

EAST RENFREWSHIRE COUNCIL28 JUNE 2023Report by Chief ExecutiveSTRATEGIC END-YEAR PERFORMANCE REPORT AND ANNUAL COMMUNITY  
PLANNING AND FAIRER EAST REN REPORT FOR 2022-2023**PURPOSE OF REPORT**

1. The purpose of this report is to present progress on the performance of the Council and Community Planning Partnership and to demonstrate how we are meeting our strategic outcomes. The report will summarise the following:
  - The Council strategic performance at end-year 2022-2023 based on performance indicators in the Outcome Delivery Plan (ODP) including the annual update on complaints handling.
  - The 2022-23 annual progress report on the Community Plan, including Fairer East Ren (Local Outcome Improvement Plan).
  - A selection of case studies to illustrate good partnership working and practice across each strategic outcome.

**RECOMMENDATIONS**

2. It is recommended that Council:
  - (a) Scrutinise and comment on the summary of the Council's strategic performance at end year 2022/2023 at Annex 1.
  - (b) Scrutinise and comment on the Community Plan and Fairer East Ren Annual Progress Report for 2022/2023 at Annex 2.
  - (c) Consider the case studies which present progress under each strategic outcome at Annex 3.
  - (d) Scrutinise and comment on the complaints handling report 2022/2023 at Annex 4

**BACKGROUND AND CONTEXT**

3. The Community Plan sets out the Community Planning Partnership's (CPP) long term vision for East Renfrewshire through five strategic outcomes. The Plan incorporates Fairer East Ren, (the Local Outcomes Improvement Plan), required under the Community Empowerment Act. Fairer East Ren (FER) is focused on tackling inequalities and closing the gap between communities in East Renfrewshire.

4. The CPP indicators are mainly national measures as these tend to look at systematic changes across multiple areas including health, community safety and protection and employment. There are also some more local measures taken from the Citizens' Panel. Fairer East Ren is a mixture of local collected and national measures.
5. The Council, in partnership with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust, sets out its contribution to the strategic outcomes in the Community Plan through the Outcome Delivery Plan (ODP). The ODP is the council's Business Plan covering all activity funded by the Council.
6. The ODP is supported by a range of strategies and service business plans which underpin the delivery of our strategic outcomes. For the ODP, the Council measures a series of indicators against targets set by departments, ERCLT and HSCP.
7. To reinforce the golden thread of strategic planning it is important that there is clear alignment and integration through our strategic and operational plans (see Fig. 1). This report explores progress by each strategic outcome across the ODP and Community Plan.

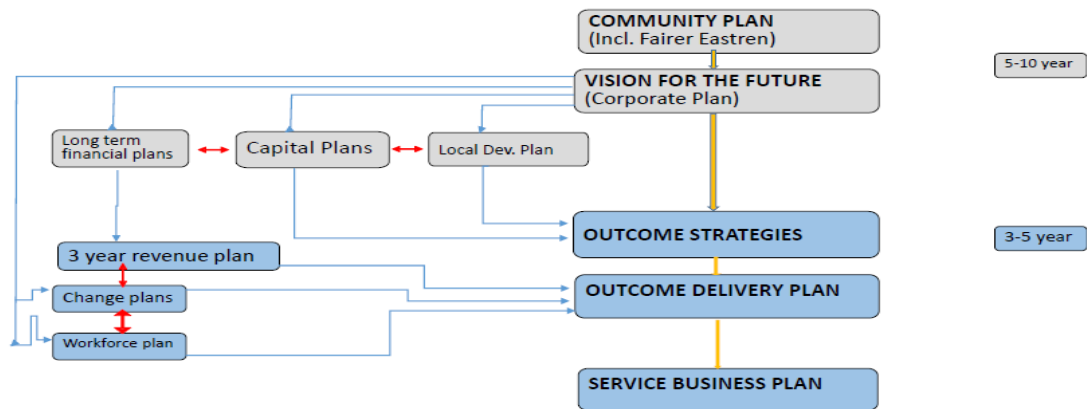


Fig 1

8. A separate item on today's agenda will present the outline of Vision for the Future, which will provide an overarching strategic framework and robust partnership approach for all strategies and plans going forward.

## REPORT

### PERFORMANCE BY OUTCOME

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

9. East Renfrewshire continues to be sector leading in Early Years provision and Children's Services, supporting parents to provide a safe, healthy and nurturing environment for their families. The Council has an ambitious Early Years plan focusing on prevention and early intervention, which will have a crucial long-term impact on our children. The Early Years Tracking Tool has been successfully implemented in all Early Learning &

Childcare (ELC) settings enabling practitioners to effectively track children's progress in key areas of literacy, numeracy and health & wellbeing. Evidence from the 2022/23 developmental milestones assessment indicates an improvement in overall levels, with the equity gap reducing and returning to pre-pandemic levels.

10. There has been a significant increase in breastfeeding in our most deprived (SIMD 1) areas from 7.5% to 17.9%, however there is still work required to meet our target of 25%. The gap between breastfeeding rates in the most affluent (SIMD 5) and the most deprived (SIMD 1) areas has decreased for a second year, showing a positive change of direction from the increasing gap seen between 2017 and 2020.
11. Our ODP indicators show that 100% of children with multi-agency child protection plans have seen an increase in their level of safety at three monthly review periods. However, provision of advocacy services for children subject to child protection remains at 61% and work is being undertaken to ensure a more consistent offer. Primary and Secondary School attendance for Looked After Children remains above the national average at 88.3%.
12. The Family First programme supported 340 families, between April 2022 and March 2023 to ensure children and young people are cared for, protected and their wellbeing safe-guarded. 80% of the families reported improvements in their confidence in various aspects of their lives which had been impacted by the pandemic. These included: recovering from domestic violence; supporting children with Additional Support Needs (ASN) who were awaiting diagnosis; sleep counselling and family routines. Families who worked with the team reported improved communication between family members.
13. The Council has worked in partnership with HSCP colleagues to deliver targeted safety messages to parents to keep families safe. This includes the distribution of 1,100 Child Safety in the Home Packs. Health Visitors provide them to every new parent in East Renfrewshire and the Trading Standards Prevention team employs a Royal Society for the Prevention of Accidents (RoSPA) trained Officer to carry out home safety visits to homes where there are under 5's residing.
14. The Community Plan indicators for this outcome focus on population level measures including life expectancy at birth, the dependency ratio of children and young people, healthy birthweight and child poverty. Most of these measures have remained static or changed in a positive direction over the last year which indicates our children and young people have a good start in life. In East Renfrewshire the child dependency ratio (age 0-15 yrs) is just under 35% of the working age population, significantly higher than the national average of 26.1%. This, alongside a higher-than-average older age dependency ratio is likely to add additional pressure and demand on services.
15. Within the Community Plan there are Fairer East Ren intermediate outcomes with a focus on inequalities. This includes a target to reduce child poverty measured by several employment and financial wellbeing indicators for families. There had been a marked reduction in Child Poverty in 2020/2021 to 12.8% (3,064 children) from 15.8% (3,649) the previous year. However, the most recent data shows this has increased again to 14.4% (3,288) in 2021/2022. This reflects a nationwide trend and East Renfrewshire continues to be below the national average. It is important to note that the providers of this data, the 'End Child Poverty Coalition', advise that comparisons between authorities and across years should be treated with caution and focus should be more on long-term trends. The Joseph Rowntree Foundation also report that a UK wide fall in relation to Child Poverty between 2019/2020 and 2020/2021 was likely due to a falling average

income causing the relative poverty line to fall alongside a range of Covid-related financial supports that were made available to families <sup>1</sup>

16. The indicators in FER (Annex 2) show positive progress in relation to economic inactivity and Real Living Wage accredited employers in the area. Working age economic inactivity, which measures people who are neither in employment nor unemployed (for example, all those who were looking after a home or retired) shows a decrease in 2022 to 20.5% (11,600 individuals), down 7.1% from the previous year and below the Scottish average of 22.9%. This is lower than pre-pandemic rates which averaged around 24% (14,100 individuals) for East Renfrewshire. However, it is worth noting that this figure can be demonstrated by people having an increased choice with regards need to work and does not necessarily demonstrate a financial picture but more a profile of the current population.
17. There is an increase in the number of families accessing financial wellbeing advice over the past year likely due to a combination of the financial impact of Covid and the cost-of-living crisis. A partnership approach was taken in 2022/2023 to respond to the cost-of-living crisis including an information and awareness campaign. Some of the increase in demand could be driven by this campaign alongside new referrals from households who have not previously required money advice and support. Financial wellbeing support services have reported a change in the profile of need in recent years with more in-work households seeking financial advice and support. The Local Child Poverty Action Report, presented today as separate item the agenda, provides more detailed information about the work over the past year to tackle the three drivers of poverty.
18. The outcome one case studies (Annex 3) presents how the Family First service supported a young mother who was feeling isolated in her community due to a language barrier, and how the Healthier Minds service has transformed the way children and young people aged 10-18 years access mental health support in East Renfrewshire.

## **Outcome 2: Learning, Life and Work –**

### **Residents are healthy and active and have skills for learning life and work.**

19. Outcome two explores how well our children and young people are supported to participate in education and training and to develop the skills they need to be active citizens. It also looks at performance in residents' cultural and wellbeing activity. The Council ODP targets measure exclusion rates and attainment levels in schools, and participation in culture and leisure activities. East Renfrewshire has some of the best schools in Scotland with high attainment as well as a high proportion of young people going on to positive destinations.
20. The ODP performance report shows continued low levels of exclusions in primary (0 per 1000) and secondary (5.1 per 1000) schools, the lowest rates nationally. To support inclusion of all children and young people, the Education Department has established the new Learning Well programme in partnership with Children 1<sup>st</sup> and the HSCP. This includes targeted support for care experienced young people. The Parental Involvement and Engagement Strategy has also progressed with 9 Early Learning Child centres and 3 primary schools achieving Family centred gold standard to date.
21. Educational attainment rates remain high at both primary and secondary school level, in line with targets. However, the ODP indicators show the attainment gap (the difference between the most and least affluent pupils) has increased over the last couple of years. The gap between the proportion of young people in S4 achieving five or more level 5

---

<sup>1</sup> <https://www.jrf.org.uk/data/overall-uk-poverty-rates>

qualifications increased to 32% in 2021-2022, from 25.8% in 2019-20. Due to the change in assessment methodology as a result of the pandemic, including the implementation of the alternative certification model, comparisons between years at the senior phase should be treated with some caution. The Education Department has accessed temporary Covid Reserves funding to recruit additional teachers to support literacy, numeracy and health & wellbeing across schools with a total of 116 children receiving additional numeracy and literacy support. Schools have also undertaken a robust thematic review of the Pupil Equity Fund (PEF) along with embedding a quality assurance framework to improve the impact of the fund.

22. Since the pandemic we are continuing to see growing numbers of residents participating in cultural and leisure activities. East Renfrewshire Culture and Leisure Trust (ERCLT) report that leisure centre attendances have exceeded pre-pandemic levels. For 2022/23 leisure centres visits hit 7,930 per 1000 population, 110% of the target. The number of library visits also continues to grow with 4,787 visits (109% of target). In 2022/2023 many residents continued to benefit from virtual visits that were established during the pandemic (virtual visits are now 108% of pre-Covid levels). Gym membership is at a record high and Eastwood Park Theatre experienced its most successful ever panto attendance.
23. The Community Plan indicators measure the destination of school leavers in East Renfrewshire. 98.5% of young people leaving East Renfrewshire schools in 2021/22 achieved a positive destination, as reported in October 2022. This is the highest proportion recorded in East Renfrewshire, exceeding the national average of 95.7%.
24. The Community Plan shows that the proportion of residents aged 16–65 years who are economically active (people who are either in employment or unemployed) has increased since 2021 to reach an average rate of 79.5% (46,500 individuals) and is now higher than the Scottish average (76.2%).
25. Alongside a more positive measure of economic activity the Fairer East Ren indicators, show a slight decrease in out of work benefit claimants; returning to pre-Covid levels and comparing favourably against the national average. The workless household indicator (those with no adult in employment) shows an increase to 19.9% which is above the Scottish average of 18.6%. However, it should be noted that there is a time lag with this data meaning the reported data is from 2021. In this same period, economic inactivity and benefits claims were also higher. We can anticipate that we will see a decline in workless households over time in line with this.
26. The Outcome 2 case study (Annex 3) shows how the Young Person's Guarantee scheme supports local employers to provide opportunities for young people, in this case through the offer of an apprenticeship.

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

27. East Renfrewshire aims to be a thriving place to invest and for businesses to grow. 2022/2023 saw the highest number of businesses that have improved performance due to Council support with 71 new and existing business receiving grants and advice. The percentage of our roads requiring maintenance has reduced to the lowest level in 7 years though we are still above the national average of 33.6%.
28. The City Deal projects are making significant progress though there has been some underspend in the budget due to delays in two projects involving third parties. The

Greenlaw Works opened in September 2022 with over 85% occupancy by 27 businesses across a diverse range of sectors. The £5m workspace was developed as part of the Glasgow City Region City Deal in response to a local demand for high quality, flexible accommodation. Six major retailers (150-200 jobs) are now established in the new retail park at Glasgow Road, Barrhead and third party land deals and leases have been complete for Aurs Road realignment. An outline Business Case has been prepared for the new rail station at Barrhead South. Overall more positively there is evidence of land value uplift in Barrhead as a direct result of completed and ongoing City Deal and ERC funded projects.

29. The Council has delivered several improvements in relation to environmental sustainability. The percentage of LED streetlights has steadily increased for the past six years to almost 86%. (13,186 of 15,419 total lighting units). ODP indicators show East Renfrewshire has returned as the top recycling Council in Scotland with 58.1% (Scottish Local Authority Average 42.7% for 2021/22) and is striving to get back to pre-Covid recycling rates when we exceeded the Scottish Government target of 60%. The Council has exceeded its 4% target for reducing our controlled carbon emissions, and the latest data shows this currently sits at 9.9%.
30. In the past year, 132 additional affordable housing units have been delivered which will also have a positive impact on the local economy and ensures that East Renfrewshire is an attractive place to live for all. This includes 94 Council owned homes at Maidenhill and Balgraystone developments. With the average cost to buy a home in East Renfrewshire at £225,000 against the Scottish average of £152,000, affordable housing options are increasingly important. The Council continues to work in partnership with Barrhead Housing Association (BHA) to deliver our Strategic Housing Investment Plan and in 2022/2023 BHA completed on 23 social rent units.
31. The Council is taking a place-based approach to ensure East Renfrewshire is an attractive place to live with a good physical environment. From May to November 2022 the Environment department launched a series of public consultations, generating over 6,000 contributions, to help develop Local Actions Plans. The plans will assist in transforming towns and neighbourhoods across the local authority. The Council has secured funding through the Scottish Government's Placed Based Investment and UK Government's Shared Prosperity funds for several projects.
32. The Council facilitated several well attended events in the summer of 2022 including the Foodies Festival and the ER Beer Festival hosted in Rouken Glen Park. Parks and greenspaces continue to be enhanced to provide accessible outdoor spaces. In the past year this has included, installation of two new bridges in Eastwood Park and Capelrig Way, installation of solar lights in Broomburn Park, path and fencing upgrade in Rouken Glen Park and fencing installs in Busby Glen and Lochlibo Play Area.
33. For the Community Plan performance indicators, Citizens' Panel survey results have shown a decrease in satisfaction with East Renfrewshire as a place to live, the lowest since 2013. A focus group was held in March 2023 to explore this response further. Participants stated that they had some concerns about the quality of the local environment e.g. littering and maintenance. Issues with public transport were also identified. More positively, participants highlighted the strong assets of the area including education and social care and a commitment as residents to play a role in maintaining the quality and appearance of their local neighbourhoods. The Local Action Plans will help the Council focus on priority areas for improvement.

34. From an economic growth perspective, the Community Plan indicators show the working age population has been slowly decreasing over the last few years with the latest figure of 59.1% lower than the Scottish average of 63.8%. This reinforces the importance of planning services which respond to the local profile of high dependency ratios (both young and old) with a proportionally lower working age contribution. We have also seen a slight reduction in median earnings, but these remain above average nationally.
35. More positively, 63.5% of the adult population are qualified to NVQ level 4 (HND/Degree) and above, the highest rate in Scotland ensuring we have a well-skilled workforce.
36. Outcome three case studies show how support for a local social enterprise, Cowan Park Gate Lodge, has brought life back to a park building and increased employment training for residents with disabilities and how the Get to Zero team is supporting a greener future through climate impact assessments.

