the infrastructure of the town and the development of its civic identity. From the early days of textile manufacturing – cotton spinning, print works and weaving, to the influence of renowned sanitary ware manufacturers Shanks & Co – there are many stories to be told, with water being the common theme that brings them all together.

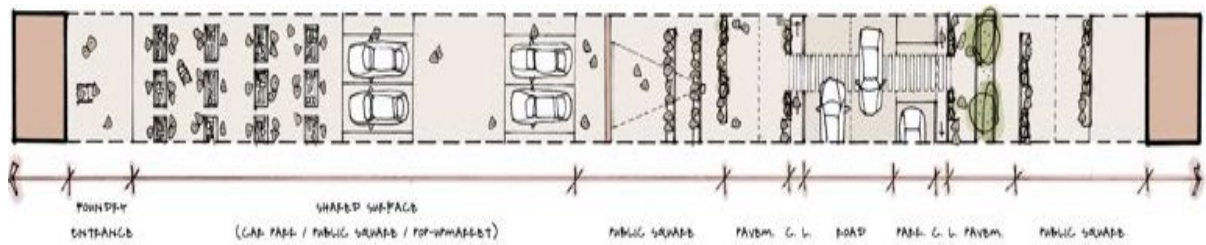
Taking inspiration from the important industrial heritage of the town and the influence of the Levern Water (and related water courses) it is proposed to make important enhancements to the town, helping to boost civic pride amongst current residents, increase footfall to local shops and raise the desirability of the area to new businesses and visitors.

- Create an iconic town centre park between Main Street and Church Street and name this after ‘Lady Glen’, an important historical figure with interpretation panels and public art to celebrate her generosity to the people of Barrhead
- Introduce eye catching features to the public realm outside Asda with seating areas and artistic features which carefully consider the heritage of Barrhead. There is an opportunity to look to both the textile and sanitaryware industries for inspiration and develop unique pieces of public art and street furniture – creating a unique and different proposition
- Create an inspiring new heritage trail, celebrating the industrial roots of Barrhead
- Improve Barrhead’s municipal buildings (Barrhead Burgh Hall (museum) and James Maguire Building), an important and iconic part of the Main Street in Barrhead. Elevating the historical importance of the external building facade including restoring and lighting the ‘statue of justice’ would form part of a heritage trail as well as improving the general look and feel of the surrounding properties
- Reimagine the industrial past of the various print works which historically existed in the area by installing striking light projections that change the colour of the water along the Levern Water, situated close to the shops and amenities in Barrhead town centre. In the days of the print works, the water from would have turned the colour of the dye they were using that day. This provides an opportunity to explore a unique aspect of the areas and Scotland’s heritage in a new and innovative way, providing a fantastic attraction for local people while helping to increase the profile of Barrhead to visitors. This would form part of the proposed heritage trail and walking / cycling routes around the area. This project links to an existing project with £2.7 million funding from SEPA and the Scottish Government’s vacant and derelict land programme to create an attractive riverside green space from formerly derelict land and re-engineer the Levern Water to reduce flooding risks
- Create new and enhance existing civic space on Main Street including pop up uses such as markets, events etc.
- Introduce a shop front/canopy improvement grant scheme to assist local businesses and improve the Main Street
- Acquire and redevelop vacant shop units where appropriate
- Identify a space for possible Food Co-operative and/or Community Laundry
- Identify opportunities for affordable housing
- Remove or redesign the central reservation along the Main Street to increase the existing space available for walking, wheeling and cycling
- Improve parking generally including management and control
- Create and enhance blue badge parking
- Improve the safety and ease of crossing streets and junctions for pedestrians and cyclists
- Remove general parking on the main thoroughfare
- Prioritise access for people of all abilities including those with sensory and mobility impairments
- Give careful consideration to bus users

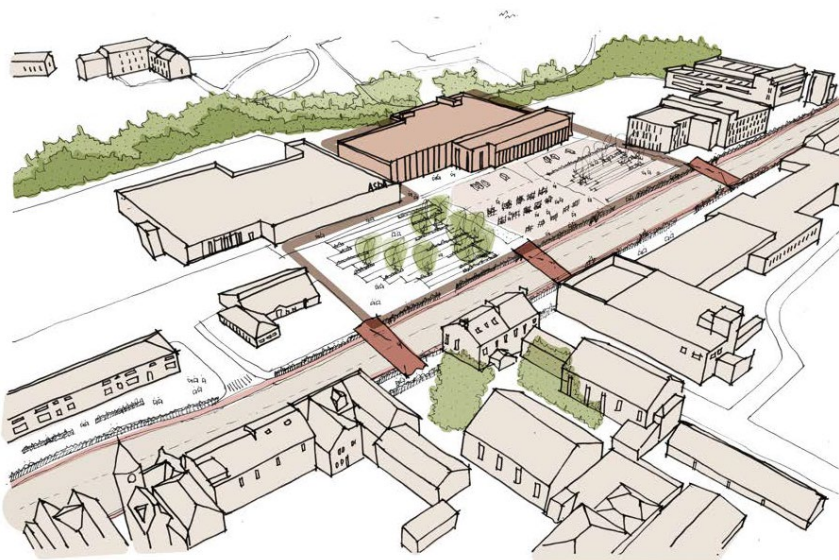
- Provide a safe, attractive cycle route from urban spaces along Main Street including the health and sports centre, supermarkets and shops and linking to the Levern Water and nearby parks
- Give careful consideration to residents parking, retaining and improving it whenever possible



Indicative area outside Asda



Indicative area outside of the Foundry



Overview of the Main Street, Barrhead

EAST RENFREWSHIRE COUNCIL29 June 2022Report by Chief ExecutiveNATIONAL CARE SERVICE**PURPOSE OF REPORT**

1. To update Council on the progress of legislation regarding the setting up of a National Care Service.

RECOMMENDATION

2. Council is asked to note: -
- (a) the announcement of the start of the legislative process for a National Care Service;
 - (b) that the National Care Service will have implications for East Renfrewshire Council; and
 - (c) that further reports will be brought to Council as more information becomes available.

BACKGROUND

3. On 8 September 2021 Council noted the consultation on a national care service and that the formation of one is likely to have significant implications for all councils
4. Council noted the Scottish Government's extension of the deadline for responses from 18 October 2021 to 2 November 2021 and agreed to an Elected Member and Officer discussion on 23 September to explore the detail and provide initial comments.
5. A cross-party working group was convened on 18 October 2021 to discuss the Council's draft response to the consultation. On 27 October 2021 Council approved the response to the consultation.

REPORT

6. The National Care Service (Scotland) Bill was introduced to the Scottish Parliament on Monday 20 June and published on the 21 June. The Bill sets out a framework for community health, social care and social work from 2026 onwards. It will take some time to identify the full implications of the Bill
7. The stated aim of the Bill is to ensure that everyone can consistently access community health, social care and social work services, regardless of where they live in Scotland.

8. The Bill sets out principles for the National Care Service (NCS) and allows for the transfer of powers to Scottish Ministers to enable its establishment. The Bill provides for Scottish Ministers to become accountable for the delivery of adult social care and social work, in addition to their existing accountability for the NHS.

9. To enable the Scottish Government's commitment to 'co-design' of the NCS, the Bill itself only establishes a *framework* for future delivery. Much of the detail will be developed over the next few years through a programme of co-design, with further supporting regulations brought forward as necessary.

10. The co-design programme will involve partners and stakeholders and there is a commitment to put lived experience at the heart of the process. The process will have resource implications and the SG states that work to build the necessary capacity for the work will begin over the summer months - across government and with partner organisations (including HSCPs).

Local Care Boards

11. The Bill gives Scottish Ministers powers to: establish (and dissolve) local and special care boards and make provision about the membership of care boards and what groups they are required to represent. The care boards will plan and commission services for their local area.

12. The Scottish Government states that while national and local NCS structures will have the ability to employ staff, they do not anticipate that people who work in the services commissioned by the NCS will change employer.

13. Social care services currently provided in-house by local authorities, may continue under a commissioning arrangement with the care board. Alternatively, the care board may take over direct delivery, with staff transferring employment from the council to the care board. These will be decisions to be taken locally as the care boards are established and local authorities make choices about participation in new arrangements.

14. Health services will continue to be delivered by the NHS in partnership, as commissioned by the care board. For those involved in healthcare provision they do not expect the responsibility for clinical governance in the NHS to change or to be duplicated in the new arrangements.

15. There is a commitment to close working between the Scottish Government, local authorities, the workforce and trade unions to ensure that the impact on staff of any changes is considered fully.

Children and Families and Justice SW Services

16. The Bill does not stipulate on the transfer of children's and justice social work services to the NCS. Recognising that these areas were not specifically examined by the Independent Review of Adult Social Care, the Bill requires a further public consultation to be held involving partners, stakeholders and those with lived experience. The results of the consultation will be laid before Parliament alongside any regulations at a later date.

Information sharing and standards

17. The Bill gives Scottish Ministers the power to establish a scheme and standards for sharing information, to facilitate a nationally-consistent electronic health and care record. The intention is that this will help professionals to support individuals in a more co-ordinated way, and support national and local planning and commissioning.

NCS Charter of rights

18. The Bill also requires Ministers to create a charter of rights and responsibilities for social care under the new NCS, along with a more robust process for complaints and redress. Ministers may also establish regulations about the provision of independent advocacy services in connection with the services provided by the NCS.

Additional reforms

19. The Bill introduces a right to breaks from unpaid caring, and 'Anne's Law', giving visiting rights to residents living in adult care homes allowing them to maintain contact with family and friends.

20. It also makes changes to the powers of Health Improvement Scotland in relation to inspections.

21. These additional reforms can be implemented to before the NCS is established.

Implications for East Renfrewshire Council

22. The changes proposed are significant for the Council. Much work will need to be done over the next year to identify the scale of the changes and plan accordingly. However, it should be noted that the legislative process will take 12 months so the changes will not be immediate.

23. One of the most significant changes will be the governance of Social Work and social care services. At present these services are delegated to the Integration Joint Board with 4 elected members on the Board. The Chief Officer of the IJB and HSCP is employed by the Council with a secondary contract with the NHS. She is part of the management team of the Council. This structure will be replaced by Local Care Boards.

24. In terms of budget, the social care budget transferred to the IJB each year is circa £60m and this budget would be transferred to the National Care Service under the direction of Ministers. The cost and arrangements for support services, accommodation, and social care related services such as out Telecare systems, will require analysis and options appraisal.

25. Assuming the legislation is passed by the Scottish Parliament, some (or all) of the HSCP staff will be transferred to the new National Care Service through a TUPE arrangement. This will involve significant work for the Council.

26. The Council will also have to consider whether as part of local arrangements, we wish to continue to deliver services such as Care at Home and Bonnyton House as a commissioned service on behalf of a Local Care Board.

27. The biggest implication is likely to be for partnership working. As one of the first councils to form a Community Health and Care Partnership (CHCP) in 2007, we have a strong history of partnership working. The links between the Council and the NHS are excellent with our joint response to Coronavirus a great example. The HSCP work extremely closely with colleagues across the Council especially around education and young people's services and housing. Whatever the final design of the NCS, we must ensure that the strong partnership working, which focuses on improving outcomes for our residents is undiminished.

FINANCIAL IMPLICATIONS

28. The full budget implications are not yet known but the Council budget could reduce by circa 22%.

RECOMMENDATION

29. Council is asked to note: -

- (a) the announcement of the start of the legislative process for a National Care Service;
- (b) that the National Care Service will have implications for East Renfrewshire Council; and
- (c) that further reports will be brought to Council as more information becomes available.

REPORT AUTHOR

Lorraine McMillan, Chief Executive

Link to 27 October 2021 Council paper:

https://www.eastrenfrewshire.gov.uk/media/7041/Council-item-09-27-October-2021/pdf/Council_item_09_-_27_October_2021.pdf?m=637704930683500000

EAST RENFREWSHIRE COUNCIL29 June 2022Report by Director of Business Operations & PartnershipsORGANISATIONAL CHANGES – CHIEF OFFICER**PURPOSE OF REPORT**

1. The purpose of this report is to seek Council approval for:
 - a) An Appointments Committee for the Director of Environment post;
 - b) A proposed change to Head of Service remit within the Business Operations and Partnerships Department and the setup of an Appointments Committee;
 - c) A proposed change to Head of Service remit within the Health and Social Care Partnership (HSCP) and the setup of an Appointments Committee.

RECOMMENDATIONS

2. It is recommended that the Council:
 - (a) Notes the retirement of the Director of Environment with effect from 1 November 2022;
 - (b) Approves the revised Head of Service remits within the Business Operations and Partnerships Department and HSCP;
 - (c) Given the number of senior appointments, considers the option for Head of Service recruitment to be delegated to Council Officers. The recruitment process for Chief Executive and Director posts would remain unchanged;
 - (d) Approves the recruitment procedure as detailed for Business Operations and Partnerships, Environment and HSCP;
 - (e) Delegates to the Chief Executive, Director of Business Operations and Partnerships and Chief Officer of Health and Social Care Partnerships to make the necessary arrangements;
 - (f) Authorises the Chief Executive to put in place appropriate interim management arrangements for the Environment Department if required.
 - (g) Provides nominations for Appointments Committee(s) dependent on the decision on role of Elected Members.

BACKGROUND

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

4. Previously there have been issues securing the required quorum of 3 Elected Members due to workload across the Elected Members leading to time constraints during the recruitment process.

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

6. In June 2021, the Council considered a proposal that Head of Service recruitment be carried out by officers. Due to the number of vacancies and current pressures on Elected Member time, Council is again asked to consider an option to delegate Head of Service appointments to officers only. This recruitment would be led by the recruiting officer who would be the Director supported by the Chief Executive.

7. The report contains proposals for recruitment timescales for the Director of Environment and Head of Service vacancies in the Business Operations and Partnerships Department and the Health and Social Care Partnership and requests nominations for the Appointment Committee(s). If there is a change in the recruitment process with delegation to Directors for Head of Service posts, only nominations for the Appointment Committee for the Director of Environment post will be required.

REPORT

8. Mr Andy Cahill has been Director of Environment in East Renfrewshire Council since 1999. Prior to that he was in the role of Assistant Chief Executive and has worked in local government since 1983. Mr Cahill has been a driving force in the Environment department working in partnership on Local Development Planning, City Deal and leading transformational change across the department.

9. The Director of Environment has now intimated that he will retire with effect from 1 November 2022. This notice period will allow time to initiate the recruitment process for his successor.

10. Over the next few months there will be many opportunities to thank Mr Cahill for his commitment to East Renfrewshire. This paper proposes the process for the recruitment of Mr Cahill's successor.

11. In the last 6 months there have also other Chief Officer changes. The recruitment of Louise Pringle into the post of Director of Business Operations and Partnerships has resulted in a Head of Service vacancy within the Department's leadership team. Kate Rocks has been appointed to the post of Chief Officer in Inverclyde HSCP which has resulted in a Head of Service vacancy within the HSCP leadership team.

Environment

12. It is proposed that the Appointments Committee be established to recruit a new Director.

13. The following is the proposed timetable for the appointment to the post:

Post advertised:	22 July
Closing date:	28 August
Initial shortlisting by Interview Committee:	5 September a.m.

Shortlist by Assessment Centre:	14 September
Interview date:	21 September

14. An Appointments Committee, comprising 5 Elected Members, should be established to shortlist and interview candidates, and to make an appointment to the post. If for any reason a member of the Appointments Committee is unable to attend then the appointment of a substitute will be made.

15. This post will be advertised externally and the assessment centre will focus on ensuring the candidates have the correct skills mix to be considered for appointment by the Committee.

16. If a successor is not in place by 1 November 2022 the Chief Executive will put in place interim management arrangements to ensure stability and continuity within the service until such time as a suitable replacement can be recruited.

Business Operations and Partnerships

17. The newly formed Department of Business Operations and Partnerships is responsible for the delivery of a range of cross council business operations including HR, ICT, Communications, Customer First, out of hours calls, accounts payable, council tax collection and emergency planning. It is also responsible for a range of frontline services, Democratic Services, the Council's digital transformation function and the development of partnerships, communities and strategies.

18. Following the appointment of an internal candidate to the post of Director, a review of management arrangements within the department has been undertaken. This review considered the future needs and ambitions of the department and the Council alongside the need to secure continued savings in the way services are led and delivered whilst protecting front line services as far as possible.

19. New arrangements and remits are proposed to ensure appropriate management structures are in place to lead the Council's partnership agenda, putting local communities at the heart of Council services and developing ongoing collaborative relationships and engagement, including driving the Council's ambitious programme of digital transformation.

20. The current Business Operations and Partnerships Department has three Head of Service (Appendix 1). The current Heads of Service remits are:

- Head of Communities, Revenues & Change
- Head of HR & Corporate Services
- Head of Digital & Community Safety

21. No change is proposed to the latter two remits, but it is proposed that the post of Head of Communities, Revenues and Change is changed to become the Head of Communities and Transformation, with the Senior Revenues Manager becoming a part of the departmental leadership team and reporting direct to the Director of Business Operations and Partnerships. The proposed structure is set out at Appendix 2.

22. This change underlines the importance of strong leadership and direction to develop the role of partnership working and communities within East Renfrewshire Council and gives further priority to leading and driving our ambitious programme of digital transformation which will be key to streamlining customer journeys, modernising processes and delivering savings and efficiencies in ways of working.

23. It is proposed that an Appointments Committee be established to recruit a new Head of Communities and Transformation.

24. This post will be advertised externally and there will be an assessment centre prior to interview to ensure the candidates have the correct skills mix to be considered for appointment by the Committee. The following is the proposed timeline for the appointment to the post:

Post advertised:	9 September
Closing date:	2 October
Initial shortlisting by Interview Committee:	13 October p.m.
Shortlist by Assessment Centre:	27 October
Interview date:	7 November

25. An Appointments Committee, comprising 5 Elected Members, should be established to initially shortlist and interview candidates, and to make an appointment to the post. If for any reason a member of the Appointments Committee is unable to attend then the appointment of a substitute will be made.

HSCP

26. The current Head of Service configuration in the HSCP is:

- Head of Public Protection and Children's Services (Chief Social Work Officer)
- Head of Adult Services, Communities and Wellbeing
- Head of Adult Services, Learning Disability and Recovery
- Head of Finance and Resources (Chief Financial Officer)

27. It is proposed that the Head of Public Protection and Children's Service post job title will change to Head of Children's Services and Criminal Justice. This role continues to include the Chief Social Work Officer responsibility which is a statutory role.

28. The remits of the current and proposed structure are shown in Appendix 2.

29. For the Head of HSCP Children's Services and Criminal Justice post an Appointments Committee, comprising 5 Integration Joint Board (IJB) voting members (3 council, 2 NHS) should be established to initially shortlist and interview candidates, and to make an appointment to the post. If for any reason a member of the Appointments Committee is unable to attend then the appointment of a substitute will be made.

30. This post will be advertised externally and there will be an assessment centre prior to interview to ensure the candidates have the correct skills mix to be considered for appointment by the Committee. The proposed timetable for the appointment to post is detailed below:

Post advertised:	12 August
Closing date:	4 September
Initial Shortlisting by Interview Committee:	15 September p.m.

Shortlist by Assessment Centre

22 September

Interview date:

12 October

FINANCE AND EFFICIENCY

31. There are no additional financial implications as no new posts are being added into the structures. All costs associated with the recruitment process will be found from within existing budgets.

CONSULTATION AND PARTNERSHIP WORKING

32. Consultation in relation to these proposals has been undertaken with affected employees and the Trade Union has been made aware of the proposals.