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

37. Performance under outcome four reinforces East Renfrewshire's reputation as one of the safest places to live in Scotland. This outcome can only be delivered through effective partnership working and this is strongly demonstrated through the Greater Results in Partnership (GRIP). The GRIP weekly meetings include Police Scotland, British Transport Police, the Housing Department, HSCP, Environmental Health, Community Safety and Community Learning & Development Youth Services where intelligence is shared to target resourcing. The CLD youth detached team have provided an ongoing programme of street work in 5 areas from April 2022, spending over 775 hours in local communities, making 3326 contacts with young people. This also includes weekend detached youth work provision.
38. The ODP indicators show that residents continue to be protected from harm and abuse. Womens' Aid East Renfrewshire reported that of 98 reviews carried out, 90% of women reported improvements in their outcomes. There has been an overall steady improvement over the past four years. Moreover, for the past five years, 100% of individuals identified as being at risk of harm by the HSCP have had a protection plan put in place. To support independent living, 17 of our 132 affordable housing units have been fully designed for wheelchair users, exceeding the target set of 10%.
39. Alcohol and drug treatment support is often responding to complex and ingrained issues, and recovery journeys are very person-centred. In the past year 5% (14 individuals) of those receiving addiction treatment have moved into a recovery phase. This has reduced from 9.9% the previous year. However, East Renfrewshire Community Addictions Service is maintaining good progress for keeping waiting times as short as possible and within the 90% target, including implementing rapid access to Medication Assisted Treatment, with treatment starting on the same day where possible.
40. Interim data (April 2022-Dec 2023) on noise complaints show 280 were made with 140 of this classified as anti-social behaviour. 13 of these calls (9.28%) were from customers who had previously reported issues with their neighbours. This is a downward trend on repeat calls from last year which was 10.4%. We are awaiting full year data and this will be included in the Business Operations & Partnerships Department's end-year report to Cabinet in August.
41. For the Community Plan indicators, we continue to see a reduction in the number of reported crimes with a low of 227 per 10,000 in 2022/2023 from 265. East Renfrewshire

remains well below the national average of 524 per 10,000. There has been a slight increase in dwelling fires from 55.2 per 10,000 to 58.0 since the previous year, but the rate remains well below the national average of 84.5.

42. During 2022/2023 there was a significant focus on building strong, resilient communities to support recovery from the pandemic and respond to the cost-of-living challenge. In the reporting period, 92 projects received funding to deliver activities in local communities as a result of Participatory Budgeting (PB) events delivered by Linking Communities. An additional £150,000 was administered by PB through Voluntary Action East Renfrewshire to 37 projects. A multi-agency cost-of-living working group was established and 33 warm and welcome spaces were set up during the winter months. More information on this can be found in the case study in annex 3.

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

43. Outcome five primarily covers interventions that will maximise independence for residents and support carers. In East Renfrewshire the ratio of older people aged 75+ to the working age population has risen every year since 2018. We also have a high proportion of people with a disability or long-term health condition when compared against the national average.
44. The ODP indicators show that performance for supporting older people and those with long-term conditions to live safely and independently in communities is overall very positive. Nearly 97% of individuals aged 65+ live in housing rather than a care home or hospital. There is however some disparity in these figures across HSCP partnerships and further work is being undertaken by Scottish Government to refine. We also see a high percentage of individuals reporting their 'living where you/as you want to live' needs met at 89%. There has been a slight increase in the proportion of people aged 65 or over with long term care needs receiving personal care at home.
45. There has been a fall from 60% to 48% in the number of individuals whose care needs have reduced following a period of reablement. This indicates a growing demand on care packages in the community. The HSCP continue to see increased complexity of those requiring care and lesser opportunity for reablement through the referrals to the service. The number of reablement referrals for Quarter 3 were significantly lower due to absence levels within the care at home service at that time and the inability to accept new packages of care.
46. It is important that carers are valued and their wellbeing supported however there has been a decrease in those reporting that the quality of life for carers needs are being fully met from 92% to 80%, though still above target. HSCP colleagues are working closely with East Renfrewshire Carers Centre to identify and support all unpaid carers including those who are part of the local workforce. There was an increased burden on carers during the pandemic with a focus on providing remote support during the period. There is a short-term working group working to renew the Short Breaks opportunities for carers in response to requests for a more flexible approach from carers. The Carers Strategy is currently being revised and updated to reflect the introduction of the HSCP's new Supporting People Framework with a programme of engagement with carers, young carers, stakeholders and community groups. The Carers Centre was provided with £25,000 from Covid reserves funding in 2022/2023 to provide discretionary payments to carers to alleviate cost-of-living pressures.



47. The Community Plan indicators do not show any significant change against last year. They continue to show a higher than average 'older people dependency ratio' which means more demand on services with less people of working age to absorb this demand. Male and female life expectancy show a very slight decrease, part of a national decline.
48. To ensure our residents are safe and socially connected we measure several indicators through our FER plan including domestic abuse outcomes. Indicators show that there has been a positive impact in outcomes for women experiencing domestic abuse (See paragraph 38). This is an indicator that cuts across both outcome 4 and 5 and one of the Council's Equality Outcomes i.e. "domestic abuse survivors are protected from harm and abuse". Further information on progress against this can be found in our Progress on the [2021-2025 Equality and Human Rights Mainstreaming Report](#) which was considered by Cabinet in May 2023.
49. The FER plan measures how safe and connected residents feel in their communities through the number of Confidence at Home Packages provided by the Council's Prevention services and Nuisance call blocking. The packages increased by 22% in the past year to 1,141, and there was a 10.4% increase in the number of nuisance calls blocked. Park footfall is another measure of how safe our communities feel, and this year we saw an increase of 5.8% (1,622,852). The number of nuisance calls to the police reduced by 34.2% from 1047 to 689.
50. A case study on the roll out of the sector-leading Digital Telecare system for East Renfrewshire, the first fully-cloud-based Alarm Receiving Centre in Scotland, is presented in Annex 3.

### **Customer, Efficiency and People Outcomes**

51. As well as the strategic outcomes, and in line with our Best Value requirements, the ODP includes a set of Council organisational outcomes under the headings of Customer, Efficiency and People. These focus on how we are delivering for our customers, supporting our staff and ensuring all our resources are managed efficiently.

#### **Customer outcome**

52. As part of our drive to have more customer focused services and streamlined digital processes we continue to develop our online offer. Since its launch in May 2022 over 15,000 residents have signed up to My EastRen, an online account where residents can access services from their computers or smart phone. This enables residents to see the status of a service request or access other portals such as ParentsPortal with a single log-on. A successful initiative to increase the uptake of council tax online payments has resulted in around 6,000 customers signing up with around 40% of Council Tax mail now delivered electronically which meets our efficiency outcome too.
53. The latest service to go online is birth registrations with 93% of customers choosing to use online bookings. A new mechanism has been introduced to gather valuable customer feedback to improve services and to date customers have rated the online registration experience for birth registrations at 4.5 out of 5. Despite an overall reduction in the number of online contacts in 2022/23, we have met the 30% target and it is anticipated that the volume of online contacts will increase over the next six months as more services become available. Residents tend to contact customer services face to face or via telephone for more complex queries and there have been an increasing number of these in the past year, with calls taking longer. The previous year's figures also included the brown bin permits but due to a later launch this year, these are not counted in 22/23 figures. This may also explain some of the downturn in online services.

54. Findings from our latest Citizens' Panel<sup>2</sup> survey show most respondents (63%) are satisfied with Council services. Although this is a small reduction compared to last year this reflects the national picture across Scotland. The most recent comparable results from the Scottish Household Survey, show a downward trend in levels of satisfaction with local services. The Council at 63% compares favourably with the national figure of 53%. Other key findings from Citizens' Panel showed that residents thought the Council and its staff were professional (69%), reputable (63%), work in partnership (63%) and helpful (61%). Full results from the Citizens' Panel report can be accessed [here](#).
55. The Customer outcome aims to ensure 'satisfied customers access services that meet their needs'. A key part of this is having accessible, responsive and effective complaints handling procedures in place when things do go wrong. The Scottish Public Services Ombudsman (SPSO) requires all councils to assess and monitor their complaints handling process against a number of high-level indicators on a regular basis. This data is listed in Annex 4 for 2022/23.
56. During 2022/23 the volume of complaints decreased from 2021-22, down from 1,357 to 1,028. The Council achieved the SPSO national target for responding to frontline complaints (5 days) recording an average of 3.97 days, however, was off the target (20 days) for stage 2 complaints (investigation & escalated combined) recording an average of 21.67 days.
57. Detailed comparisons on complaints data, except for the total number of complaints, from 2021-22 are currently unavailable. Work is ongoing to amalgamate the 2021-22 Quarter 1 figures from the Council's previous CRM system, Lagan, with the current Goss complaints solution which was introduced in June 2021. This work is expected to be completed by September 2023. Further developments will identify key information to complaint handlers which is expected to improve response times and the accuracy of reporting at all levels.

### Efficiency Outcome

58. In these challenging times when budgets are strained it is essential that all our assets - physical, information and financial, are efficiently managed. We maintain our robust approach to financial planning and have effective monitoring in place. This has ensured in 2022/23 we are on track to contain departmental net expenditure within the latest revised budget figure for the year. The aim is for departments to operate effectively without overspending their budgets. This will be confirmed, as part of the Audit and Scrutiny Committee's consideration of the draft annual accounts at the meeting on 22 June. In-year improvements to the Finance system including better budgetary control and financial transaction reporting are providing a more efficient service for stakeholders who want to check budget status throughout the year.
59. An update on the Digital Transformation Programme was considered by [Cabinet on 19 June 2023](#). The pace and scale of change across the Council and HSCP remains significant. This is driven by pressures on budgets; statutory and contractual obligations and our own ambitions for digital modernisation and improved user experience. Prioritisation, resource management and good governance will continue to be key to the next stages of our digital transformation journey, with a focus on customer experience, our business systems and processes and capitalising on the use of M365 capabilities to enhance the productivity of our workforce.

---

<sup>2</sup> A short video on the latest Citizens' panel results can be accessed [here](#)

## People Outcome

60. We strive to ensure our workforce are engaged and motivated to achieve our outcomes. We seek to listen to and support our employees, tackling the ongoing impacts and fallout from the pandemic and cost of living crisis.
61. In 2022/23 there were several changes to the methods used to record staff absence and this has impacted on the overall levels of absence. Overall, 2022/2023 absence levels were 11.1 days lost per employee, below the target of 9.5 days. 9.3 % of absence during the reporting period is attributed to Covid related absence. In addition to continued manager absence monitoring and support, initiatives have been implemented focusing on staff health and well-being. Using Covid reserve funds, a temporary health and well-being officer has been appointed to provide proactive support to staff over the next year. Use of our online employee benefit portal has increased with 1,536 employees now signed up with a wide range of new benefits being added over the course of the year. A staff wellbeing survey was carried out in the spring of 2023 and results will inform a staff wellbeing action plan.
62. The gender pay gap is the difference between men's and women's average hourly rate and is expressed as a percentage. Reducing the gender pay continues to be a priority and we are committed to closing the gap. The gap has reduced year on year over the last three years and is now at 4.6%. We are exploring how this can be further reduced, via further data analysis and benchmarking.
63. Other initiatives have also been implemented during the year to promote equalities and diversity. We have committed to the Scottish Government's Equalities Charter and are updating our recruitment guidance, ensuring it reflects good practice advice. A new staff Equality, Diversity and Inclusion Network has been established providing an employee led, safe-space for staff to share experiences, celebrate diversity and advocate for an inclusive and fair work environment that promotes equality and challenges discrimination.

## PUBLICATION OF END YEAR PERFORMANCE INFORMATION

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

## FINANCE AND EFFICIENCY

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

## CONSULTATION

66. The Council is committed to engagement and consultation in all elements of its work. In the autumn of 2022 we carried out our largest ever consultation and engagement process on budget setting with over 2000 individuals engaged through various channels plus further social media engagement.
67. We have launched a new engagement platform called CommonPlace which will allow more targeted, transparent and interactive engagement across communities.

68. Community engagement and participation is integral to the success of the Community Plan, including Fairer East Ren. Work continues in our communities, particularly our Locality Planning areas to engage residents in the planning and delivery of activities.
69. The case studies in annex 3 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**

70. The Community Planning Partnership is responsible for the Community Plan, including Fairer East Ren and a partnership approach is essential to developing and delivering the outcomes in the plans. A CPP workshop held in October 2022, followed by a strategic visioning session in May 2023 identified key priorities and a commitment to a more shared strategic vision going forward.
71. 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 in autumn 2023.

### **IMPLICATIONS OF REPORT**

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

### **CONCLUSION**

73. This report demonstrates the very broad range of partnership working and activity that is carried out to meet the five strategic outcomes. It outlines where the Council, HSCP and ERCLT contribute to these outcomes through the ODP and the significant progress that has been made in the past year. Presenting the Council's Strategic End-Year Performance Report for 2022/2023 and the Community Plan and Fair East Ren Annual report by outcome allows us to align our planning process and demonstrate strongly the effective partnership working to achieve this. The case studies provide a more tangible and engaging picture of this partnership working in practice.
74. Using learning and expertise developed through the pandemic, the report also demonstrates where we have evolved and adapted to meet cost-of-living challenges. The Council's aim, in partnership with our Community Planning Partners, remains to make people's lives better and achieve positive outcomes for all of our communities.

### **RECOMMENDATIONS**

75. It is recommended that Council:
  - (a) Scrutinises and comment on the summary of the Council's strategic performance at end year 2022/2023 at Annex 1.

- (b) Scrutinises and comment on the Community Plan and Fairer East Ren Annual Progress Report for 2022/2023 at Annex 2.
- (c) Considers the case studies which present our progress under each strategic outcome at Annex 3.
- (d) Scrutinises and comment on the complaints handling report 2022/2023 at Annex 4

## REPORT AUTHORS

Julie Breslin, Strategy and Partnerships Manager, [julie.breslin@eastrenfrewshire.gov.uk](mailto:julie.breslin@eastrenfrewshire.gov.uk)  
Morag Brown, Strategic Services Lead Officer, [morag.brown@eastrenfrewshire.gov.uk](mailto:morag.brown@eastrenfrewshire.gov.uk)  
Claire Coburn, Strategic Services Lead Officer, [Claire.coburn@eastrenfrewshire.gov.uk](mailto:Claire.coburn@eastrenfrewshire.gov.uk)

## BACKGROUND PAPERS

[Outcome Delivery Plan 2022-2023](#)  
[Community Plan 2018-2028](#)  
[Fairer East Ren Plan 2022-2023](#)  
[Mainstreaming Equalities Progress Report 2023](#)  
[Strategic End Year Report, Council 29 June 2022](#)  
[Community Plan and FER Annual Report, Council 29 June 2022](#)  
[Strategic Planning, Council 3 March 2022](#)  
[Update on Digital Transformation Programme, Cabinet 19 June 2023](#)

***Annex 1- Strategic Year End Performance report***  
***Annex 2- Community Plan and FER Annual report***  
***Annex 3- Case Studies***  
***Annex 4- End Year Complaints report***

BLANK PAGE

**Outcome Delivery Plan 2022-23**



**Strategic End-Year Performance Report 2022-23**

	The following report provides an update of Council performance data at end-year 2022-23. The information contained in this report includes indicators in the Outcome Delivery Plan 2022-23.
<b>Data Notes</b>	Indicators included in Annex 1 have a latest data update, the most recent being end-year 2022-23. Some indicators have a time lag and the latest data will not be the current year, e.g. some health and education data.
<b>Targets</b>	No targets were set in 2020/21 due to the pandemic. Furthermore, for some indicators targets have not been established post-pandemic. This will present in the graphs as a zero value target.
<b>Key</b>	The key below details what each of the symbols mean within the report.

Performance Note	Latest Value	Status Icon

PI Status of last available data	
●	Off Target
●	Target still to be achieved
●	On Target
●	For Information only (no target set)



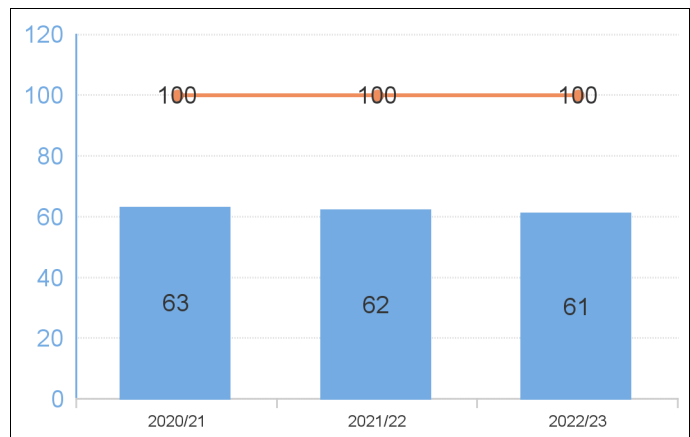
## Strategic Outcome 1

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

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

Service provision is beginning to resume to pre-pandemic level, we continue to see more consistent offer of advocacy to children subject to child protection.

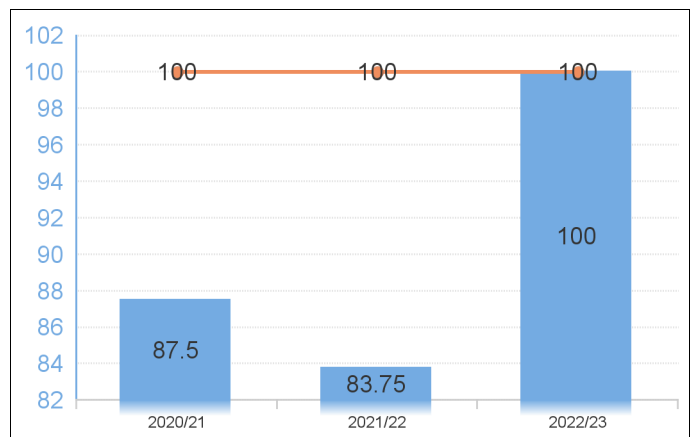
61 %



### INCREASE - 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

All scores increased across all four quarters during 2022/23.