IMPLICATIONS OF THE PROPOSALS

33. There are no ICT, sustainability, equalities, climate change or other implications associated with this report.

RECOMMENDATIONS

34. It is recommended that the Council:

- (a) Notes the retirement of the Director of Environment with effect from 1 November 2022;
- (b) Approves the revised Head of Service remits within the Business Operations and Partnerships Department and HSCP;
- (c) Given the number of senior appointments, considers the option for Head of Service recruitment to be delegated to Council Officers. The recruitment process for Chief Executive and Director posts would remain unchanged;
- (d) Approves the recruitment procedure as detailed for Business Operations and Partnerships, Environment and HSCP;
- (e) Delegates to the Chief Executive, Director of Business Operations and Partnerships and Chief Officer of Health and Social Care Partnerships to make the necessary arrangements;
- (f) Authorises the Chief Executive to put in place appropriate interim management arrangements for the Environment Department if required.
- (g) Provides nominations for Appointments Committee(s) dependent on the decision on role of Elected Members.

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June 2022

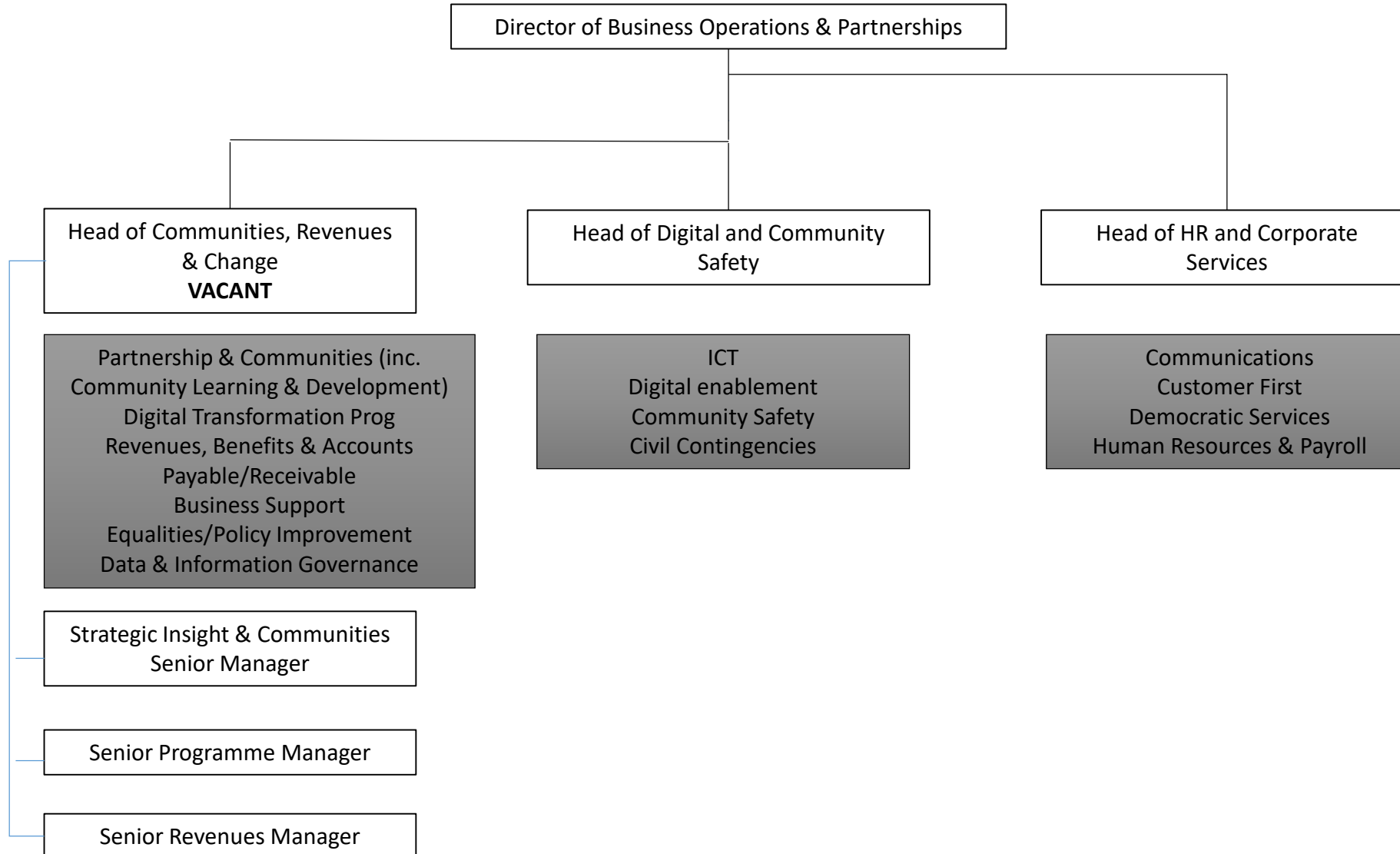
CONVENOR:

Councillor O'Donnell Tel 0141 577 3107

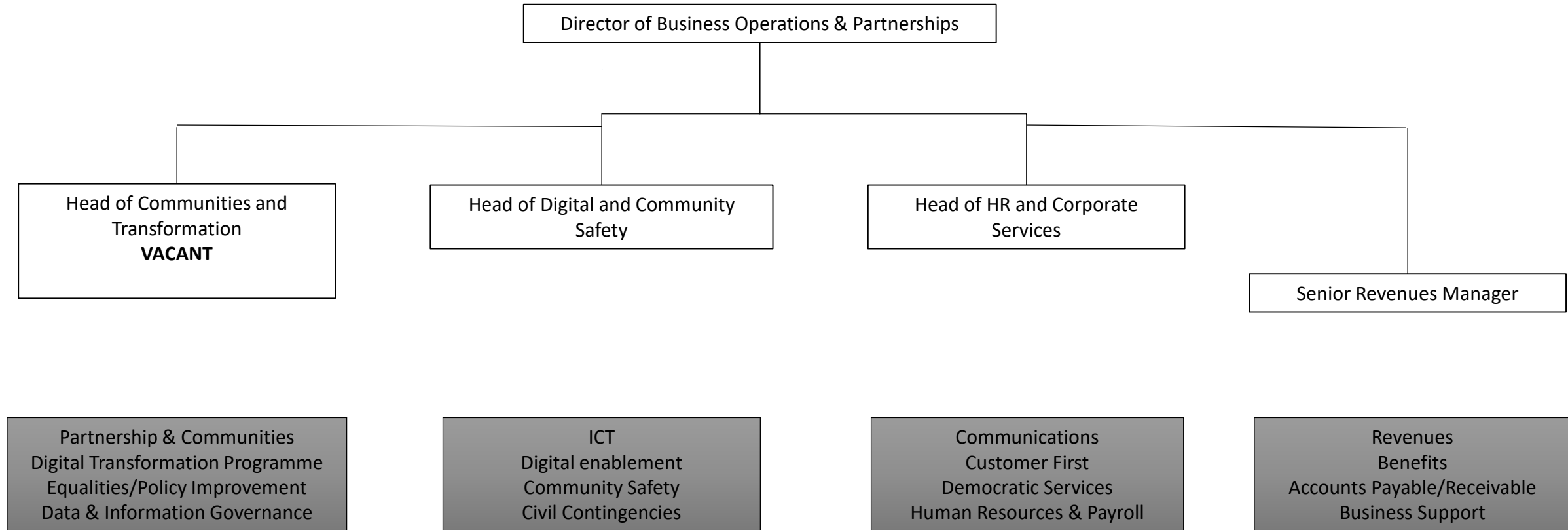
BACKGROUND PAPER

Post of Director of Corporate and Community Services, Council 8 September 2021

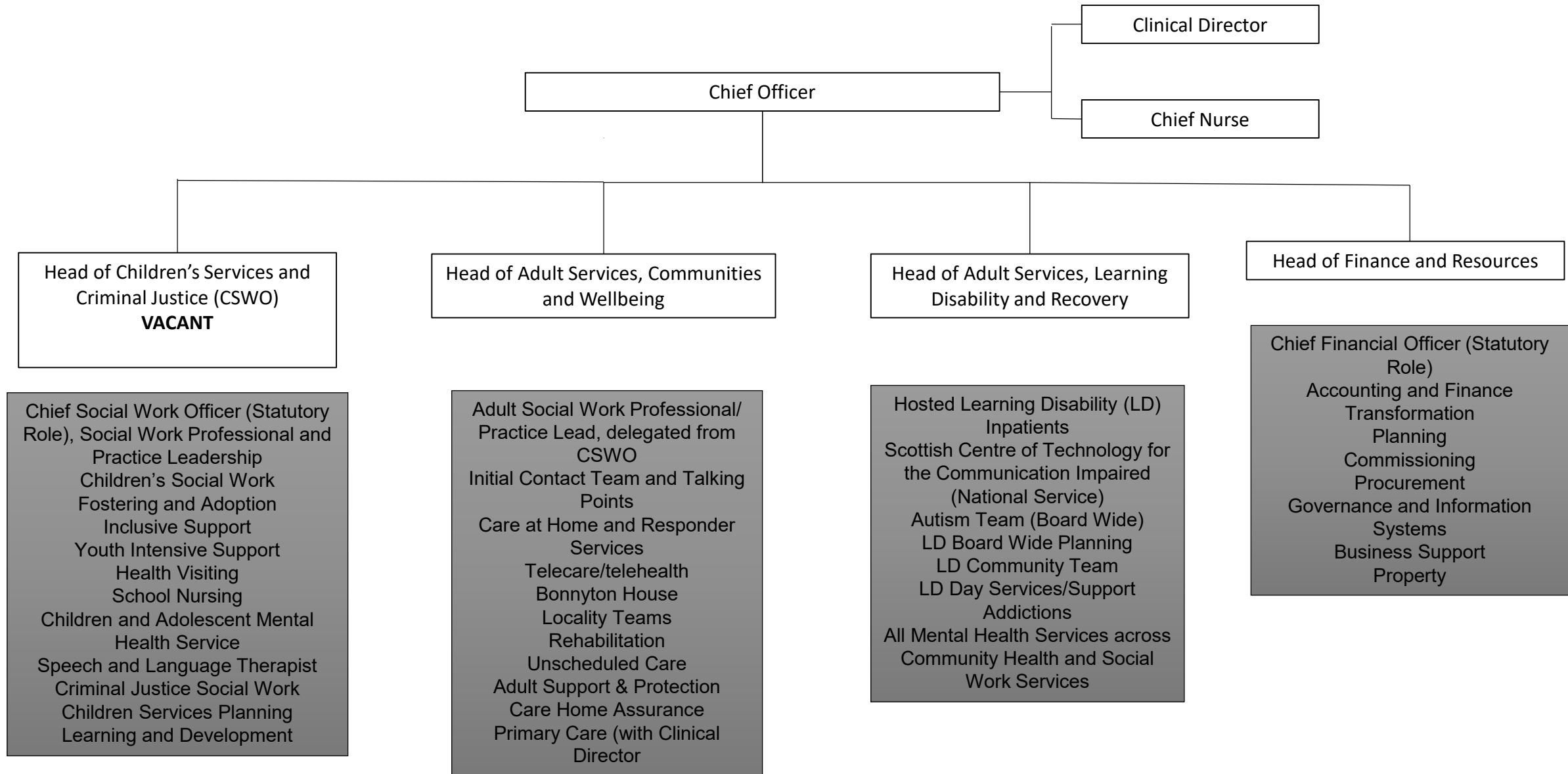
245
Current Business Operations & Partnerships structure –
June 2022



246
Proposed Business Operations & Partnerships structure –
June 2022



247
Proposed HSCP structure –
June 2022



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EAST RENFREWSHIRE COUNCIL**29 June 2022****Report by Chief Executive****COVID-19 RECOVERY - UPDATE****PURPOSE OF REPORT**

1. To provide Elected Members with a further update on response, recovery and renewal work taking place across the Council and the Trust since the previous update in December 2021.

RECOMMENDATION

2. That the Council note and comment on the report.

BACKGROUND

3. Throughout the period of the pandemic, the Council has considered a series of reports on how the Council was dealing with the impacts of the pandemic and also highlighting how continuing to respond to the effects of the pandemic was impacting on the ability of departments to deliver “normal” services and had contributed to significant backlogs across all departments. The reports also referred to challenges still ahead not least of which was managing public expectation that services should all be back to normal,

REPORT

4. The purpose of this report is to provide a further update to Members on work being carried out across the Council since the previous report to [Council in December 2021](#), and should be read in the context of the previous update reports presented to the [Emergencies Committee in May](#), the [Council in June](#), the [Council in October](#), the [Council in December 2020](#), the [Council in June 2021](#), the [Council in September 2021](#); and [Council on 27 October 2021](#).

Mass Vaccination Clinics

5. Carmichael Hall and Barrhead Health and Care Centre remain operational as vaccination clinics and provide ongoing COVID-19 vaccinations. This continues to represent a significant commitment from the Trust and HSCP. Staff support non-clinical operations, facilities management, queue management and liaison with clinical staff.

6. Vaccination of the population has been a crucial factor in the Scottish Government having confidence to remove COVID restrictions, as it slows down the spread and severity of the virus. Therefore, work continues with our NHS partners to maximise the opportunities for our residents to be vaccinated. The Council's vaccination programme Single Point of Contact officer remains in close contact with NHS Greater Glasgow and Clyde colleagues, as well as neighbouring Local Authorities.

COVID-19 Testing

7. In March 2022, the Scottish Government published a Test and Protect Transition Plan, outlining that the primary purpose of COVID testing was moving from population wide testing to targeted testing to support clinical care. The intention is that testing will remain within clinical care settings, supported by surveillance and outbreak response; rather than being widely available for all of the population.

8. Asymptomatic testing ended in Scotland on 18 April. Consequently, on 14 April the mobile testing units (testing buses) utilised in East Renfrewshire were stood down. Symptomatic testing ended nationally on 30 April, with the Mobile Testing Unit (MTU) that had been in place at the Greenlaw Works (Business Centre) closing on 29 April.

Impact of Rising Costs

9. There is well-documented concern across the UK with regard the cost of living, seeing the price of goods and services rapidly climb. The Council is not immune from this, witnessing significant volatility in the prices of materials and challenges in availability of goods and labour to provide services. This is leading to significantly increased costs, including for tenders, which is having a detrimental impact on ongoing and planned projects. While it is impossible to pin point COVID as the sole cause for this instability, it is a significant contributory factor; along with wider supply chain concerns and the situation in Ukraine.

Environment Department

10. The Environment Department has dedicated considerable resource to supporting COVID response elements such as supporting Test & Trace, ensuring compliance with COVID Statutory Regulations, community testing and vaccination. Some of this continues, particularly in relation to vaccinations. Additionally, staff bubbles continue to be in place across key frontline services to protect our staff and acceptable levels of service delivery. As a result of this, and other factors (including lockdowns), significant backlogs exist across the Department. Consequently, the Department is in no way back to “business as normal”.

Economic Development

11. As per previous updates, Economic Development staff have had additional responsibilities in relation to COVID business grants. This has included agile response to new tranches of Covid business support grants as the Scottish Government announces these. The service is prioritising key elements of its service plan, to be delivered in the remainder of 2021/22.

Corporate Health and Safety Unit

12. Corporate Health and Safety Unit (CHSU) officers continue to provide resource to COVID related issues, but with restrictions easing; risk assessment reviews are taking place with a longer-term focus. This approach will free resource to deal with the backlog of health and safety training requirements, as well as carrying out general risk assessment creation and review – for which demand is high from other departments.

13. Approximately 75% of the CHSU service is now dedicated to business as usual activity, with the remaining time supporting COVID matters. The COVID PPE storage and delivery operation by CHSU is being wound up, with ordering of supplies by Departments returning to standard practice.

14. A new service plan for 2022 / 23 has been created, carrying forward objectives that were unable to be achieved in 2021 / 22 as a result of COVID. Additionally health and safety improvements have been factored into the service plan. While the plan will be challenging to deliver, it should be achievable if the COVID recovery position continues on its current trajectory.

Neighbourhood Services

15. During the last two years, “work bubbles” have been a fundamental tool in both protecting Neighbourhood Services employees from the risk of contracting Covid-19 and in allowing the continuation of frontline service delivery. However, bubbles have severely restricted the Service’s ability to flexibly deploy employees on the ground, across various work activities and consequently in delivering essential training.

16. With the easing of restrictions in many areas of life, Neighbourhood Services, in conjunction with Corporate Health & Safety, have now removed the need for “work bubbles” as of 16 May 2022. It may take time for the Service to rebalance the legacy of restrictions, in terms of clearing ongoing backlogs in work areas and in enabling employees to take accumulated leave, where it has not been previously possible.

17. Beyond the task of frontline service delivery via our people resource, the impact of restrictions and other external factors are bringing new pressures to the Service. These include, restrictions and monitoring of fuel availability by Scottish Fuels and the availability of vehicle parts coming into the UK, which may impact our ability to run our essential fleet if it continues into the longer term. There is currently a lack of availability of Hire Vehicles, due to lack of imports of new vehicles, significantly reducing this as a backup option to our existing fleet model.

18. The above circumstance has the potential to detrimentally impact the running of frontline essential services, as we move beyond Covid. The Service is doing everything possible to mitigate the effects, but many of the factors raised are resultant from external pressures that are beyond the full control of the Council.

Trading Standards

19. Trading Standards played a significant and leading role in enforcing and advising businesses on the Regulations restricting trading activities during COVID-19. This led to a significant shift in resources away from the core service planned activity for 2019/20 and 2020/21. The service continued to prioritise key elements of its service plan for delivery in the remainder of 2021/22 while continuing to monitor and advise traders in relation to COVID-19. Key priority delivery has been supported through creative risk assessments and new ways of working going into 2022/23.

Environmental Health

20. All Environmental Health staff have undertaken additional COVID responsibilities, which have been unpredictable in complexity, often unique and very time consuming.

21. The Environmental Health Service will continue to work at a national level liaising with other local authorities and partner organisational to promote the adoption of the baseline measures and enforcement of the COVID certification measures as required.

22. The Society of Chief Environmental Health Officers of Scotland continue to recommend extending the COVID Compliance Officer funding made available from the Scottish Government until 31 March 2022 and is co-ordinating with COSLA and SOLACE at every opportunity.

23. The COVID Compliance Officer post has been extended for one year, utilising funding made available through the Flexible Local Authority COVID Economic Recovery Fund, as approved by Cabinet on 7 April 2022.

24. The Service will continue to prioritise any Coronavirus related enquiries. However, as detailed in previous reports, it remains the case that with a significant increase in public health work, the reintroduction of food law visits, and the impact of other Services and organisations now requiring Environmental Health input; the ability to perform the full range of functions in an effective manner has been compromised. However, work is underway to address the backlogs.

Housing Services

25. Housing Services is first and foremost a frontline customer facing service; whilst the service has adjusted to deliver to the highest standard during the pandemic, it has not been able to do this to the level expected by customers. Additionally, it is a very paper based service and many areas of remote technology to support the service were not available at the start of the pandemic or throughout.