100 %

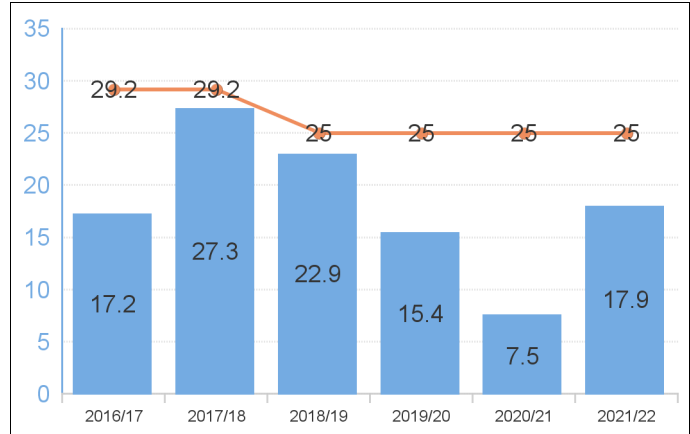




**Breastfeeding at 6-8 weeks most deprived SIMD data zones (INCREASE)**

This is a significant increase from 2020/21 (7.5%). Our comparator authority, East Dunbartonshire continues to see a higher rate in SIMD 1, with 21.1%, however East Renfrewshire is higher in SIMD 2 (28%). The gap between the most affluent (SIMD 5) and the most deprived (SIMD 1) areas, has decreased for the second year in a row from 34.7% in 2020/21 to 27.6% in 2021/22. SIMD 5 rates have increase this year from 42.2% in 2020/21 to 45.5% in 2021/22. (Source: Public Health Scotland Infant Feeding Dashboard, Nov 2022)

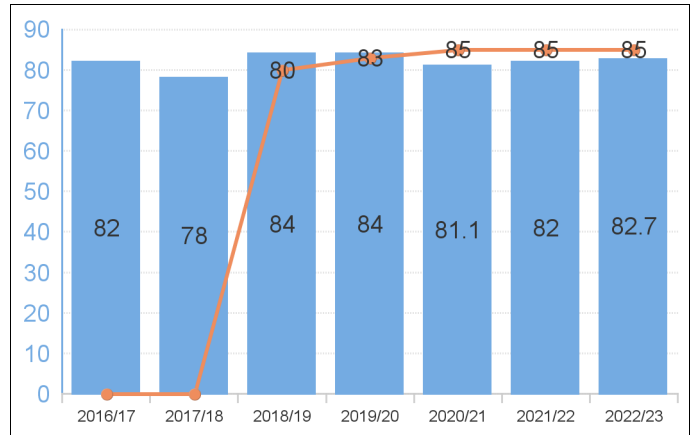
17.9 %



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

More detail is included in the ELC Annual Report, considered by Education Committee in April 2023.

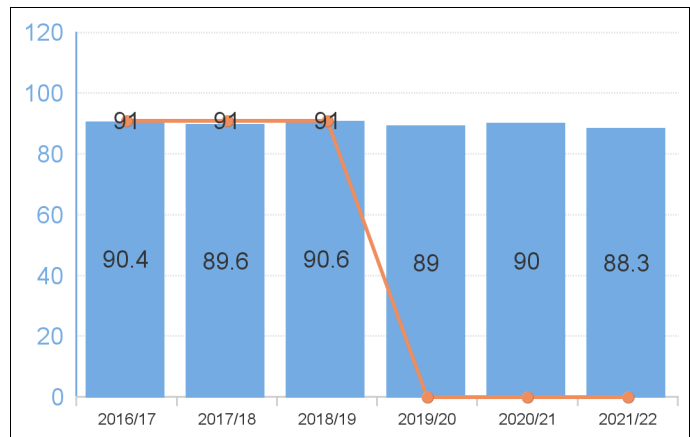
82.7 %



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

The overall attendance level for looked after pupils of 88.3% in East Renfrewshire compares favourably to the national figure of 87%. More targeted interventions are now being provided by Children 1st to support the attendance and engagement of care experienced learners. This will complement the work of the Emotionally Based School Avoidance team.

88.3 %



# Strategic Outcome 2

58

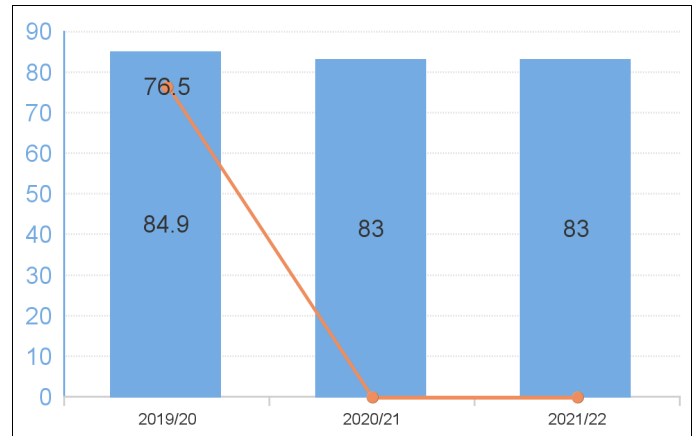


East Renfrewshire residents are healthy and active and have the skills for learning, life and work

## 5+ SCQF Level 5 (S4/S4)

In 2021/22 the proportion of S4 pupils achieving 5 or more awards at SCQF level 5 remained the same at 83%. Due to the change in assessment methodology, primarily the implementation of the alternative certification model, comparisons at the senior phase should be treated with some caution (cohort 1347). Target reviewed with new target in place for 2022/23 to 2025/26.

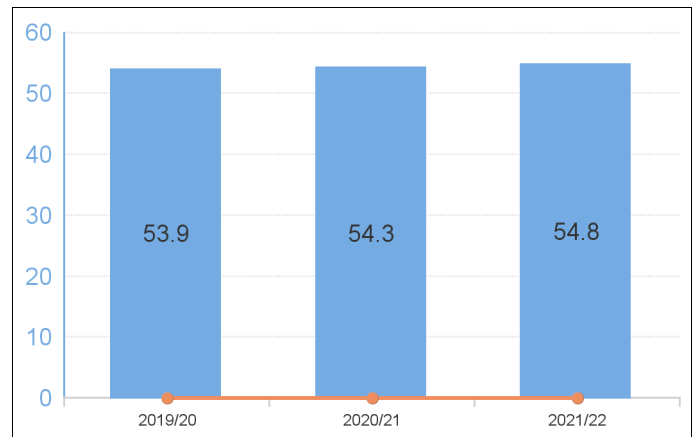
83.0 %



## 5+ SCQF Level 6 (S5/S4)

In 2021/22, the proportion of S5 pupils achieving 5 or more awards at SCQF level 6 rose slightly to 54.8%. Due to the change in assessment methodology, primarily the implementation of the alternative certification model, comparisons at the senior phase should be treated with some caution.

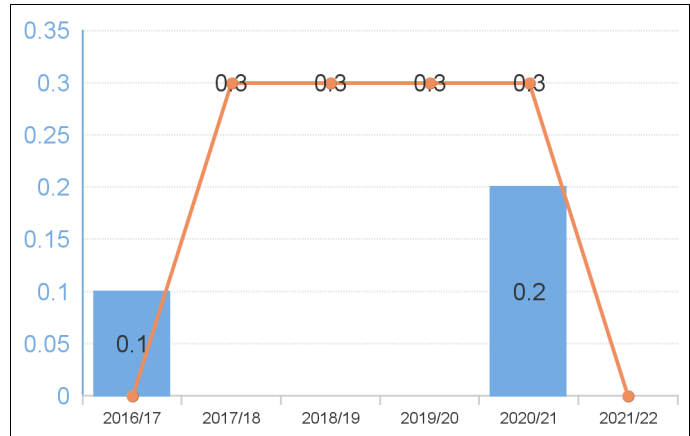
54.8 %



**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 decreased in 2021/22 to 0 incidents per 1000 pupils. East Renfrewshire compares very favourably to the national value of 6.4 incidents per 1000 pupils (latest published data for 2020/21). The Council achieved the very challenging target in 2020/21 and further improved performance in 2021/22.

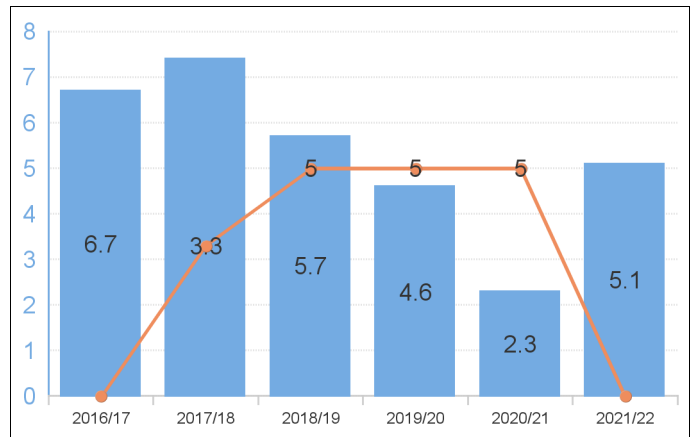
0.0



**Number of exclusions per 1,000 pupils - Secondary - 3 year average target 2019-2021 of 5.0**

In 2021/22, the number of exclusions in the secondary sector increased to 5.1 incidents per 1000 pupils. The ERC performance continues to compare very well with the national figure of 39.6 incidents per 1000 pupils (latest published data for 2020-21). The Council achieved the very challenging target of 5.0 incidents per 1000 pupils over the period 2019-21, although the number has increased in 2021/22.

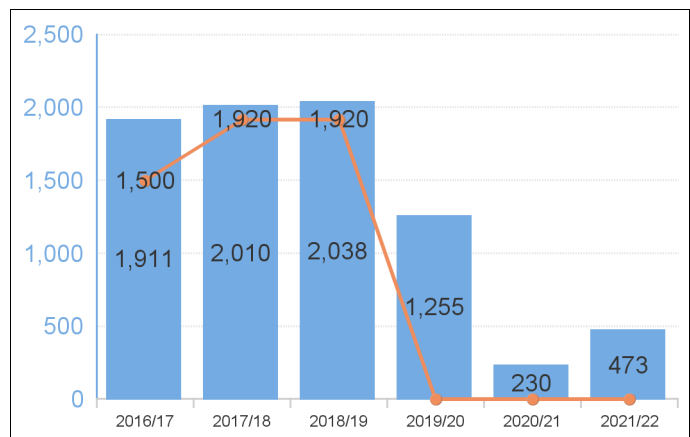
5.1



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

This measure is run to the academic year 22/23 and no update is yet available. During the reporting timeframe 1st Aug 21-31st July 22 - young people achieved 473 awards (281 individual young people). The lower numbers over the last few years have been impacted by the pandemic. During this period the focus was on supporting young people's mental health and well being and engaging with young people on the streets.

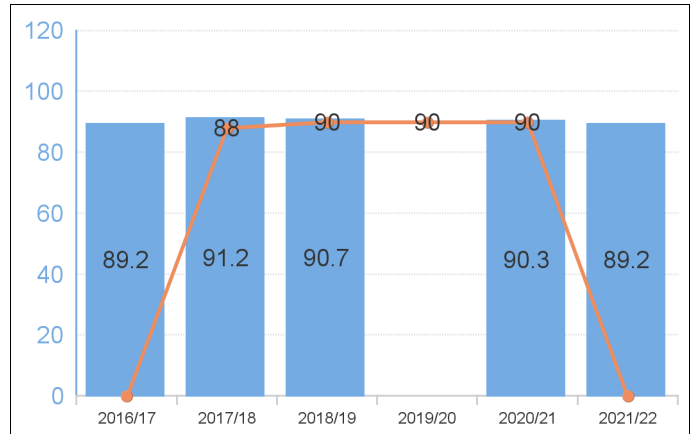
473



**Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels**

In 2021-22, 89% of primary pupils achieved or exceeded expected CfE levels in reading. The Council previously achieved the very challenging 3-year average target for 2019-21 of 90%, with a slight decrease linked to the legacy of the disruption of the last few years.  
Target under review.

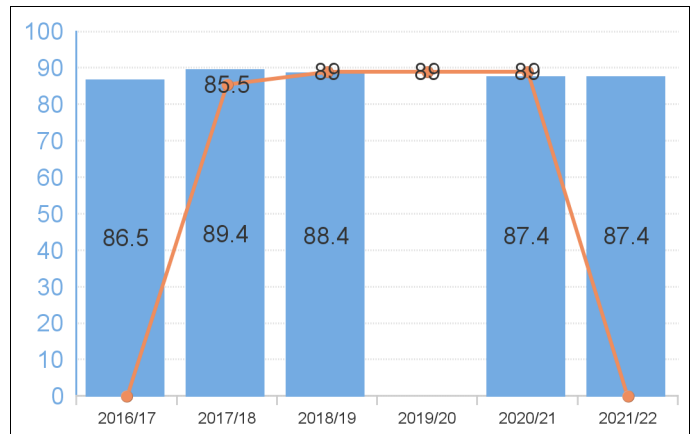
89.2 %



**Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels.**

In 2021-22, 87.4% of primary pupils achieved or exceeded expected CfE levels in writing. The Council did not achieve the very challenging 3-year average target for 2019-21 of 89% as a result of learning loss associated with the impact of the global pandemic.  
Target under review.

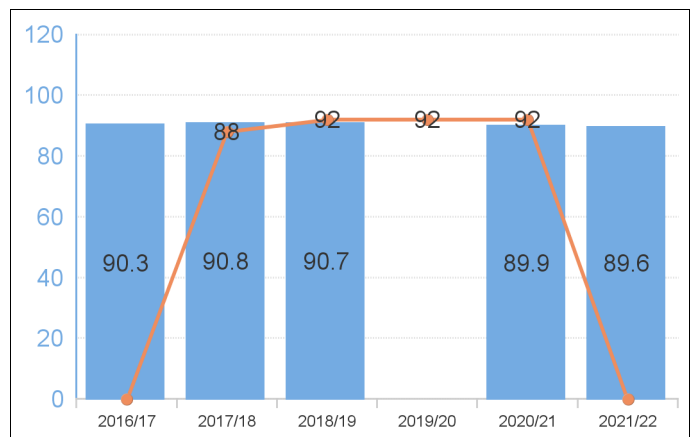
87.40 %



**Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels**

In 2021-22, 89.6% of primary pupils achieved or exceeded expected CfE levels in numeracy, a very slight decrease. The Council did not achieve the very challenging 3-year average target for 2019-21 of 92% as a result of learning loss associated with the impact of the global pandemic.  
Target under review.

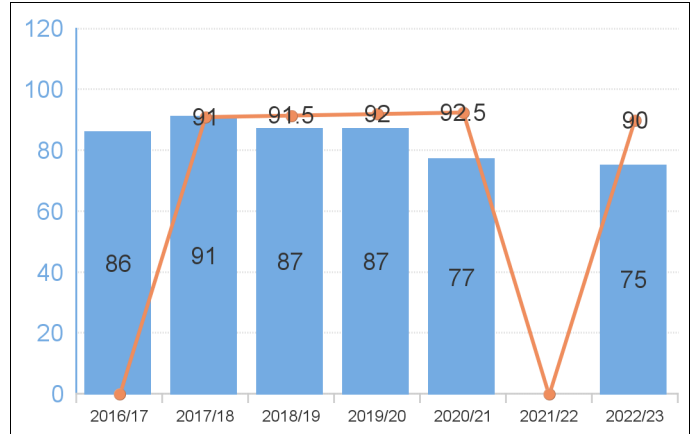
89.60 %



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

22/223 Update  
 Citizens' panel respondents' level of participation in physical activity has dropped and is below target. (base 573)  
 East Renfrewshire Culture and Leisure Trust (ERCLT) are working hard with customers to understand their needs and offer a wide range of programmes to participate in fitness activities. ERCLT leisure centre attendances are now surpassing pre-pandemic levels of attendance.