26. At present, service delivery is as follows:

- Homeless and Housing Advice services have reintroduced face-to-face meetings in homes and in Council buildings. Whilst customers are offered the option of face-to-face and telephone interviews; the nature of these discussions means face-to-face is the preferred method in order to support customers effectively.
- All in home visits including visits from Housing Officers, Housing Support Workers & maintenance officers are in place.
- Allocation of housing continues to face significant demand from homeless households awaiting a permanent offer of accommodation and in temporary accommodation. Within the allocations waiting list, the level of homeless households awaiting permanent accommodation remains consistently over 100 households at any given time, with a remaining waiting list of over 4,000 households. The time to repair empty homes has improved significantly.
- Rent arrears have continued to rise through 2021/22, in light of the negative impact the pandemic has had on family incomes. The return of home visits mean that officers are able to discuss issues in tenant's homes to address arrears. Additionally, Housing Services are taking advantage of the Tenants Grant Fund provided by the Scottish Government. This fund was to prevent homelessness and was predominately focused in residents in the private sector. However as a landlord, Housing Services were able to utilise this fund.
- The response repairs service has no significant backlog of works from previous restrictions.
- Planned improvement works (such as kitchens & bathrooms) commenced in the autumn, beginning with the 2019-20 backlog. All procurement work is complete to deliver the outstanding programme. However, the construction industry is still experiencing a shortage of some materials, which is driving up costs. It will take some time to work through a two year backlog.

27. All existing face-to-face service delivery is supported by thorough risk assessments and safe systems of work.

28. Housing Services has adapted its delivery through various stages of the pandemic and maximised service delivery as much as possible; despite limits to frontline service delivery and working from home restrictions. In addition, the service has invested in new technology to be implemented in 2022; which will improve online services, reduce paperwork and allow officers to be in the community supporting customers.

Property and Technical Services

29. Supply chain issues continue to affect the construction industry, influencing pricing and completion in some circumstances. Property and Technical Services continue to work with Procurement and other services to try to mitigate both cost and time impacts to projects. Technical Services continue to support services in realising agreed capital plan aspirations and meeting the challenges faced.

30. Ventilation in Council premises remains a primary focus for the Property Services Team. They continue to liaise with external ventilation engineers to assess properties, including undertaking any works identified to comply with Government Guidance. Progress in the ventilation programme will be dependent on the availability of contractors, materials and access to buildings.

31. Carbon Dioxide monitors have been installed to all Education teaching areas. These are fixed/permanent and provide real-time information over the Internet to staff who can monitor the position on a dashboard. Property Services and Education collaborated on this undertaking following earlier Scottish Government announcements of funding and reporting, as outlined in previous reporting. Carbon Dioxide monitoring is also being rolled out to other Council premises as appropriate.

32. Property Services are also leading efforts through the Scottish Heads of Property Services network to develop how the policy of Carbon Dioxide monitoring should be further developed and to agree longer-term strategies for improving ventilation in schools, to improve the educational environment for teaching.

Development Management and Building Standards

33. Development Management and Building Standards continue to be able to carry out statutory duties but with protective measures in place. Both services continue with limited public interaction, with members of the public still not permitted within the offices. Officers are contactable by phone, email and via Teams. Some other face-to-face meetings are beginning to resume, although this is more likely to be with other agencies and local authorities. The Service is now working on a hybrid basis, attending the office on two days.

34. Developers are asked to provide Building Standards with photographs or videos as evidence, to supplement site visits. This approach has increased workload, requiring extra communications. There has also been an increase in completion certificate refusals where satisfactory evidence of the work undertaken has not been produced resulting in extra work for the officers.

35. There are high levels of householder applications, particularly for extensions and garden rooms. The additional workload has resulted in a backlog in processing planning application, which has been exacerbated by staff shortages and additional online demand seeking advice, reporting unauthorised work and complaining about service problems/delays.

36. Public and business demand on Development Management continues to be very high, almost certainly due to the desire for lifestyle / employment changes across society.

37. In addition, the demands on internal and external stakeholders arising from COVID has affected the ability for others to provide consultation responses to Development Management. Consequently, the determination of some planning applications, particularly large and complex applications have been unavoidably delayed.

Strategy/Local Development Plan

38. Local Development Plan 2 (LDP2) was adopted on 31 March 2022, following Examination by Scottish Ministers. The Plan is now available to view online, in Council offices and in local libraries. LDP2 is the Council's key strategic land use planning documentation, which aligns with and supports the vision and objectives of the Council's Corporate and Community Plans. The Planning (Scotland) Act 2019 provides the basis for future development planning in Scotland and work on LDP3 will commence in tandem with the enactment of this legislation.

39. Timescales for the preparation of the annual Housing Land audit, Vacant and Derelict land and employment monitoring have been impacted by COVID, but are now being completed.

Roads & Transportation

40. Roads are continuing with their revenue and capital programme without any significant issues at present. Concerns remain in relation to issues surrounding HGV drivers and their potential to present issues with delivering winter maintenance. This concern is exacerbated by potential COVID impacts among staff. Additionally, there is reliance on Neighbourhood Services to deliver Winter Maintenance. Given they will face the same issues outlined above, this could further adversely affect the delivery of the Winter Maintenance programme.

Education Department

41. With the gradual easing of restrictions in recent months, the Education Department has continued to recover from the ongoing impacts of the Covid-19 pandemic, and in particular the significant levels of disruption to schools and nurseries over the last 2 years. Whilst the department continues to recover well, the level of ongoing disruption cannot be understated as schools and nurseries have sought to continue to focus on supporting children and young people with their own learning and wellbeing, following unprecedented challenges throughout the pandemic.

42. The emergence of the Omicron-variant in late 2021 and early 2022 resulted in significant levels of disruption across schools and nurseries, most notably through the significant increase in pupil and staff absence. Whilst often short term in nature given the testing and isolation requirements that were in place, a large number of staff were often absent at the same time, presenting significant levels of challenge in ensuring the ongoing operation of the education service. Whilst rates of absence have fallen in recent months, schools and nurseries are continuing to report short term staff absence as we adapt to the new approach to managing Covid symptoms.

43. Facilities Management have continued to experience ongoing challenges with staff absence across the service. In addition, the national challenges around recruitment have resulted in difficulties filling vacant Facilities Management positions. Officers are continuing to liaise with departments across the Council to ensure ongoing service delivery.

44. Whilst our schools have experienced higher than average rates of pupil absence throughout the pandemic, East Renfrewshire has continued to perform very strongly, with attendance rarely falling below 90%, and now sitting at 94.8%.

45. The department's Building Back Better and Fairer Framework has set out the key priorities required to support schools and services as they recover during 2021-22, complementing the activities set out within the department's Local Improvement Plan (LIP). Purposefully, the framework was designed as a single page, providing a clear simple summary

of next steps for improvement. This has included supporting schools to review the curriculum in light of the pandemic with a 2025 focus for curriculum, learning and teaching; the completion of the review of additional support needs provision within East Renfrewshire; and the launch of the new Parental Involvement and Engagement Strategy 2022-25.

46. The ongoing impact of the pandemic on learners should not be understated and it is important to recognise the continuing challenges schools face in supporting this wider recovery. As reported to Education Committee, the pandemic has resulted in challenges to the ongoing high performance of our learners, with an impact across attainment measures across recent years. Using quantitative and qualitative data our school staff have identified learning needs and gaps caused by the continued disruption for most of 2021/22. They have effectively used additional resource such as Pupil Equity Funding to support carefully selected interventions and specific learning and teaching approaches to ensure learners have every opportunity to progress in their learning and at a pace that is sustainable and will support long term attainment targets.

47. As we move beyond 2021/22, we are developing future improvement planning approaches, including through the use of Strategic Equity Fund and Pupil Equity Fund. Plans for the use of SEF and guidance to support schools in the use of PEF are being finalised and will support improvement activities in the coming years.

48. Despite the significant challenges faced, schools have successfully delivered the SQA exam diet following the alternative arrangements having been in place for the previous two years.

49. In addition to the significant impact on learning and teaching, there has been high levels of disruption to the wellbeing of young people across our schools. The Healthier Minds service continues to provide health and wellbeing advice to children, young people, staff and families, recognising the impact the pandemic continues to have on wider wellbeing. The number of referrals continues to increase, with almost 600 individuals accessing the service in the previous 6 months. As part of the Access to Counselling funding, the school wellbeing service has been launched and complements the work of the Healthier Minds service.

50. The department is continuing to focus on improving the attendance of children and young people, as we know that in order for children and young people to learn and thrive, they need to be in school. In addition to a general reduction in attendance rates, we continue to support a number of young people who have struggled to attend school due to emotional or mental health issues. As stated in Article 28 of the United Nations Convention on the Rights of a Child, children have a right to an education. In order to ensure all children receive that right, the department is developing a range of different interventions, working with partners across the Council to put the right support in place to encourage these young people back in to learning.

51. With the gradual easing of the Covid restrictions since March 2022, schools and nurseries have been adapting to the 'new normal', learning from the experiences throughout the pandemic to inform future approaches. Most notably, following an absence since March 2020, families are now once again able to physically visit schools and nurseries, for meetings and larger assembly and performance events. This has been a very welcome development and represented one of the final major restrictions that education establishments continued to face over recent months. The changes have been particularly welcomed by those families with children in the earliest stages of primary who had, until now, never been able to physically visit the school or early years establishment.

52. As we adjust to new ways of working, schools and nurseries have been looking at the opportunities to consult with families on the most effective methods of engagement, recognising the more flexible opportunities of remote engagement that emerged from the

pandemic. Over recent weeks, head teachers have been consulting with families around the future of parents evenings with initial feedback suggesting families would be keen to maintain a hybrid approach, offering the opportunity for either in person or remote meetings. Similarly, for parent council meetings, feedback has suggested that online meetings may offer greater accessibility and schools are considering how best to support these flexible approaches in to the new session.

53. The department continues to have a very strong focus on all learners and their families, having once again received an outstanding report as part of the Customer Service Excellence accreditation. This year's full assessment has been recently considered by Education Committee and has demonstrated a strong customer focus present at all levels. The assessment focuses on the customer journey using evidence from a range of customers including pupils, staff and parents. Their "customer journey" was examined, within the current context. The assessor highlighted the very high levels of customer satisfaction and how these continue to improve over time. It also noted the well-established and very strong corporate commitment to putting the customer at the heart of service delivery and the way in which leaders actively support this.