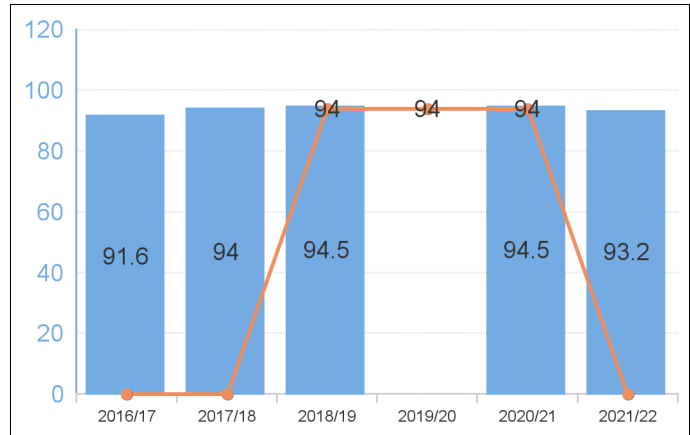
75 % ●



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

In 2021-22, 93.2% of primary pupils achieved or exceeded expected CfE levels in talking and listening, a decrease on the previous year. The Council achieved the very challenging 3-year average target for 2019-21 of 94%, with a slight decrease linked to the legacy of disruption over the last few years  
 Target under review

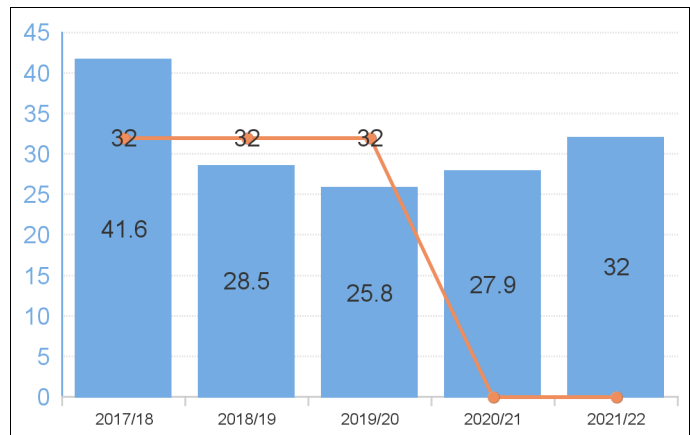
93.2 % ●



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

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 and 2 increased by 5.1% in 2021/22 to 32.0%.  
 Target under review

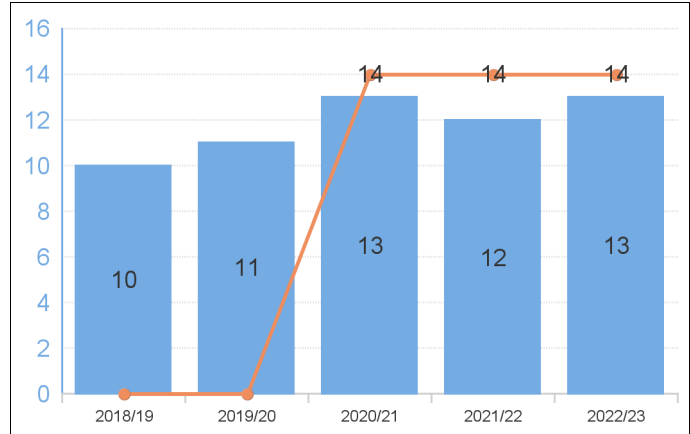
32 % ●



**Number of ERC schools with Rights Respecting Gold Award**

Increase of one from previous reporting period

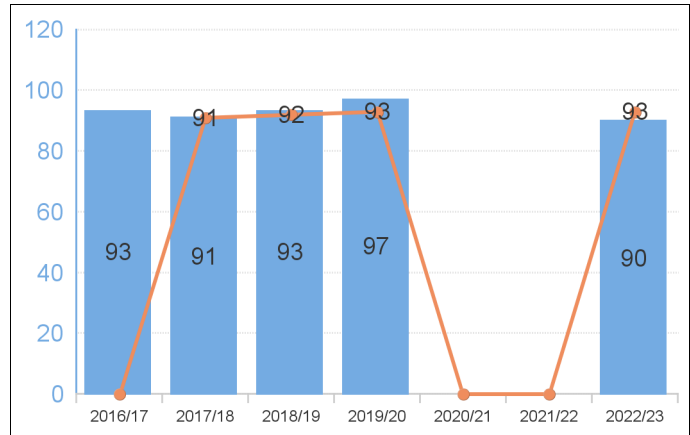
13



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

2022 results show a large majority of respondents engage in cultural activities- 90%. Baseline 573.

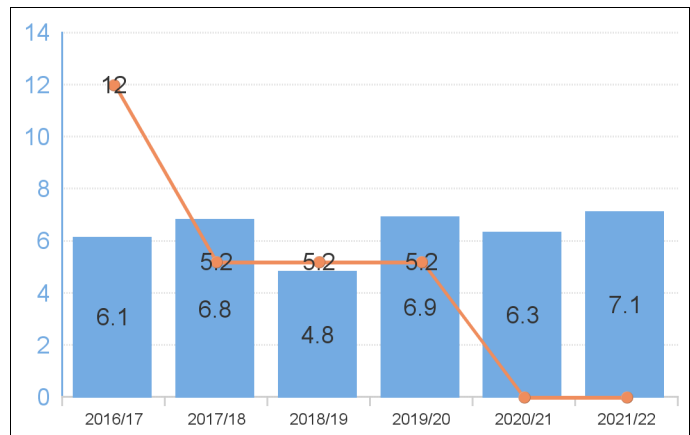
90 %



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

The percentage of S4 pupils with total Insight point scores of 263 or fewer (equivalent to eight "Pass" awards at National 4) increased to 7.1% in 2022. Target under review.

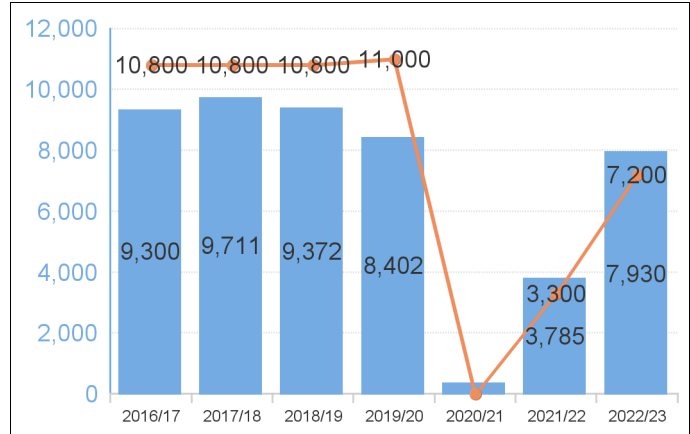
7.1 %



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

Some Covid-19 protocols were still in place during Q1 of this year, however almost all were removed by Q2. In July, wetside facilities in Eastwood High Sports Centre closed to allow for work to be done on the pool changing facilities. Due to unforeseen issues this closure continued to the end of 2022/23 and beyond. Despite this, dryside and wetside numbers through our Centres alone increased to 616,673 compared with pre-Covid levels of 575,463 in 2019/20. 7,930 sports attendances / 1000 population through our Leisure Centres and Community Facilities represents 110% of the full year target.

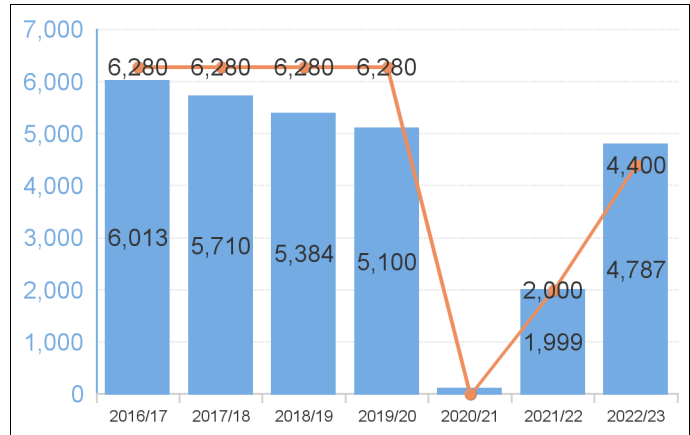
7930



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

The last significant Covid-19 restrictions were removed by the end of 2021/22. The return of adult programmes, the children's April holiday activities, the re-introduction of school visits, and a more stable Bookbug offering all contributed to increased physical visitor numbers. Total visits reached 462,321 (66% of pre-Covid levels). Virtual visits have recovered slightly better reaching 102% of pre-Covid numbers (218,918 cf 215,184). 4,787 combined physical and virtual visits represents 1.08% of the full year target.

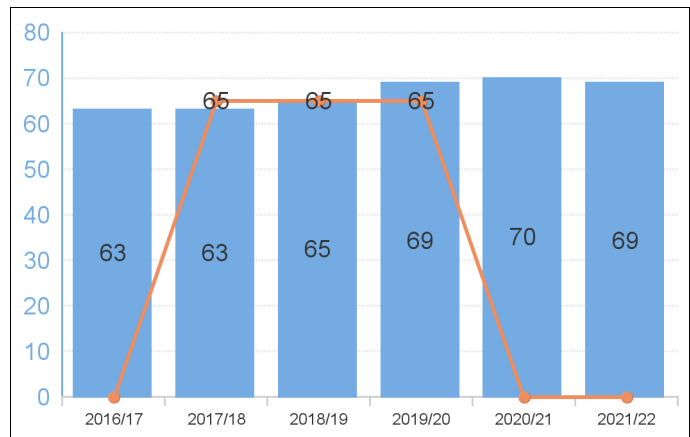
4,787



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

In 2021/22 the proportion of S6 pupils achieving 5 or more awards at SCQF level 6 rose slightly to 69%. Due to the change in assessment methodology, primarily the implementation of the alternative certification model, comparisons at the senior phase should be treated with some caution.

69 %



# Strategic Outcome 3

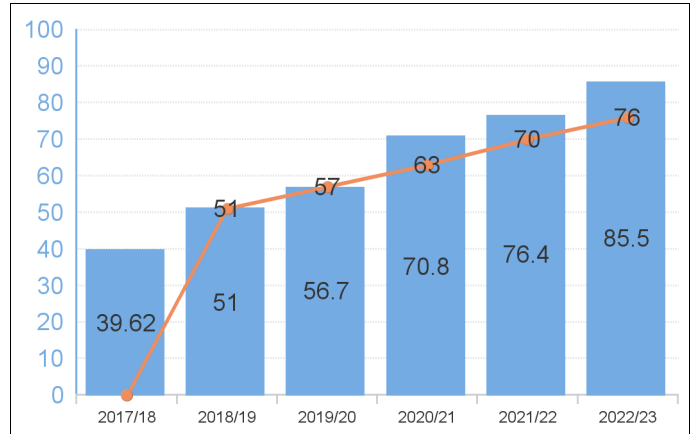


East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents

## Percentage of street lights which are LED

End Year 2022-23. Target exceeded.  
85.52% of street lights are LED (13,186 of 15,419 total lighting units).

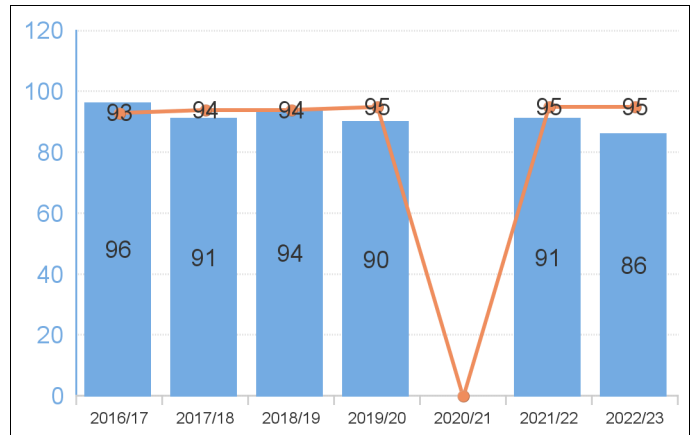
85.5 %



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

End Year 2022-23. Despite a slight decrease in satisfaction, the majority of respondents continued to rate our parks and open spaces positively (baseline 381).

86 %

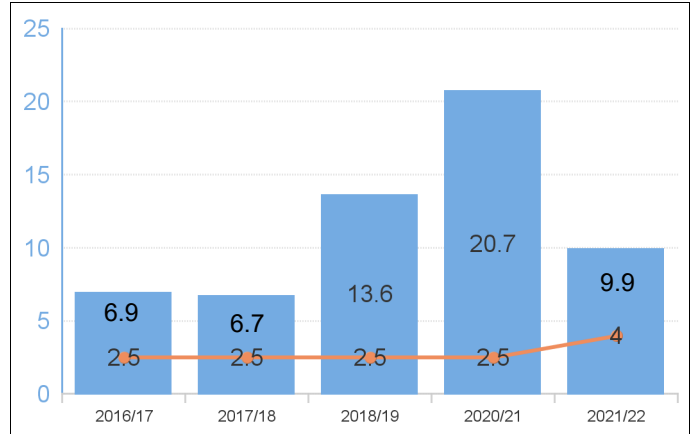




**% reduction in Council controlled carbon emissions**

End Year 2022-23. Latest data 2021-22. Target exceeded. 9.9% reduction against a 4% target. Note updated methodology has meant changes to what is included in emissions reporting. The most notable change was the removal of supply chain emissions. The change in scope has been applied to the 20/21 figure to ensure consistency, now 20.7% (previously 8.3%). Most of the emissions savings were as a result of the Clyde Valley Waste Partnership which has diverted waste from landfill. Further reductions from this Contract are not expected now that it is established and these gains have been achieved.

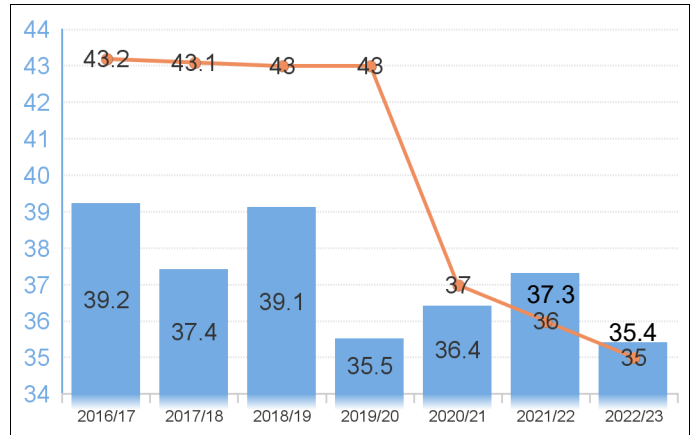
9.9 % ●



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

End Year 2022-23. Data from SCOTS shows improvement in our overall road condition. ERC ranked 26th (National Average 33.6%)

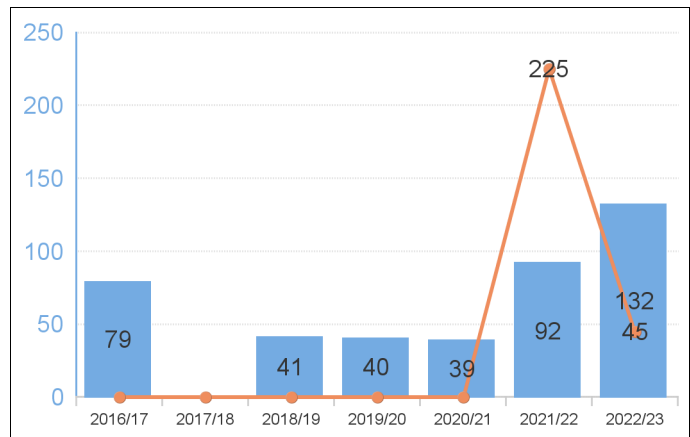
35.4 % ●



**Additional units being brought into affordable housing supply**

132 units of affordable housing have been delivered. These are 94 Council new build homes at Maidenhill and Balgraystone developments. A mix of 1-4 bedroom homes, including wheelchair adapted flats and ground level accessible. 23 social rent units from Barrhead Housing Association – 12 at Lyoncross; 8 at Dealston Road both Barrhead, and 3 rent off the shelf purchases. These are 2/3 bed family homes. A further 15 homes have been provided as entry level priced homes for sale in Barrhead.

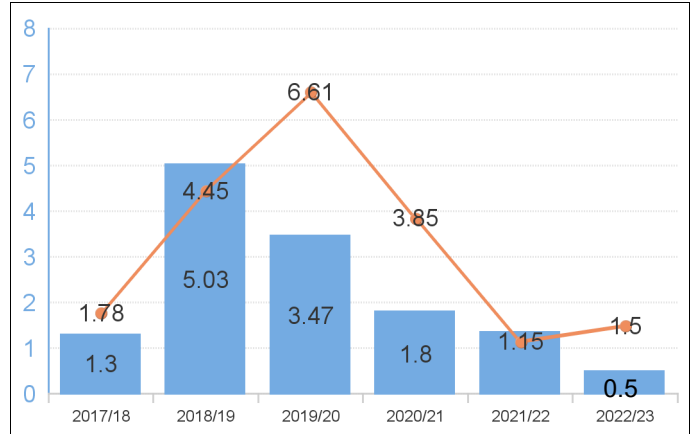
132 ●



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

End Year 2022-23. Underspend in the City Deal budget due to delays in two City Deal projects involving third parties.