HSCP

54. The HSCP, in common with health and social care services across Scotland continues to be under significant pressure. A combination of increased demand across services, staff absence and recruitment/retention challenges continues to create issues with capacity. Over the period this has been particularly acute in care at home, but evident in all services. However, staff absence has begun to stabilise following the Omicron phase, aiding our recovery; and services are now seeing improving performance outcomes. We continue to experience higher rates of referrals and more complex presentations as a result of the pandemic.

Winter planning and Strengthening Adult Social Work

55. The Scottish Government provided additional funding to support health and social care providers tackle additional pressures. Phase One of the additional resources was the recruitment of 16 additional Health Care Assistants for the Greater Glasgow and Clyde health board area with local deployment to East Renfrewshire to enhance the capacity of our Care at Home Responder Service, Community Nursing and Community Rehabilitation teams.

56. We have strengthened our HSCP adult services front door to include a much wider MDT team approach, a focus on Technology Enabled Care (TEC) and a more streamlined pathways for individuals and families to access our supports. East Renfrewshire HSCP have contributed to the development of a discharge hub across GGC hospitals to prevent hospital admissions and support timeous hospital discharges.

57. Phase Two of the funding programme included an additional £2.1m for East Renfrewshire in 2021/22 to support Interim Care, Care at Home and Multi-disciplinary Teams. In 22/23 we will continue to implement our model for interim care including the development of our intensive support model at Bonnyton care home. This creates a step up/step down service locally, to avoid unnecessary hospital admissions and timely discharge to home/homely settings. For Care at Home, the additional resources has been used to address the ongoing demand pressures we are experiencing, increase frontline staff as well as management and support, and increase capacity for the Home First model and Technology Enabled Care. We are continuing to enhance the capacity of our multi-disciplinary teams across the HSCP including: developing our multi-disciplinary Front Door model and leadership arrangements; additional capacity for social work and our Care Home and Community Review Team; support for the wider GGC frailty hubs; and increased capacity for frailty practitioners, data and quality analysis and peripatetic business support.

58. Phase Three funded by Scottish Government funding to strengthen Adult Social Work has allowed us to create additional leadership posts within Communities and Wellbeing. This has provided us an opportunity to create a dedicated transition team to support young people with complex needs in the transition to adulthood, and Long Term Conditions team to support the local residents with long term conditions as we recover from the pandemic.

Supporting people at home

59. Our focus on developing approaches for day services has continued with the re-introduction of a face-to-face Cognitive Stimulation Therapy (CST) 14 week programme. This has just ended and outcomes and measures are being evaluated. Twelve individuals from the programme are moving on to CST maintenance for 24 weeks. Sixteen individuals have been referred for the next CST programme which is just about to commence. A survey for carers focussing on the pandemic experience has been conducted and the results are being analysed. Face-to-face carers support meetings have recommenced also and these have been well received by attendees.

60. For our Care at Home team, there has been continued pressure as a result of the volume and complexity of new referrals into the service. As a result, at the end of May, seven people in hospital were awaiting a package of care to facilitate a safe discharge, 66 people in the community were awaiting a new service or an increase in support, and two people are in an intermediate care bed whilst awaiting services. Covid-related absence amongst frontline staff has reduced but remains a feature. There has been no significant upturn in the level of service provision being taken on by the external market and it is anticipated that this will remain the position for the foreseeable future. Recruitment into the service (to cover vacancies created by leavers and to create some extra capacity) has continued but has been challenging in terms of volume and suitability of available candidates. Following a multi-channel advertising campaign running during the early months of 2022, 59 recruits have accepted roles (including 13 on a bank staff basis) and 28 have so far completed induction training. Recruitment efforts continue with an aim of securing a further 18 FTE to deliver the additional capacity needed.

61. The Telecare Team has recruited extra staff to assist in overnight response. Face-to-face reviews have now resumed after these being conducted by telephone throughout the pandemic. This is allowing responders to more thoroughly check on telecare customers and their home environments and ensure they have telecare equipment appropriate to their level of need, helping keep them safe in their homes. Progress is being made on the analogue-to-digital journey with our new cloud-based call handling system (including responder app) which is scheduled to go-live later this year.

62. Our Hospital to Home team (which facilitates complex hospital discharges) has been supplemented by the creation of a new team focussing on the appropriate and effective use of intermediate care beds. This supports timely hospital discharge where the required homecare package is not immediately available and delivers improved outcomes from assessment activity carried out in this setting (versus hospital). The targeted work by the new team includes requests for intermediate care beds, care home liaison, occupancy tracking, data collation, arranging interventions / reablement and carrying out outcomes focussed reviews and care planning. A specific test of change within this involves early involvement at hospital admission point. The collaborative working between these teams has ensured that delays in hospital discharges have been minimised and kept within manageable levels.

63. Our Community Rehabilitation Teams continue to experience increased pressures due to the ongoing impacts and consequences of the pandemic on the older population, with an increase in frailty and frailty related falls. The average of 40–50 referrals per week in 2019 / early 2020 has risen to and been sustained at 65-70 referrals per week over the past two years. Due to increased complexity of need and deconditioning, the service is finding that services users are requiring longer and more frequent inputs, adding to demand pressures.

64. Across all mental health and recovery services, the position in relation to staff absences has stabilised. We are planning our recovery from the pandemic in terms of establishing what a hybrid working model looks like for all teams. This work is led by our short life working group reviewing use of accommodation. Primary Care Mental Health Team (PCMHT) staff have devised a rota of staff returning to the office this month, in order to deliver face-to-face interventions with patients. Our psychiatry resource is a concern across both the Community Mental Health Team (CMHT) and the Older People's Mental Health Team (OPMHT) due to long term vacancies and pending retirement of consultant psychiatrist. The Mental Health Officer (MHO) team are fully staffed allowing us to support our most vulnerable population. We are in the process of hiring a Development Officer to facilitate the coaching and mentoring of newly qualified MHO staff, which will also increase capacity within the team. We successfully hired an additional Post-diagnostic Support (PDS) worker through our partnership with Alzheimer's Scotland. This new member of staff joined the team in May. The roll-out of the Medication Assisted Treatment (MAT) standards are operational from 1 April. This enables people to access same-day prescribing for opioid use disorder, facilitating low barrier access to assessment and treatment. We are actively hiring into vacant posts with this funding stream.

65. Our locality social work teams experienced a growing backlog of overdue community care reviews throughout the pandemic. This resulted from a combination of additional support being required in the community (both increases in demand and complexity) and from the requirement for teams to focus on our pandemic response and most urgent need. In response, we have created a designated resource to replicate the permanent care review work, and focus on completing a review for each individual currently awaiting a statutory community care review. Since the turn of the year, we have made significant progress, with 92 community reviews completed.

Support to Care Homes

66. Support to our care homes continues using our existing support and governance mechanisms including the newly established Care Home Collaborative Hub model. The Collaborate held their online launch in June 2022. They have provided a number of training sessions to East Renfrewshire care homes which included pressure ulcer prevention; food, fluid and nutrition and catheter care which were well received, as well as additional support.

67. Outbreaks within care homes reduced significantly throughout May and June. Community transmission has also reduced which helped to improve staffing levels and reduced the use of agency staff. At present we have one care home RAG rated as 'Amber', due to a COVID outbreak.

68. Care homes continue to face staff shortages, albeit this is slowly improving. They continue to implement contingency plans and recruiting using agency and bank staff when necessary. Care Homes have also been creative in terms of extending current staff hours.

69. Following a successful pilot within NHS GGC of the newly established Falls Pathway via Flow Navigation Centre for Nursing care homes, the pathway has been rolled out to include residential care homes. All East Renfrewshire care homes have signed up to use the pathway which commenced on 16th May 2022. To support the sector, Scottish Care have recruited a new Independent Sector Lead who will support East Renfrewshire Care Homes. The post commenced 23th May 2022. A number of Care Homes are supporting the training and orientation of the recent recruitment within the NHS GGC support workers bank. Care homes have also been approached to become practice learning environments for student nurses.

Care Home Assurance Tool (CHAT) Visits

70. Care Home Assurance Tool (CHAT) visits are now well established within East Renfrewshire and will be supported by the Care Home Collaborative colleagues as/if required. Due to the significant impact of the Omicron variant CHAT visits to the care homes were paused over the winter period. A schedule for the next round of visits is currently being finalised following discussion at a recent Care Home Managers Forum meeting. The schedule will be agreed at our Care Home Oversight meeting. The new electronic version of the CHAT will be issued to care home managers week beginning 20 June to complete as part of self-evaluation in advance of the joint visit undertaken by HSCP staff.

Support to Children and Families

71. Children's Services continues to be under considerable pressure. A combination of increased complexity and significant staff absence is affecting capacity. We received notification of the Joint inspection of services for children at risk of harm in East Renfrewshire inspection on 22 February 2022. The inspection is ongoing and case file reading is now complete. Initial feedback on emerging themes from the case file reading and staff survey was positive. The Position Statement was submitted on 8 June 2022. Preparation for the interviews and focus groups for week beginning 20 June 2022 is under way. The Care Inspectorate will provide their draft report on 13 July 2022 and it will be officially published week beginning 15 August 2022.

72. Children's Mental Health continues to be a focus with an increase in referrals to both Healthier Minds and Family Wellbeing Service. There has been a significant increase in the number of children referred for autism assessment and services are working together to respond effectively and support children and their families in the right way. The increasing needs of children and young people with a neurodevelopmental diagnosis or suspected diagnosis is still continuing into this year and is expected to continue going forward. The HSCP and partners are working together to quantify the level of need in order to be clearer on how to ensure service responses are effective and the workforce is sufficiently equipped to help children and their families in the right way. In addition, there remains a comparatively high number of children with complex disability requiring to be looked after away from home. Costs associated with the residential care needs of the children continues to be significant.