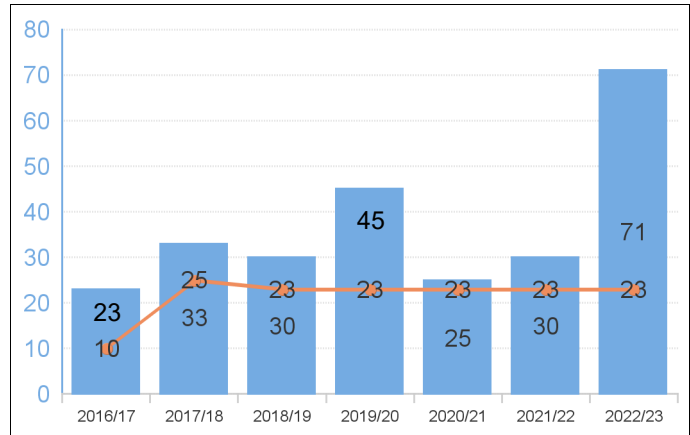
£ 0.5



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

End Year 2022-23. Target exceeded. 41 existing businesses and 30 new businesses supported through the provision of grants and advice.

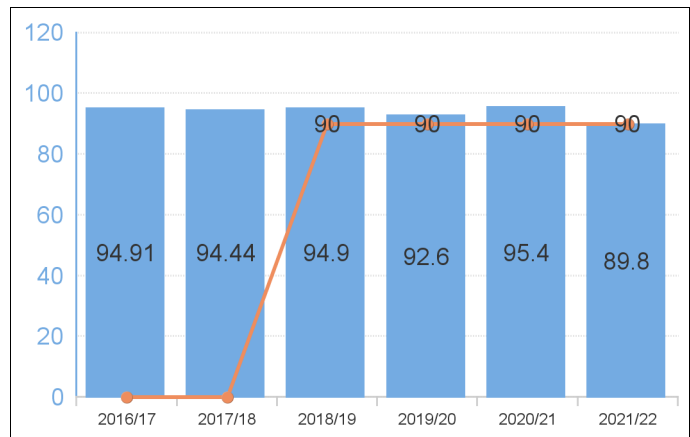
71



**Street Cleanliness Score - % Clean**

End-Year 2022-23. Latest data 2021/22. ERC ranked 16th. The National Average score was 89.7% (usually above 90%), therefore, reflects a slight downward trend overall.

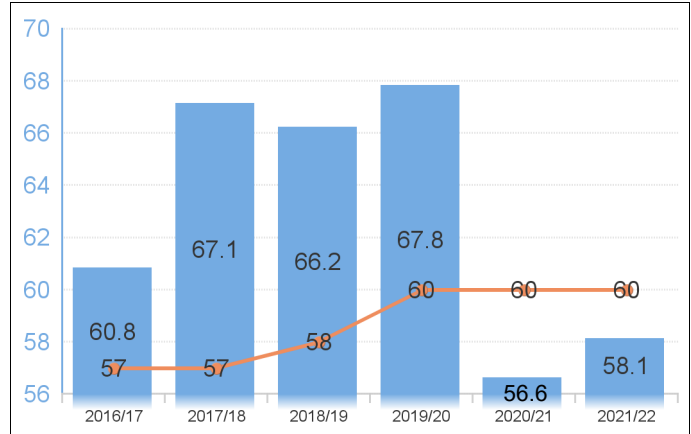
89.8%



% of total household waste that is recycled

End Year 2022-23. Latest data 2021/22. ERC has reclaimed its top recycling Council status with a score of 58.1%. An improvement from the previous year of 56.6% and remains well above the National average of 42.7%. Overall, Recycling levels have recovered from the previous year which experienced a dip to levels not seen since 2013. This was as a result of the impact of the Covid-19 pandemic on waste and recycling services. The sector continues to recover and it is hoped recycling levels locally and nationally will continue to improve.

58.1 %



# Strategic Outcome 4

68

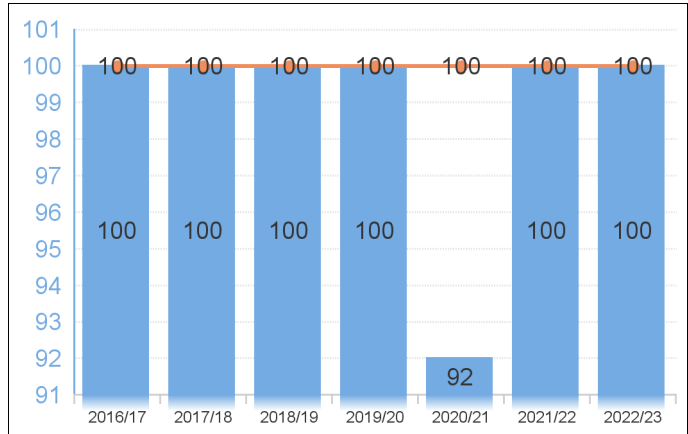


East Renfrewshire residents are safe and supported in their communities and homes

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

Results of the six completed survey forms for 2022/23 reveals a 100% positive response.

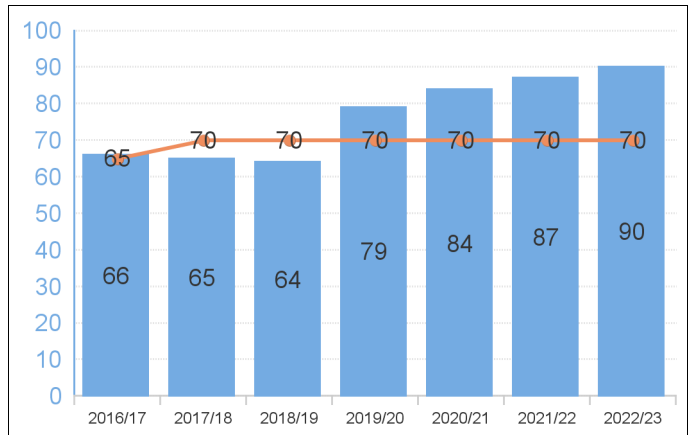
100 %



## % Change in women's domestic abuse outcomes

From April 2022 – March 2023, East Renfrewshire Women's Aid service reported significant change and improvement for women across all reported outcomes 98 reviews were completed with 90% 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 90% improvement, health & wellbeing 82%, and empowerment and self-esteem 82%.

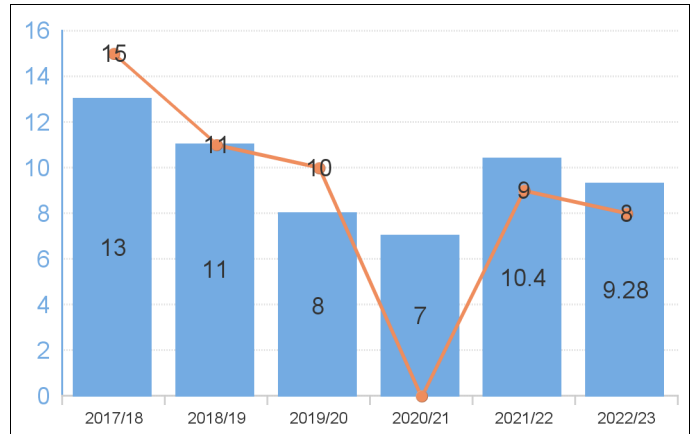
90 %



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

Full end year data, not available.  
Data covers April 2022-Dec 2023.  
9.28% remains below last year's level  
10.4%.

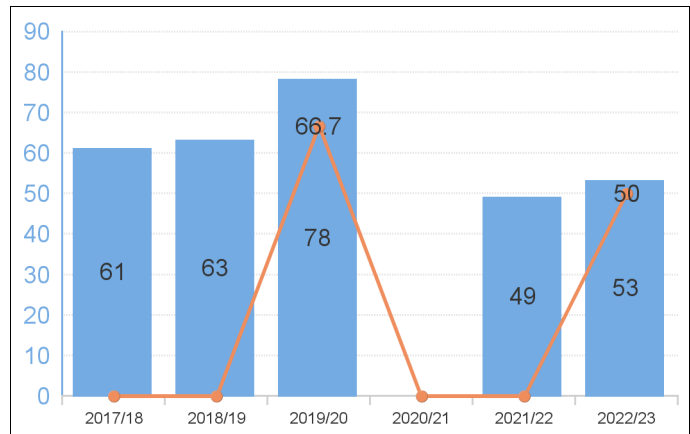
9.28 %



**% of respondents who agree/strongly agree that they feel a strong sense of belonging to their local community**

Update 2022-23  
Respondent's perceptions of strong sense  
of belonging have increased since last year  
and is above target level. (Base 376)

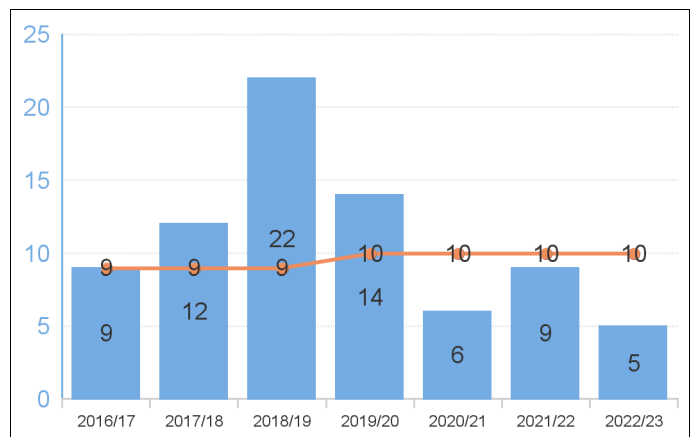
53 %



**% of service users moving from drug treatment to recovery service**

14 individuals (5%) moved from treatment  
to recovery in 2022-23. This is a reduction  
on the 2021-22 figure (9%) but remains  
below target (10%). Recovery is a very  
person-centred process, and is influenced  
by a number of factors. Some may be  
discharged after treatment to support their  
own recovery within the community this  
isn't captured in the data. Supporting  
people to progress through treatment into  
recovery continues to be the key priority.  
Additional or alternative ways of measuring  
this are also being considered locally, and  
the development of a national  
measurement tool is underway.

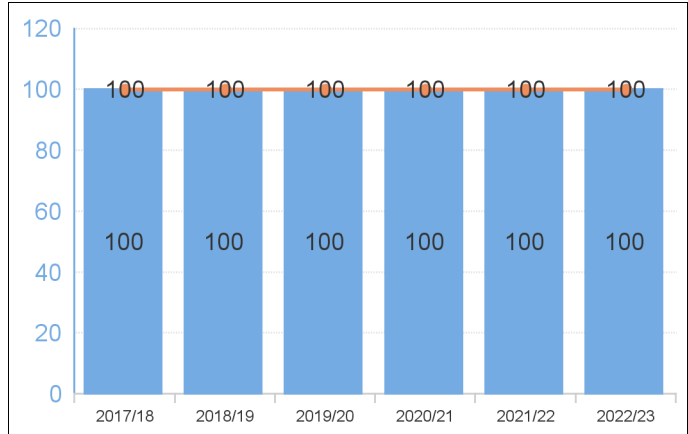
5 %



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

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

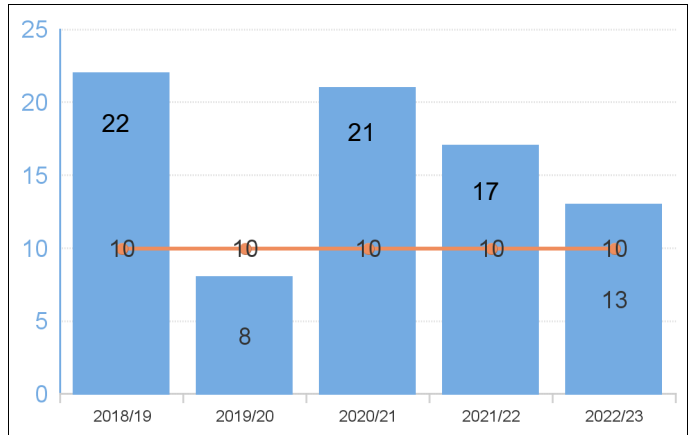
100 %



Affordable housing adaptable /adapted

On track. 17 of 132 new affordable homes are designed for wheelchair users or ground level adaptable (13%). These homes have been delivered via the Council and housing association new build programmes. It is also important to note that all affordable homes for social rent are built to current housing for varying needs standards.

13 %



# Strategic Outcome 5

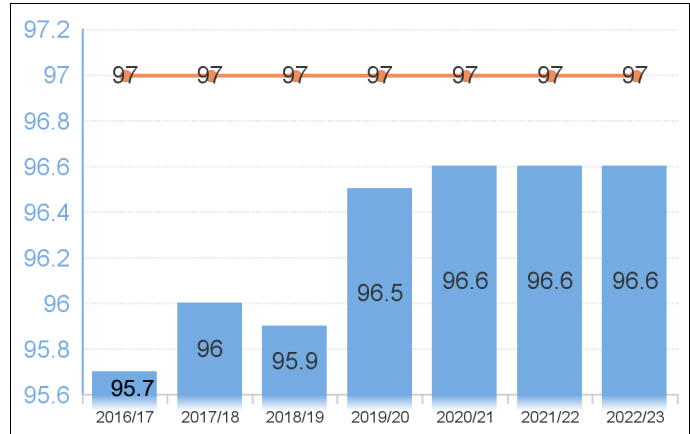


Older people and people with long term conditions in East Renfrewshire are valued; their voices are

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

Latest update at December 2022 (2020/21 data) released March 2023. 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 91.2% of people living unsupported at home, with a further 5.4% being supported to live at home. (Source: Scottish Govt MSG)

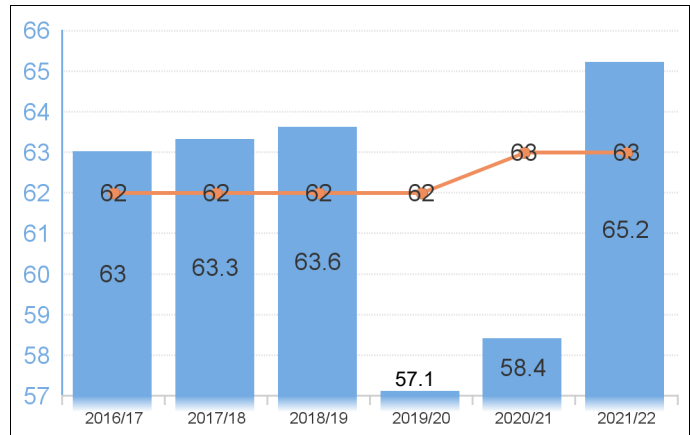
96.6 % ●



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

Latest available data (2021-22) at May 2023. In comparison the Scotland figure was 64.9% for the same period. Data relates to all adults receiving care at home against care home residents and those receiving continuing care in acute settings. (Source: Public Health Scotland)

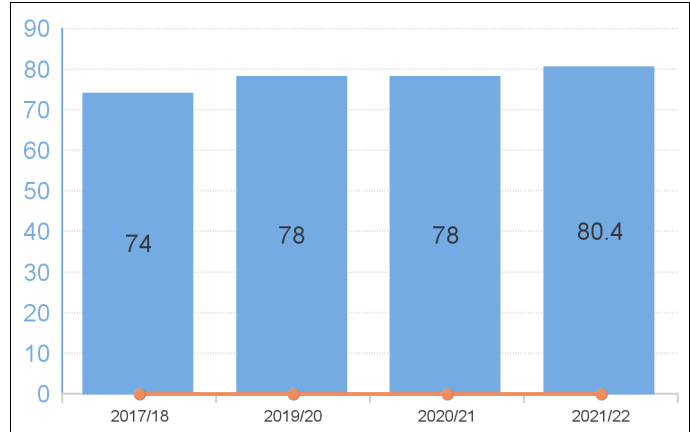
65.2 % ●



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

Up from 78% in previous survey (2019/20). Scotland figure for period 78.8%. Data is from the Health and Care Experience Survey which is a sample survey of people aged 17+ registered with a GP practice in Scotland. Latest available data at May 2023. (Source : Public Health Scotland)

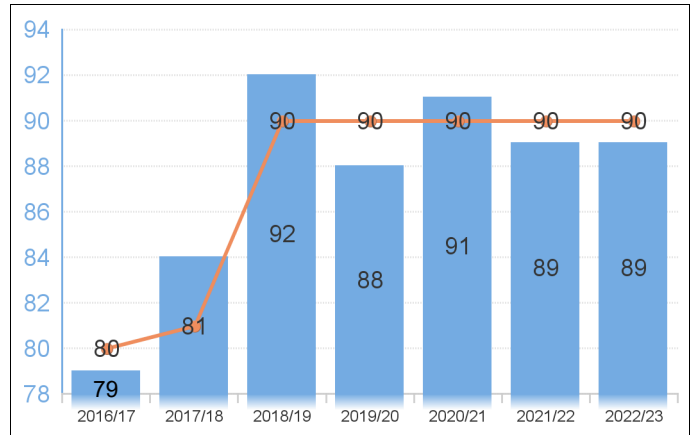
80.4 % ●



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

Of the total 826 valid responses 727 reported their needs met this year. Performance remains the same as 2021/22, and marginally below target (90%).

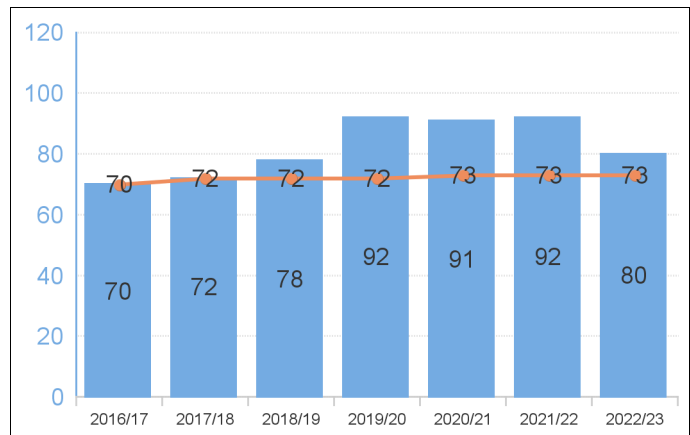
89 % ●



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

Of the total 155 valid responses 123 reported their needs met this year. Performance is down from 92% in 2021/22. However, it remains above target (73%) as it has been since 2018/19.

80 % ●

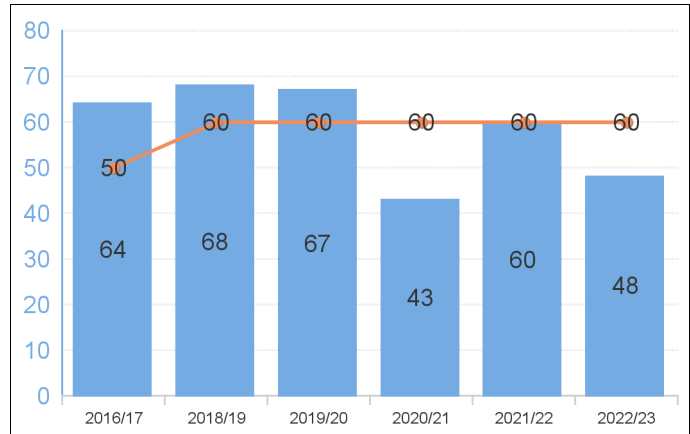




Percentage of those whose care need has reduced following re-ablement / rehabilitation

The Quarterly performance average has fallen this year on last year's figure (60%).

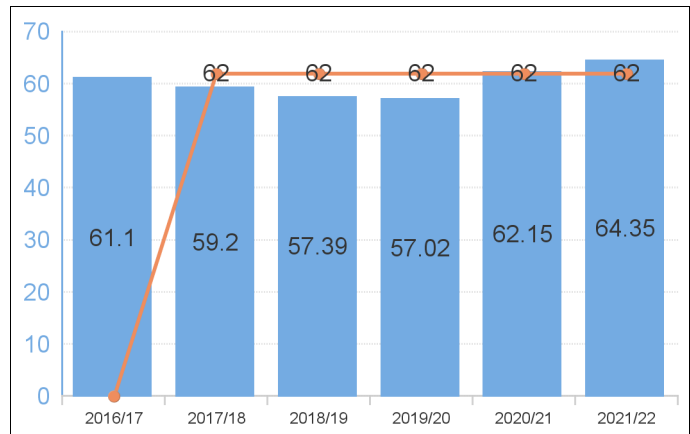
48 %



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

The LGBF data shows that our performance has improved slightly compared with the previous year (62.15%). This compares to a national average of 62.34%. 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 Feb 2023)

64.35 %



# Strategic Outcome 6 - Customer, Efficiency, People

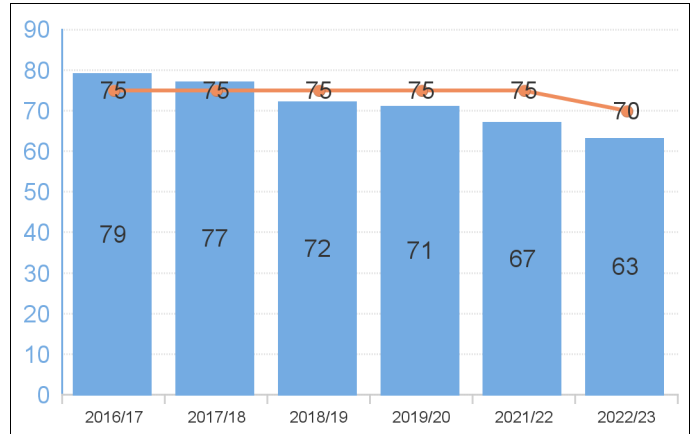


## Customer

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

End year 2022/23  
Overall satisfaction with Council services remains positive for the majority of respondents, 63%. There has been a reduction of 4% since last year, however, this reflects national trends. Latest results available for the Scottish Household Survey for overall satisfaction with local services was 53% and at 63% the Council remains above these levels. (Base 424)

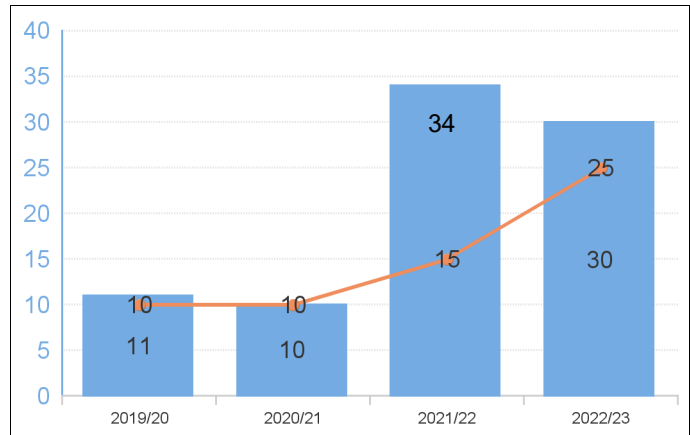
63 % ●



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

At 30%, the % of online customer contacts has exceeded our target of 25%. The decrease of 31k was directly impacted by the timing of the annual garden waste renewals which were later than previous years due to the late budget process. It is anticipated that the level of online contacts will increase over the next six months as residents continue to renew permits online.

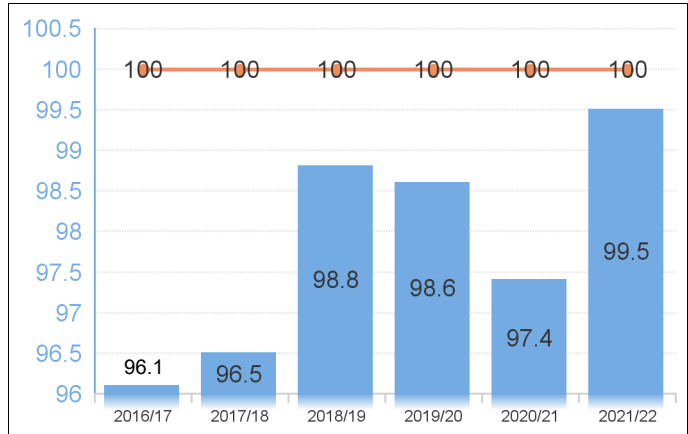
30 % ●



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

Actual expenditure vs budgeted is monitored and managed throughout the year. The pre-audit value for 2022/23 will not be available until end of June 2023.

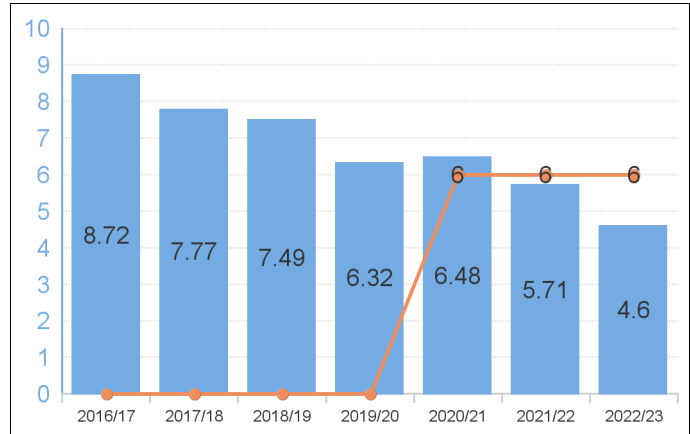
99.50 % ●



The gender pay gap

The gender pay gap is 4.6 which is a reduction of 1.1% since the previous year. The hourly rate for men is £20.69 and for females £19.73

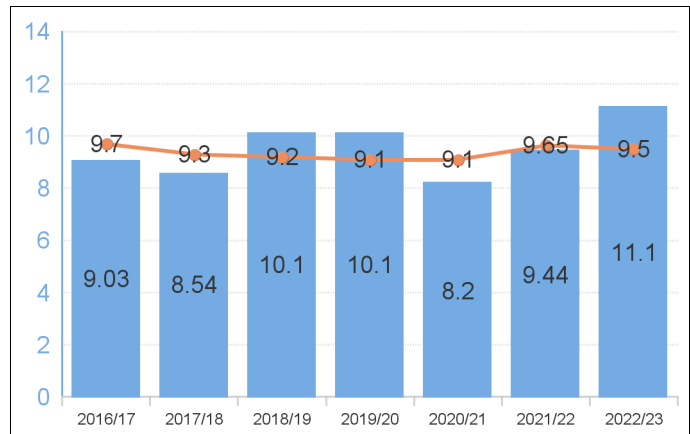
4.60



Sickness absence days per employee

From 2 July 2022 the entitlement to special leave for COVID-related absences ended for all employees, meaning all COVID absence is treated the same as sickness absence. During 21/22 the rules from COSLA around the recording of Covid absence changed, which we can see has now had an impact on the 22/23 absence figures. 9.25% of LG absence is attributed to Covid, which has increased overall by 3.81% in comparison to 21/22 absence. Teachers absence has also been impacted by covid with 4.82% of the absence attributed to covid.

11.1



East Renfrewshire

COMMUNITIES

-TOGETHER

Stronger & fairer communities

Community Planning and Fairer East Ren:  
Annual Report 2022-2023



BLANK PAGE

## Contents

<b>Executive Summary</b> .....	3
<b>Introduction</b> .....	5
<b>About East Renfrewshire Community Planning Partnership (CPP)</b> .....	6
<b>Our Community Planning Priorities</b> .....	6
<b>Data Summary</b> .....	7
<b>Strategic Outcome 1: Early Years and Vulnerable Young People</b> .....	8
Community Plan Indicators.....	9
Strategic Priority 1 Charts .....	11
Fairer East Ren Progress .....	13
<b>Strategic Outcome 2: Learning, Life and Work</b> .....	16
Community Plan Indicators.....	17
Strategic Priority 2 charts.....	18
Fairer East Ren progress .....	19
<b>Strategic Outcome 3: Economy and Environment</b> .....	21
Community Plan Indicators.....	22
Strategic Priority 3 Charts .....	24
Fairer East Ren Outcome 3: East Renfrewshire’s transport links are accessible, attractive, and seamless.....	26
<b>Strategic Outcome 4: Safe, Supportive Communities</b> .....	27
Community Plan Indicators.....	28
Strategic Priority 4 Charts .....	29
Fairer East Ren Progress .....	30
<b>Strategic Outcome 5: Older people and People with Long Term Conditions</b> .....	31
Community Plan indicators.....	32
Strategic Priority 5 Charts .....	33
Fairer East Ren Progress .....	34
<b>Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank</b> .....	36

BLANK PAGE



## Executive Summary

This report summarises key progress made under the Community Planning and Fairer East Ren outcomes. The Community Plan indicators are high-level and long term measures that see little change year-on-year therefore we focus on direction of travel and how East Renfrewshire compares against the national average. There is also a time lag in a number of the indicators. Fairer East Ren indicators have a specific focus on reducing inequality.

### **Outcome 1: Early Years and Vulnerable Young People**

One Community Plan indicator – Healthy Birthweight babies - shows a positive direction of travel over the past year and compares favourably against the national average. The Child Poverty indicator shows a negative direction of travel, but also compares favourably against the national average.

Three indicators remain unchanged; life expectancy at birth for males, life expectancy at birth for females and children and young people dependency ratio. Life expectancy remains higher than the national average. The children and young people dependency ratio remains higher than the rest of Scotland so we should continue to ensure our services are able to meet these needs and respond to the ongoing demand.

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

Fairer East Ren indicators show positive progress in terms of more Real Living Wage employers and economic inactivity recovering following the pandemic. Other indicators remain consistently positive including children and young people participation levels, uptake of funded early learning and childcare and fuel poverty. Demand for financial support varies with a slight decrease in primary aged children receiving free school meals due for low-income circumstances, but an increase in households accessing Money Advice and Rights support.

### **Outcome 2: Learning, Life and Work**

Both Community Plan indicators show a positive direction of travel and compare favourably against the national average. The percentage of school leavers in a positive destination remains exceptionally high and the proportion of economically active residents has recovered from the pandemic and now exceeds pre-Covid rates though ongoing monitoring is required.

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

Fairer East Ren indicators show consistent rates for 16–19-year-olds participating in education, training or employment and for children facing socio-economic disadvantage achieving qualifications. The indicators show that the proportion of residents in employment has increased above pre-pandemic rates, and the proportion of out of work benefit claimants has decreased to pre-pandemic rates. The data shows the proportion of workless households (no adult in

employment) remains high, but the data lag means this is in line with mid-pandemic levels, so we should anticipate this will fall over time.

### **Outcome 3: Economy and Environment**

Two of the Community Plan indicators show a negative direction of travel over the past year; there are less residents satisfied with East Renfrewshire as a place to live and a reduction in median earnings. Satisfaction with the area as a place to live has declined since its peak in 2019 (95%) to the lowest it's been in 10 years (85%). The working age population has shown a very slight decline, at 59.1% and this compares negatively to the national average and offset against the high levels of dependency ratios' for children and for older people, may have an implication for service planning. The carbon emissions indicator shows a positive direction of travel and there has been a very slight improvement in business survival rates.

#### **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 however a summary update is provided on the transport strategy.

### **Outcome 4: Safe, Supportive Communities**

The Community Plan indicators show a positive change in relation to the number of crimes; with a decrease over the past year and the figure sitting well below the Scottish average. The indicator for dwelling fires shows an increase in the last year, but is still lower than the national average.

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

There have been some changes to the indicators for this outcome with only two measures remaining in place; those with a sense of belonging and those who can rely on others for help. The later shows no change in the past year, whilst the former shows a minimal decrease.

### **Outcome 5: Older people and people with Long Term Conditions**

The Community Plan indicators all show a fairly static picture over the last year. Male and Female life expectancy measures have decreased very slightly and this is part of a national trend. The level remains above the national average. The older age dependency ratio remains static but above the national average. This shows we have a higher proportion of residents aged 65+ years compared to those of working age. As with outcome 1, this is likely to lead to demand on some services.

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

The Fairer East Ren indicators show positive progress. The number of nuisance calls received has reduced whilst the number of nuisance calls blocked has increased; the number of 'confidence at home' packages installed (to support people to live independently) has increased and there have been improved outcomes for those who have experienced domestic abuse. This indicates more residents feeling safe at home. There has also been an increase in park footfall suggesting more residents being active and using outdoor spaces.

## Introduction

The East Renfrewshire Community Plan sets out how local partners 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 fifth annual report on progress made towards the outcomes and presents some of the improvements that have been achieved. The report is structured around our five strategic outcomes and shows key performance data for the Community Plan and Fairer East Ren indicators.

Across the five outcomes, there are a number of positive changes. Indicators for healthy birthweight, positive destinations and economic activity show progress in supporting children to have a stable childhood and succeed, and in supporting East Renfrewshire residents to have the right skills for learning, life and work. The carbon dioxide indicator shows progress towards making East Renfrewshire a thriving and sustainable place, and the crime rate indicator shows progress towards ensuring East Renfrewshire residents are safe and live in supportive communities.

For both Outcome 1 and Outcome 5, some indicators have shown little or no change, including life expectancy (for both males and females) and dependency ratios for both children and young people, and older people. Community Planning Partners ensure this population profile, and the associated demand it places on services, is taken into consideration when planning services.

There are a small number of indicators which are not progressing as we would hope; child poverty, satisfaction with East Renfrewshire as a place to live (taken from the Citizen Panel survey) and the number of dwelling fires. Community Planning Partners will work jointly to address these in order to achieve our outcomes. A focus group was held with some members of the Citizens Panel to better understand the decrease in satisfaction. While some issues with the maintenance and standards of open and green spaces and public transport were raised, more positively participants felt that education and social care were strong local assets.

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**

Further details about projects and activities delivered for each outcome during 2022-23 can be found in the supplementary Case Study report.