73. Since December 2021 we have welcomed three Unaccompanied Asylum Seeking Children through the national transfer scheme. This places a significant demand on staff resource. However, all three young people are settling well in their new communities. We have very recently had one spontaneous arrival of an unaccompanied child. Should arrivals continue at the current rate we would face considerable constraints on identifying suitable placements for these young people given the limited resource for foster care both locally and nationally.

74. In addition, there may be Ukrainian children who have travelled without a parent or guardian who may be placed with a sponsor. Proposals are that local authority hosts will assess and support these arrangements as if they were private foster arrangements which may impact on capacity of children's services. In addition, the potential risk of placement breakdown requires consideration should children need to become looked after by the local authority and suitable foster placements sought.

Criminal Justice pathways

75. The provision of unpaid work has been significantly impacted by the pandemic with Community Payback Orders suspended on 23rd March 2020. Legislation was introduced in March 2021 to reduce the number of hours originally imposed on Community Payback Orders (CPOs) by 35%. This excluded CPOs imposed for domestic abuse, sexual offending or

stalking. The legislation reduced the backlog of hours by 2,329 hours. The current outstanding backlog of hours for completion totals 6,402. East Renfrewshire has one of the lowest rates of outstanding hours in mainland Scotland and the justice service has significantly increased capacity to ensure people complete their orders. During the period of January to March 2022, the percentage of unpaid work placement completions within court timescale has risen to 93%.

76. In line with the increased throughput through the courts the justice service has seen a 166% increase in Diversion from Prosecution requests received from the Crown Office and Procurator Fiscal Service (COPFS) during April 2021 to March 2022. Requests for Criminal Justice Social Work Reports have also increased by 149% over this period compared to the same period last year.

Supporting people affected by domestic abuse

77. During the period April 2021 to March 2022, East Renfrewshire Women's Aid service reported a significant increase in referrals across their services compared to the same period last year. In total, 1,226 women and children were supported across the three core services, helpline and drop-in enquiries compared to 805 during the same period the previous year. This is an increase of 16% supported in the three core services, 72% increase in duty and helpline contacts and 52% increase across the whole service.

78. The reporting period saw the highest recorded number of women supported in outreach services in the past two years. Outreach staff have worked closely with partner services including mental health, the Community Addictions Team and Justice Social Work to reach and support very vulnerable women.

79. Request for Assistance (RFA) total referrals received in 2021/22 was 748: a 30.4% decrease on last year's 1074 referrals. The number of referrals where domestic abuse was the primary concern was 177. This is 23.7% of total referrals received for 21/22 and a 51.5% decrease in the number of referrals where domestic abuse is the primary concern when compared to last year's 365. Similar to last year, domestic abuse remains the main cause of referral to the request for assistance team.

80. The East Renfrewshire Multi-Agency Risk Assessment Conference (MARAC) has witnessed an increase in referrals for high risk victims and children as the COVID restrictions have eased. In the period April 2021 to March 2022, there were 125 victims and 205 children discussed at MARAC. This is an increase of 4% and 19% respectively compared to the previous year.

81. It is expected that domestic abuse referrals will continue to increase longer-term and that there are significant challenges in ensuring our services have sufficient capacity to respond.

Business Operations and Partnerships Department

82. The Business Operations & Partnerships Department was heavily involved in leading and shaping the Council's pandemic response since early in 2020. As some key examples:

- the Head of Digital and Community Safety chaired the Council's Crisis Resilience Management Team throughout most of the pandemic, supported by the Environment Department, with daily meetings throughout 2020 and 2021;
- the Department led the Council's Humanitarian response to the pandemic, including support for those shielding and isolating as part of Test & Protect (with initial proactive outbound calls made, with the support of services across the Council, to over 2000 shielders); staffing of the local response to the National Assistance Helpline;

establishing a food hub which ran between April and September 2020; supporting Voluntary Action with their Community Hub; supply of supermarket vouchers and hardship grants; and arranging prescription deliveries; administering the 'Connecting Scotland' digital device scheme locally; and managing the various Humanitarian funding streams from Scottish Government;

- there were significant impacts for our ICT team in the deployment of new devices and supporting transitions to homeworking;
- our Communications team in leading a high level of internal and external communications to ensure staff and residents were aware of all measures, precautions and service impacts;
- our HR team who had stringent national absence reporting requirements and the need to keep manager guidance up to date as new guidance emerged and also demands for recruitment driven by short-term pandemic-related funding;
- our Customer First team who dealt with a high volume of calls throughout the period and the transition to the more time-consuming remote death registrations. Remote death registration has now been extended nationally until at least September 2022;
- our Money Advice and Rights Team (MART) who saw an increase in income maximisation referrals and assisted the Council's humanitarian response with provision of a COVID discretionary grant;
- our Scottish Welfare Fund team who not only dealt with implementation of a new Council Tax and Benefits system, but also rising caseload and processing of Self-Isolation Support Grants;
- our Community Safety team who assisted with food and prescription deliveries in 2020 and seconded 2 community wardens for over the last 18 months to deliver isolation support and assessments for support grants;
- our Democratic Services team who transitioned to hybrid meetings and delivered Council elections with the additional burden of pandemic guidance;
- our Strategic Insight and Communities teams which facilitated the daily call lists for isolation support; provided COVID dashboards for CRMT and senior leaders on key metrics and trends; and which led the humanitarian response including research and several national funding streams; and
- our Accounts Payable team who processed thousands of additional COVID hardship payments and grants.

Communications

83. During this period COVID related internal and external communications have continued to ensure that residents and staff are aware of all measures and precautions in place to tackle the pandemic promoting guidance, Public Health messages and vaccination clinics.

HR

84. COVID absences for the Council have been significant over the last two years however have greatly reduced since the last report in December. Over the last month there has been a weekly average of 34 employees affected. Employees are still encouraged to follow national guidance within the workplace though updated employee and manager guidance and communication.

85. The team have continued to support staffing concerns arising from COVID absence, sickness absences, natural turnover and vacancies. This has been resource intensive for managers and HR as a number of complex cases have been supported during this time. Recruitment volumes continue to remain high as a result of additional COVID funding and the timescales placed on the spending of these funds. There are also recruitment challenges in certain sectors where it is difficult to recruit due to market competitors and this can mean

repeat recruitment advertising in many cases. As we move into the winter months and the risk of absences increasing further the team continue to work with services to understand the contingency plans that need to be considered.

Customer First

86. Customer contact remains high across all channels. Call handling and waiting times have improved slightly however have continued to be impacted by staff absence which has included long term and covid related absences. Council tax backlogs have continued to impact enquiry volumes, however with the launch of the customer portal, My East Ren and Council Tax Online an improvement is expected as customers will have access to their council tax online, leading to quicker response times. Barrhead Service Centre is open for face to face customer enquiries and Giffnock via appointment. A steady increase in face to face enquires has been seen since the easing of restrictions. Face to face visits to our Barrhead service centre increased by 33% in March 22, compared to the previous monthly average.

87. Levels of demand for the registration service are starting to settle and return to pre-covid volumes. A significant increase of 61% was seen in marriage enquires with the lifting of restrictions at the start of this year. Citizenship ceremonies have also seen a rise of around 32% in demand due to backlogs. The remote death registration legislation has been extended to September 2022. This brings benefits for the bereaved however this is more resource intensive for the service. The National Records of Scotland are in a consultation period with all authorities to review the process with an aim to offer a blended registration service both remotely and in person, including births and deaths. There has been a significant increase in demand for copy certificates, mainly due to passport applications.

88. The Money Advice and Rights Team (MART) are continuing to see an increase in demand particularly for Income Maximisation. The team are moving back to business as usual with a focus on community engagement and prevention including supporting Talking Points, attending foodbanks, food pantries, and education outreach.

Community Safety

89. The Community Wardens continue to operate normal working practices with staff being able to go into households when required, subject to COVID screening questions and windows being opened. Two members of the Community Warden team are still seconded to the isolation support calls team for assessments for support grants.

ICT

90. The ICT Service continues to operate a blended approach with continued high levels of support calls and service requests. The Service Desk team remains under significant pressure, especially the end-user device team who are facing combined pressures of increasing new device build and deployments. The service is still unable to accommodate low priority service requests due service pressures.

Democratic Services

91. The team successfully conducted the local government elections in May including the continued provision of additional COVID measures.

92. Works in the Council Chamber to enable hybrid meetings to take place have been carried out and a number of hybrid meetings (including the statutory Council meeting on 25 May) have now taken place. Guidelines on hybrid meeting participation are being drawn up and will be circulated in due course.

93. Members Services staff have now started to return to the office more frequently in order to support the return to the office of Elected Members and the restarting of meetings in the Council Chamber.

Isolation Support

94. Early in the COVID pandemic, councils were asked to establish support arrangements for vulnerable local people including a 'shielding' service to support those with the most high risk medical conditions who were advised by the Chief Medical Officer (CMO) to stay at home for at least 12 weeks from 24 March 2020. Shielding was replaced in September 2020 with a High Risk List (HRL) with specific advice and guidance issued regularly from the CMO.

95. With the majority of the HRL achieving significant protection from COVID-19 through vaccination, and better understanding of the ongoing negative impacts for those on the HRL of physical and mental health and quality of life, the Scottish Government has outlined that it does not expect nor want a return to shielding in the future. This has been true even with the emergence of the Omicron variant and high case numbers seen in 2022. Since summer 2021, the Chief Medical Officer (CMO) has advised everyone on the HRL to follow the same advice as the rest of the population in Scotland, unless otherwise advised by their GP or clinician. The Scottish Government announced that the Highest Risk List (HRL) would end on 31 May 2022 and the CMO wrote to confirm this to all on the list.

96. Consequently the National Assistance Helpline, for which East Renfrewshire's calls diverted to our own Isolation Support staff, has also closed.