## 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 Outcomes




The Community Plan is structured around five strategic outcomes:

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	1	1	3	0
Outcome 2: Learning, Life and Work	2	0	0	0
Outcome 3: Economy and Environment	1	2	2	1
Outcome 4: Safe, Supportive Communities	1	1	0	1
Outcome 5: Older people and people with Long Term conditions	0	0	3	0
<b>TOTAL:</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>2</b>

## 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

## Strategic Outcome 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	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<b>Male life expectancy at birth</b> (NRS)	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.	↑	80.5 (2015-17)	79.5 (2018-20)	↔	●	Life Expectancy in East Renfrewshire remains unchanged since last year. East Renfrewshire remains consistently above the national average.
<b>Female life expectancy at birth</b> (NRS)	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.	↑	83.7 (2015-17)	83.9 (2018-20)	↔	●	Life Expectancy in East Renfrewshire remains unchanged since last year. East Renfrewshire remains consistently above the national average.
<b>Healthy birthweight (singleton babies)</b> *CPOP Indicator (NHS ISD)	Birth weight that is not within normal ranges (2.5 kg to 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 diabetes and coronary heart disease.	↑	82.3% (2018) <sup>1</sup>	80.8% (2021)	↑	●	East Renfrewshire's rate of healthy birth weight increased by 1.5% and remains higher than the national average.

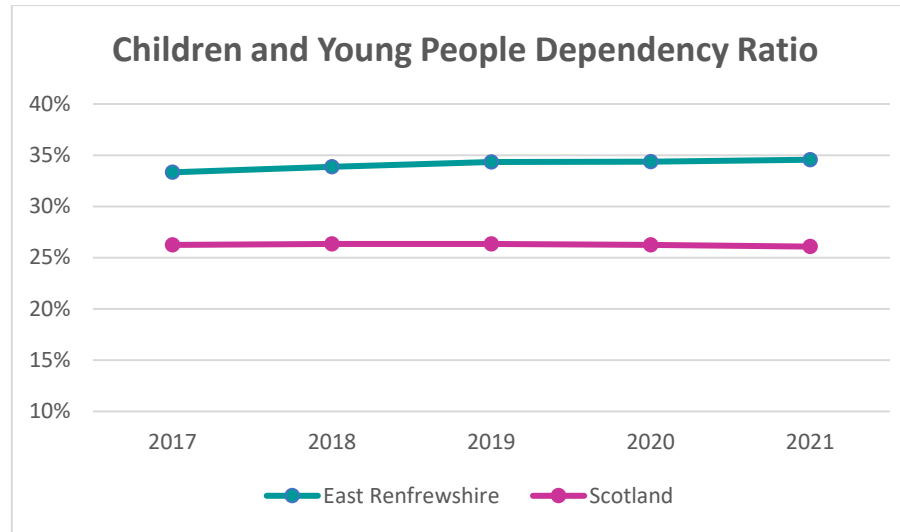
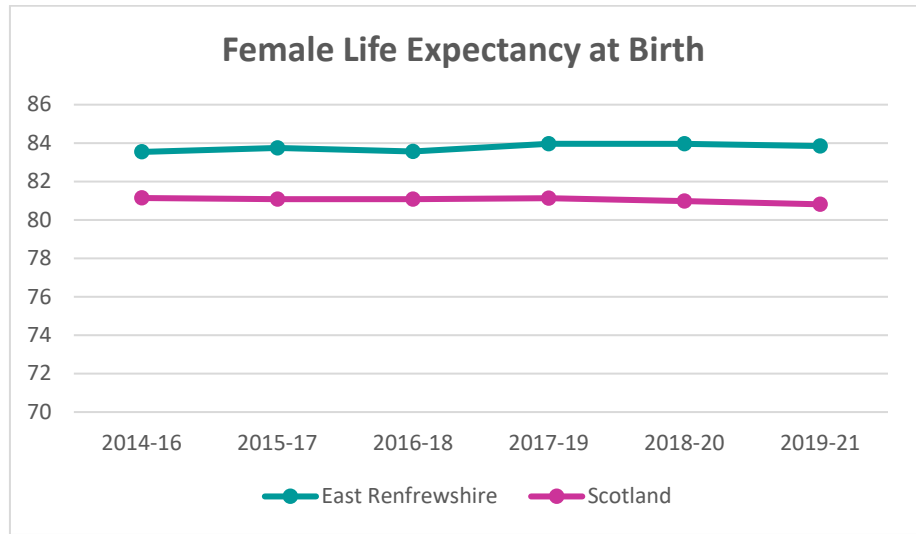
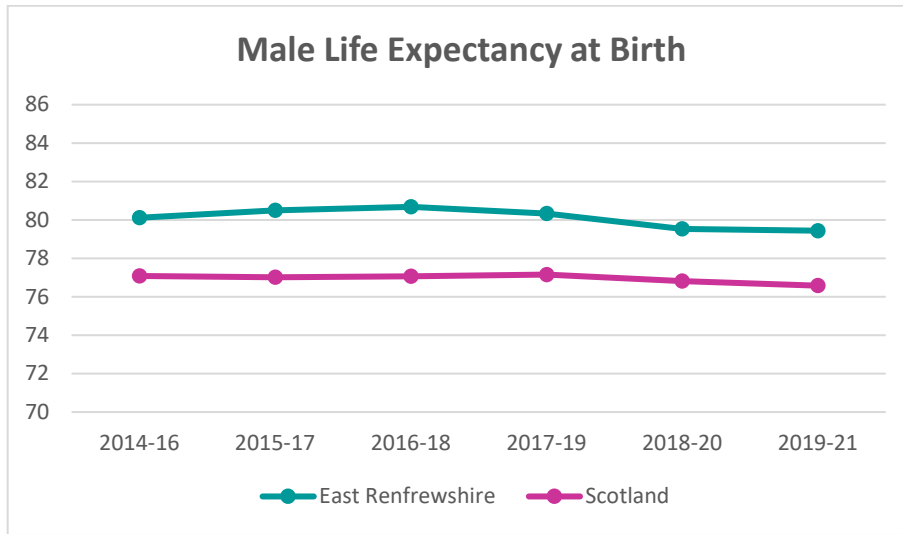
<sup>1</sup> ERC Baseline figure has been adjusted to reflect the use of a more accurate data source. The data used in previous reports showed a percentage of newborns with a birthweight above 2.4kg, including newborns who had a birthweight above the 4kg threshold. The new source only shows the percentage of newborns who fall within the 2.5kg to 4kg range.

Early Years and Vulnerable Young People							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<b>Children and Young People Dependency Ratio</b> (NRS)	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.		34.3% (2019) <sup>2</sup>	34.4% (2020)			The ratio of children and young people aged 0-15 to the working age population has remained the same since last year, and remains much higher than the national average.
<b>Children living in poverty</b> (End Child Poverty)	The is the percentage of children living in relative poverty (as per Scottish Government definition) before housing costs are taken into consideration		15.8% (2019-20)	12.8% (2020-21)			The rate of child poverty in East Renfrewshire has increased to 14.4% (3,288 children) in 2022-2023 but is still lowest in Scotland.

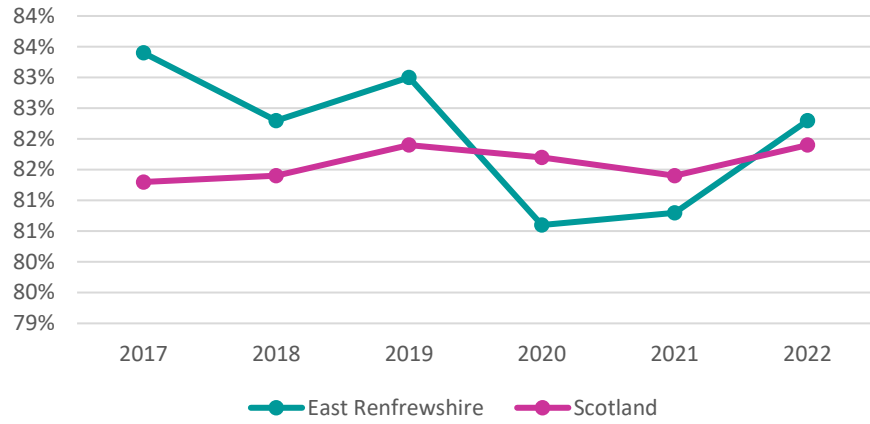
<sup>2</sup> ERC Baseline figure has been adjusted to reflect the use of a more accurate data source. The previous reports used a dependency ratio data combined the 0-15 age bracket with the 65+ age bracket. The new source shows only the ratio of 0–15-year-olds to 16–64-year-olds.



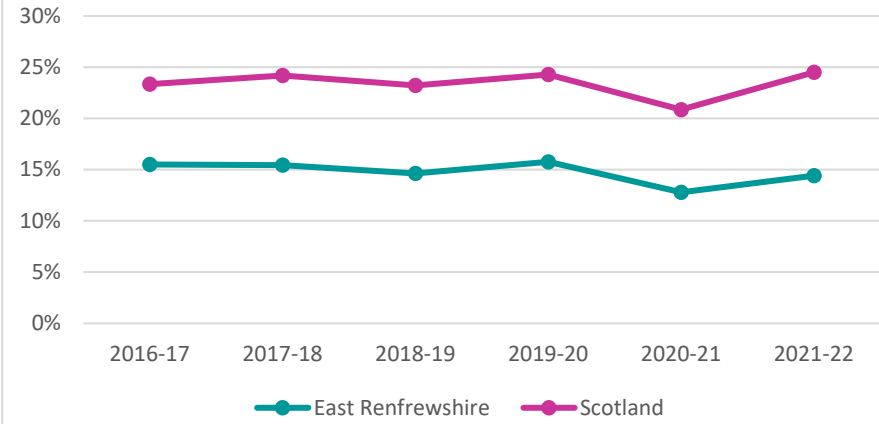
Strategic Priority 1 Charts



Healthy Birthweight

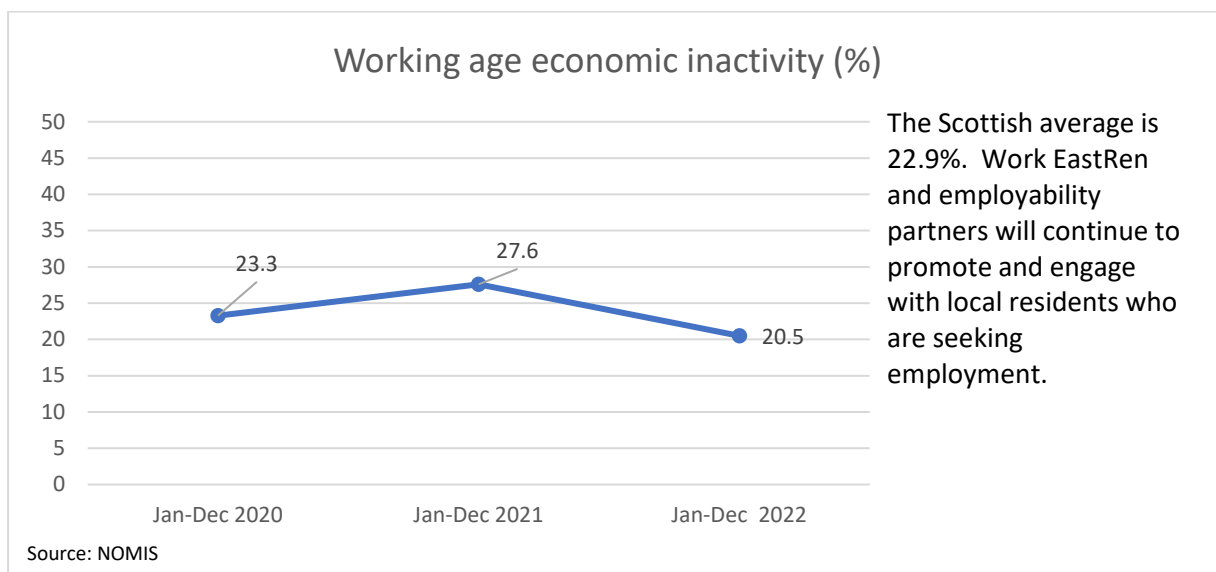
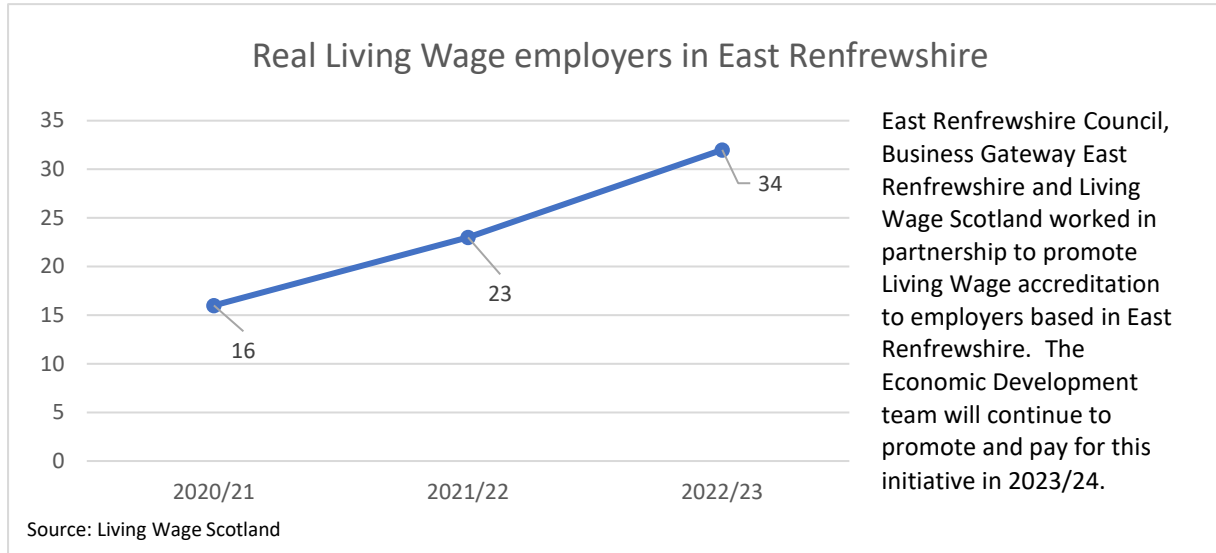