97. The Isolation Support service requirements also ended nationally at the end of April 2022, with details of new cases no longer being passed to the Council for follow-up contact and support. This service had been staffed since September 2020 principally by our Community Safety service, with leadership from the COVID Humanitarian Support group (including Voluntary Action East Renfrewshire) and additional staffing cover from the Money Advice and Rights Team (MART), Community Learning & Development and the East Renfrewshire Culture and Leisure Trust. Over its run, the Isolation Support service dealt with over 11,000 calls, including over weekends and Christmas holidays, resulting in over 3000 Self Isolation Support Grants (SISGs) and hundreds of referrals for money advice; food provision and connecting people to wellbeing services. There was also significant work required to handle the daily data received from Public Health Scotland and ensure that daily call lists could be prepared and passed to the team and that Scottish Government weekly reporting requirements could be met.

98. Scottish Government has indicated that SISGs will continue until October 2022, but in a reduced form. Community Safety will continue to assist with initial triage and evidence-gathering for SISG applications until July, with Scottish Welfare Fund (SWF) team then taking over the end-to-end process until October.

Pandemic Payments & Humanitarian Funding

99. Since the beginning of the pandemic, various funds have been made available by Scottish Government to ensure support for vulnerable local people affected by the pandemic. We continue to manage these funds and work closely with local partners like Voluntary Action East Renfrewshire; Citizens Advice Bureau; Housing Associations and the food network to join up resources and achieve the best outcomes for local people.

100. Spend has included provision of support to those on clothing grants with additional winter clothes for outdoor education; supporting vulnerable Social Work clients and families with wellbeing packs to ease tensions in households during lockdown; provision of digital devices to young people via Community Learning and Development services as part of the

'Connecting Scotland' programme; supporting the establishment of food larders as a longer-term solution to poverty-related food needs in the area; provision of additional support to Citizens Advice Bureau and commissioning research on the impact of COVID-19 in East Renfrewshire. This research is being used to shape and influence our recovery strategy and future spends including the Local Authority Covid Economic Recovery Fund, detail of which was reported to Cabinet in April 2022.

101. The Council has been responsible for administering various pandemic-related hardship and business grant payments since 2020. This has been a significant workload for teams including Economic Development in Environment; the Education Department; and the Revenues, Benefits, Business Support and Accounts Payables teams in Business Operations & Partnerships. Hardship and humanitarian support payments include:

- Hardship bridging payments made during each holiday period to families receiving Free School Meals (£948,000 in 2021/22, supporting around 1700 pupils)
- Free school meal payments to cover meals during school holidays (£93K in 2021/22)
- Humanitarian top-up payments to families receiving Free School Meals (£84,000 in 2021/22)
- Humanitarian top-up payments to families receiving only Clothing Grants (£78,000 in 2021/22 supporting 500 pupils)
- Low Income Pandemic Payments in October 2021 to support residents in receipt of Council Tax Reduction (over 5000 payments);
- Cost of Living Award administered in March 2022 for residents in Council Tax Bands A-d and those in Bands E-H in receipt of Council Tax Reduction;
- Discretionary grant payments aimed at low income households affected by the pandemic (£83,000 paid to 390 households in 2021/22).

Chief Executive's

Accountancy Services

102. Accountancy services staff are now working on a hybrid basis, partly from home and partly in the office, and are covering all of their usual duties. We are, however, continuing to experience increased workloads due to the demands for COVID related financial information, returns and grant monitoring and staff are struggling to keep up with all demands. This has also affected progress in developing the new financial system, introduced in 2019, with a view to maximising efficiencies and so some of the anticipated benefits for staff across the Council have not yet been achieved. Despite these challenges, the 2022/23 budget exercise was completed on time and work to submit the Council's unaudited 2021/22 annual accounts by the statutory deadline of 30 June 2022 is on schedule.

103. Due to the ongoing impact of COVID, the Council's external auditors expect to need more time for their audit of the Council's 2021/22 accounts, with the statutory deadline for accounts sign off being extended to 31 October rather than 30 September.

104. Financial pressures experienced by the Council in relation to the pandemic have been covered to date by COVID grant funding from the Scottish Government, however no further funding is anticipated going forward.

RECOMMENDATION

105. That the Council note and comment on the report.

EAST RENFREWSHIRE COUNCIL**29 JUNE 2022****Report by Director of Business Operations and Partnerships****CALENDAR OF MEETINGS – 2023****PURPOSE OF REPORT**

1. To seek approval for the 2023 meetings calendar.

RECOMMENDATION

2. That the Council:-
 - (a) approve the 2023 meetings calendar; and
 - (b) note the draft dates of meetings of the Integration Joint Board.

BACKGROUND

3. In terms of the Council's Standing Orders, it is necessary for the full Council to approve the calendar of meetings of the Council, subject to the ability of committees to revise dates thereafter.

REPORT

4. To give Elected Members as much notice as possible of future meeting arrangements, the calendar of meetings is routinely prepared well in advance.
5. As usual the proposed calendar takes account of all meetings in respect of which the dates have been determined, but does not take into account those ad-hoc meetings which will be held as and when necessary (e.g. Appeals Committee, Appointments Committee, Planning Pre-determination hearing etc.) and any other special meetings that may be called from time to time.

Council

6. In recent years, due to the late approval of the Scottish Government budget and the subsequent late confirmation of local government funding levels, it has been necessary for the originally scheduled budget meeting to be cancelled and rearranged at relatively short notice. This has caused inconvenience for a number of Elected Members. To deal with this, it has been agreed for the previous 3 years that the scheduled budget meeting take place at the end of February. This arrangement worked satisfactorily and did not require the rescheduling of the budget meeting due to any last minute announcements by the Scottish Government. A similar arrangement has been proposed for 2022.

Education Committee

7. Every effort has also been made to ensure that meetings of the Education Committee are not held on the day of Jewish festivals.

Audit & Scrutiny Committee

8. Similar arrangements have been retained in relation to the timing of the presentation of the Treasury Management Strategy to the Audit & Scrutiny Committee and the full Council, the draft Annual Accounts to the Audit & Scrutiny Committee and the final Annual Accounts to the Audit & Scrutiny Committee and the Council, and appropriate dates built in to the calendar.

Integration Joint Board

9. For Members' information the draft dates of meetings of the Integration Joint Board have been included in the calendar. Should the IJB agree different dates, the calendar will be amended

RECOMMENDATION

11. That the Council:-

- (a) approve the 2023 meetings calendar; and
- (b) note the draft dates of meetings of the Integration Joint Board.

Local Government (Access to Information) Act 1985

Background Papers - None

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SUMMARY OF MEETING DATES

January to December 2023

COUNCIL – 7.00PM (Wednesday) N.B. Meeting marked with an asterisk (*) will start at 10.00 am Meeting marked with a double asterisk (**) will start at 4.00 pm on Thursday	CABINET – 10.00AM (Thursday)	CABINET (Police and Fire) – 10.00AM (Thursday)	EDUCATION COMMITTEE – 10.00AM (Thursday)
	26 January		
	23 February	9 February	2 February
1 March (*)	2 and 23 March		
26 April	13 and 27 April		20 April
	11 May		
28 June	1 June	15 June	8 June
	24 August		17 August
13 and 28 (**) September	7 and 21 September	14 September	28 September
25 October	5 and 12 October		
	2, 16 and 23 November	30 November	9 November
13 December			

PLANNING APPLICATIONS COMMITTEE 2.00PM (Wednesday)(LOCAL REVIEW BODY 2.30 PM (Wednesday) (if required)	AUDIT & SCRUTINY COMMITTEE 2.30PM (Thursday)	LICENSING COMMITTEE 10.00 AM (Tuesday) (if required)
18 January	18 January	19 January	10 January
15 February	15 February	23 February	14 February
8 March	8 March	30 March	14 March
5 April	5 April		11 April
3 May	3 May	11 May	16 May
7 June	7 June	22 June	13 June
9 August	9 August	10 August	8 August
6 September	6 September	28 September	5 September
4 October	4 October		3 October
1 and 29 November	1 and 29 November	23 November	7 November
			5 December

JOINT CONSULTATIVE COMMITTEE (1 st TIER) 2.00 PM (Thursday)	INTEGRATION JOINT BOARD 10.00 AM (Wednesday) N.B. Meeting marked with an asterisk (*) will start at 2.00 pm
16 February	1 February
	29 March
18 May	
	21 June
	16 August
14 September	27 September (*)
	22 November

EAST RENFREWSHIRE COUNCIL29 JUNE 2022Report by Director of Business Operations and PartnershipsKIRKING OF THE COUNCIL**PURPOSE OF REPORT**

1. To seek approval of proposals for the Kirking of the Council service.

RECOMMENDATIONS

2. It is recommended that:-
 - (a) the Council agree that the service be held in St Andrews Parish Church on 4 September 2022; and
 - (b) delegated authority be granted to the Director of Business Operations and Partnerships to make the appropriate arrangements.

REPORT

3. At the meeting of the Council on 11 September 1996, when considering a request from the Eastwood Branch of ACTS (Action of Churches together in Scotland), it was agreed that it would be appropriate to hold a Kirking of the Council service at the outset of each new council hosted by one of the various religions/faiths in the area.
4. Following that decision, multi-denominational services have been held at the Baptist Church in Newton Mearns (1999); the Bourock Church in Barrhead (2003); the synagogue in Giffnock (2007); St John's Parish Church in Barrhead (2012); and St Aidan's Episcopal Church in Clarkston (2017).
5. Taking account of where previous Kirking of the Council services have taken place and following discussions with the Provost, Leader and Deputy Leader and the minister at St Andrews Parish Church, it is proposed that arrangements the kirking service take place on Sunday 4 September. The estimated cost would be £500 which can be met from the civic hospitality budget. If approved, Members Services would work with the church to finalise the arrangements.

RECOMMENDATIONS

6. It is recommended that:-

- (a) the Council agree that the service be held in St Andrews Parish Church on 4 September 2022; and
- (b) delegated authority be granted to the Director of Business Operations and Partnerships to make the appropriate arrangements.

Local Government (Access to information) Act 1985.

Report Author

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Background papers

none