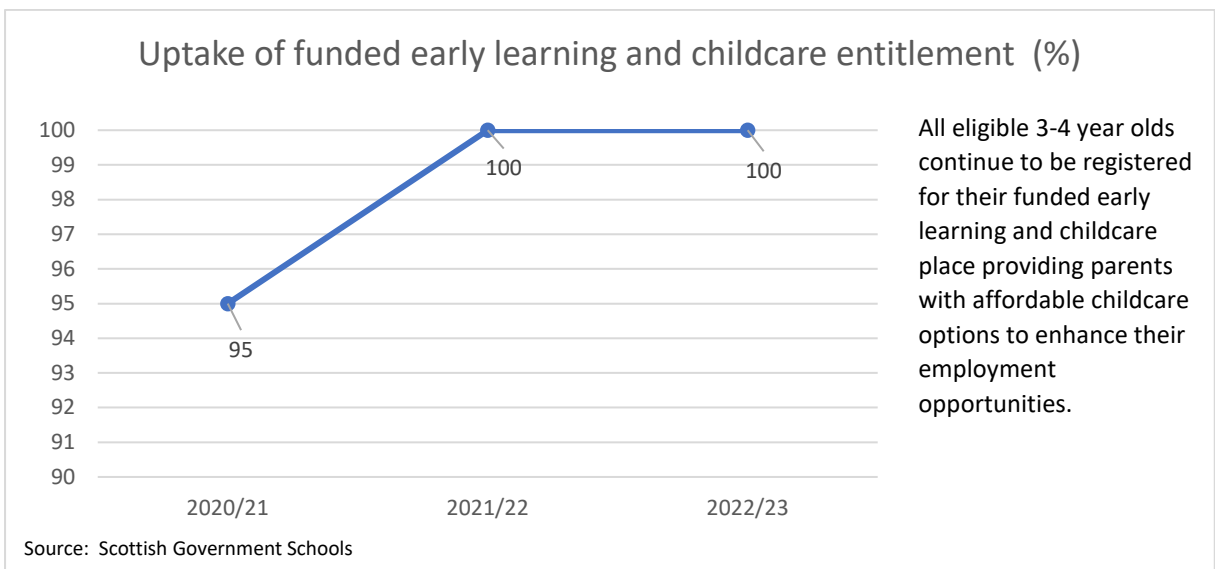
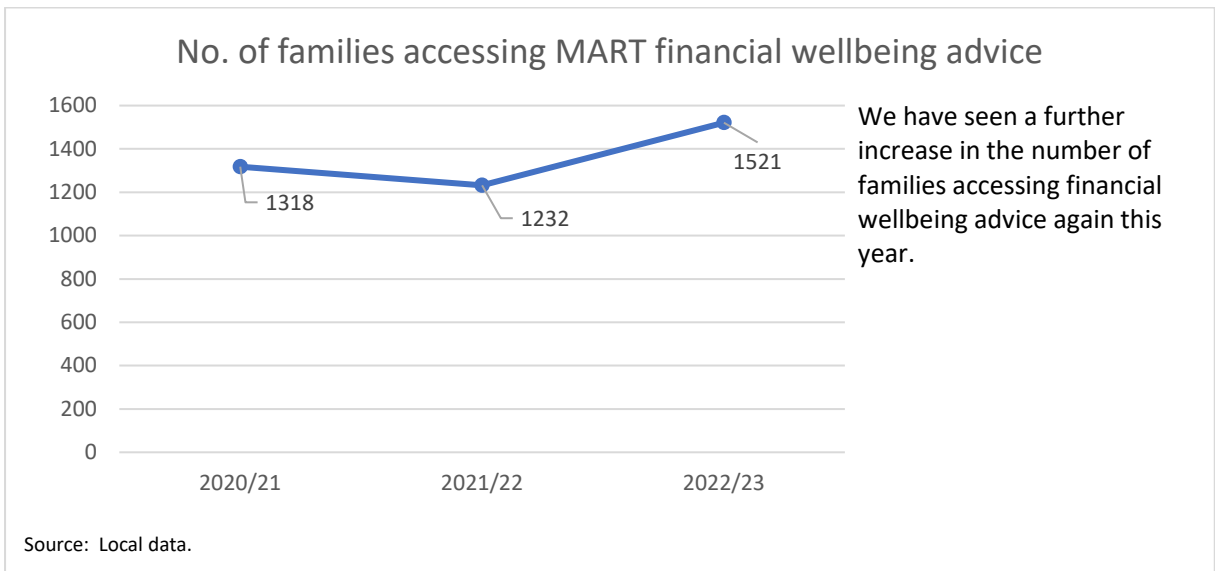
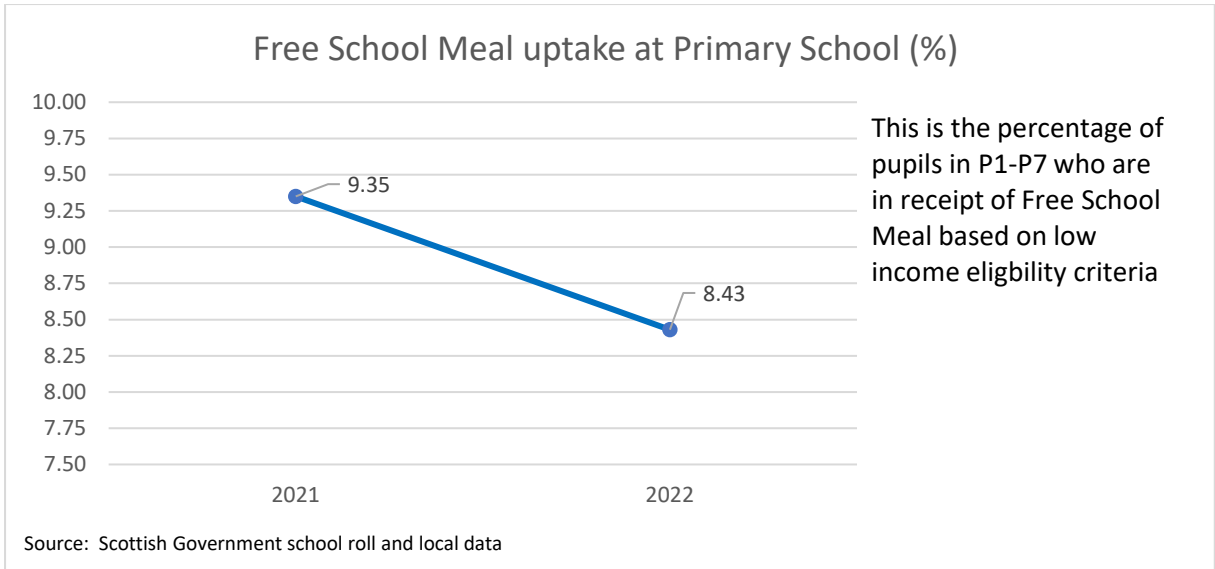
Children Living In Poverty

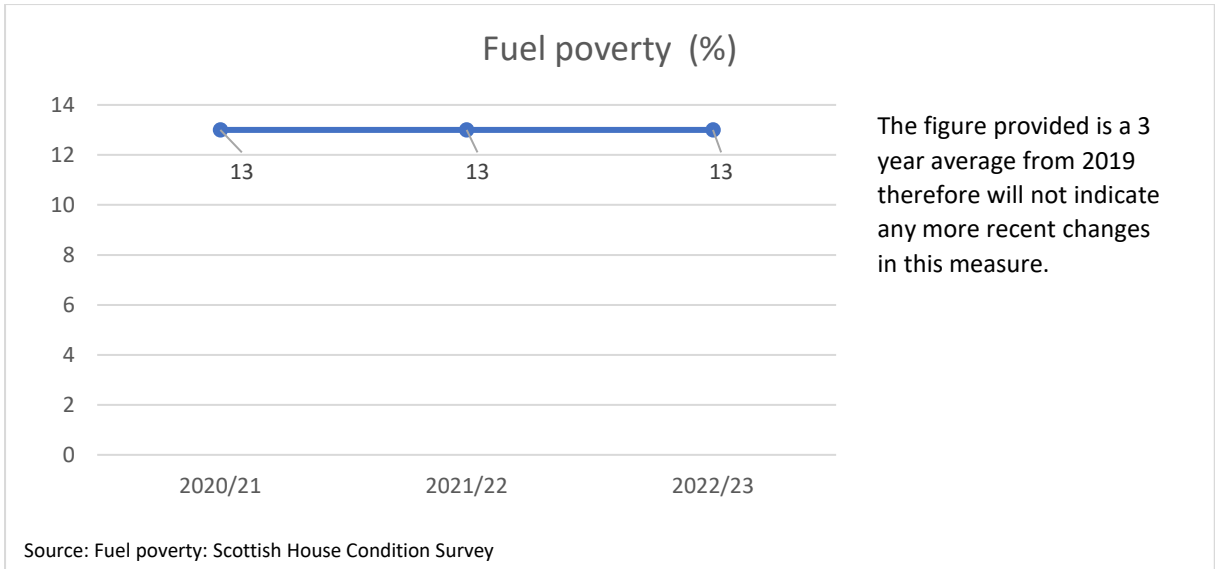


Fairer East Ren Progress

Fairer East Ren indicators have a specific focus on reducing inequality. The following indicators provide an update on how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Child poverty in East Renfrewshire is reduced.**







## Strategic Outcome 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...

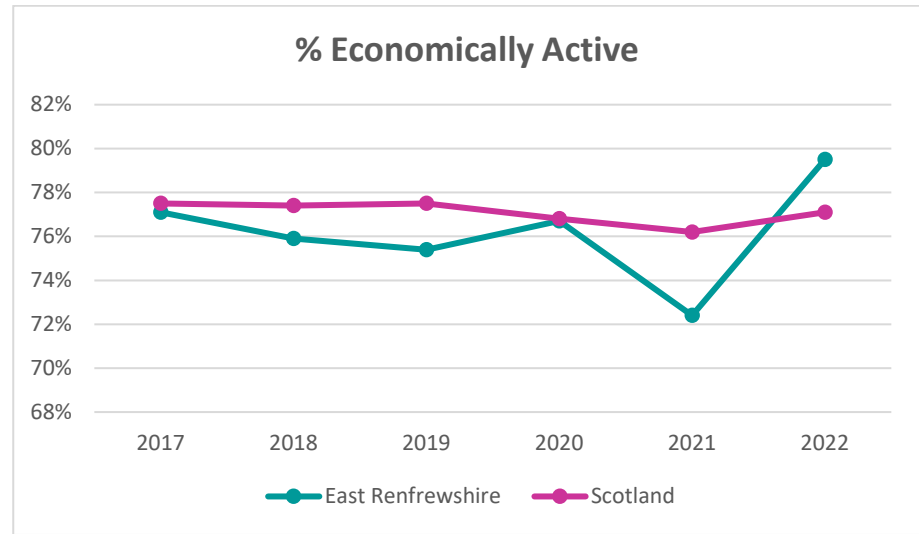
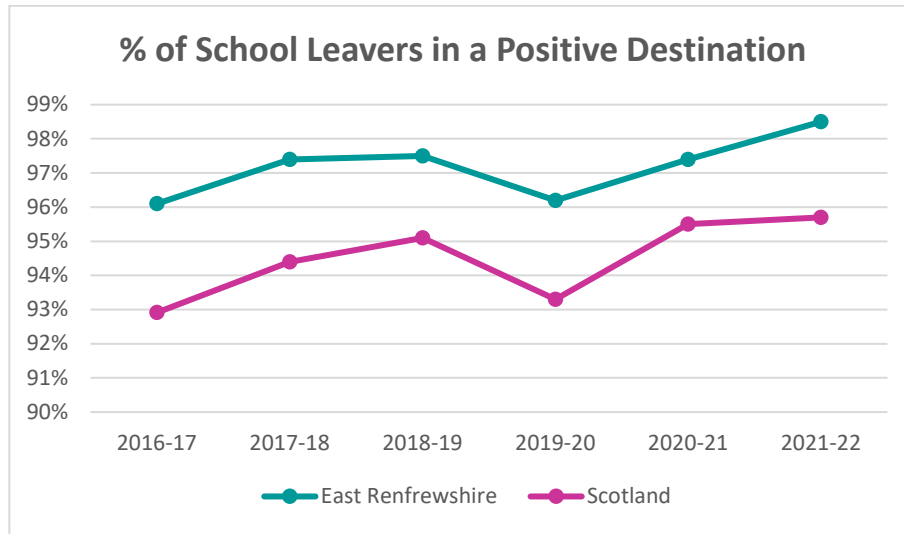
- Residents have the right skills, learning opportunities and confidence to secure and sustain work\*
- Children and young people are included
- Children and young people raise their educational attainment and develop the skills they need
- Residents are as healthy and active as possible

\*Fairer East Ren outcome

## Community Plan Indicators

Learning, Life and Work							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<p><b>% of School Leavers in a Positive Destination</b></p> <p>*CPOP Indicator (Scottish Government)</p>	<p>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.</p>		<p><b>96.6%</b> (2016/17)</p>	<p><b>97.4%</b> (2020/21)</p>			<p>In 2022, Positive Destinations increased by 1.1% and compared favourably with the Scottish average of 95.7%.</p>
<p><b>% of East Renfrewshire's population who are economically active</b></p> <p>(NOMIS, Annual Population Survey)</p>	<p>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.</p>		<p><b>75.9%</b> (2018)</p>	<p><b>72.4%</b> (2021)</p>			<p>2022 saw an increase of 4.1% from the previous year taking to total of 79.5%. This puts East Renfrewshire 3.7% higher than the Scottish average of 76.2%.</p>

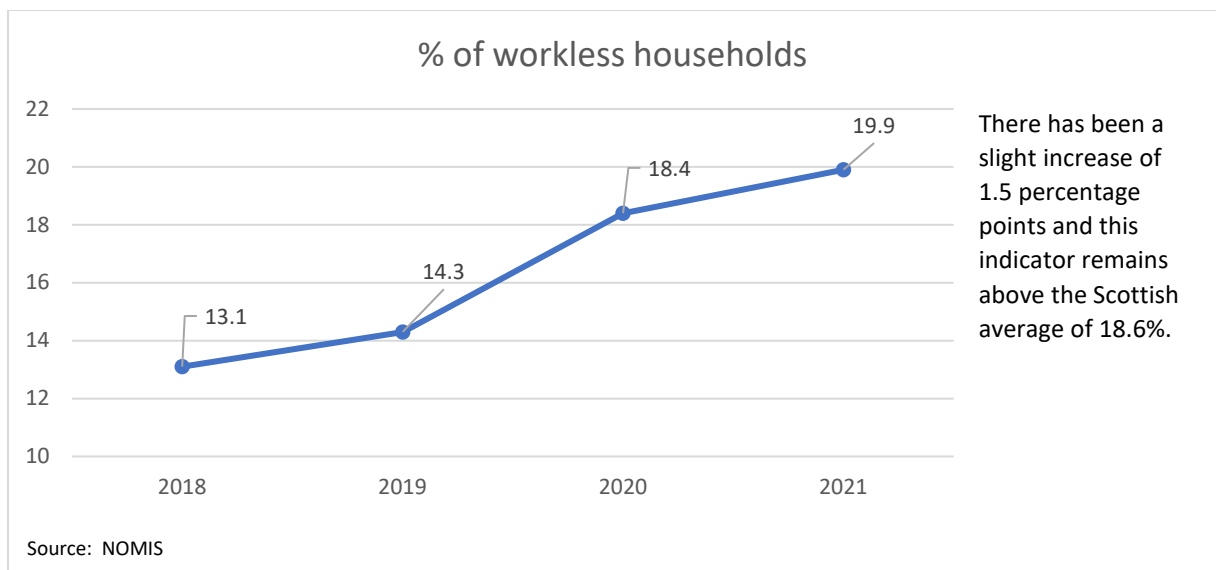
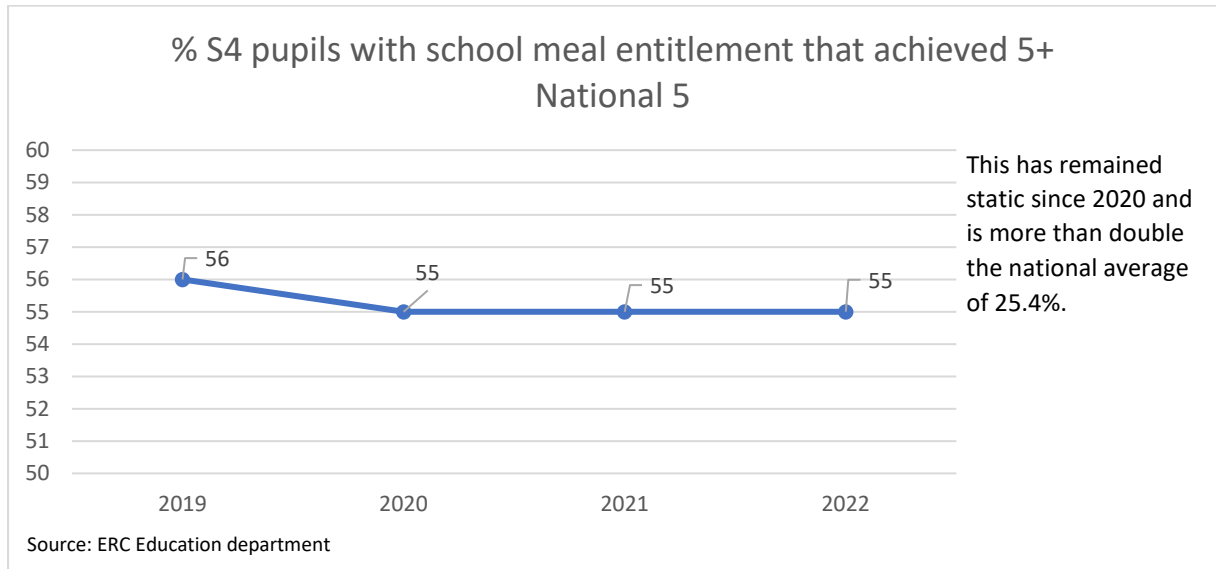
Strategic Priority 2 charts

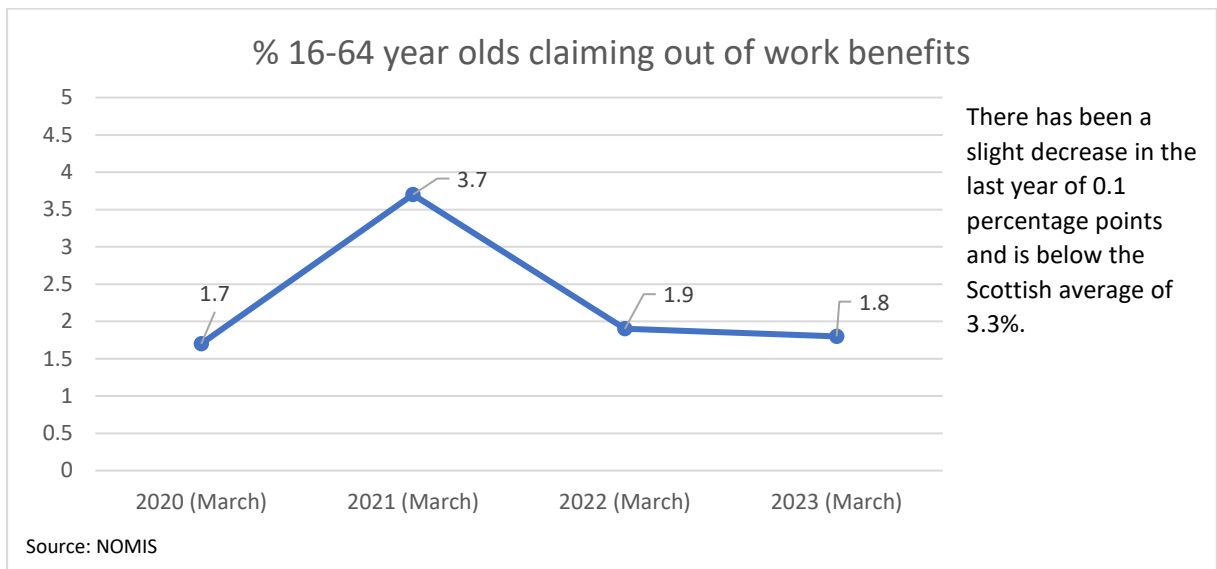
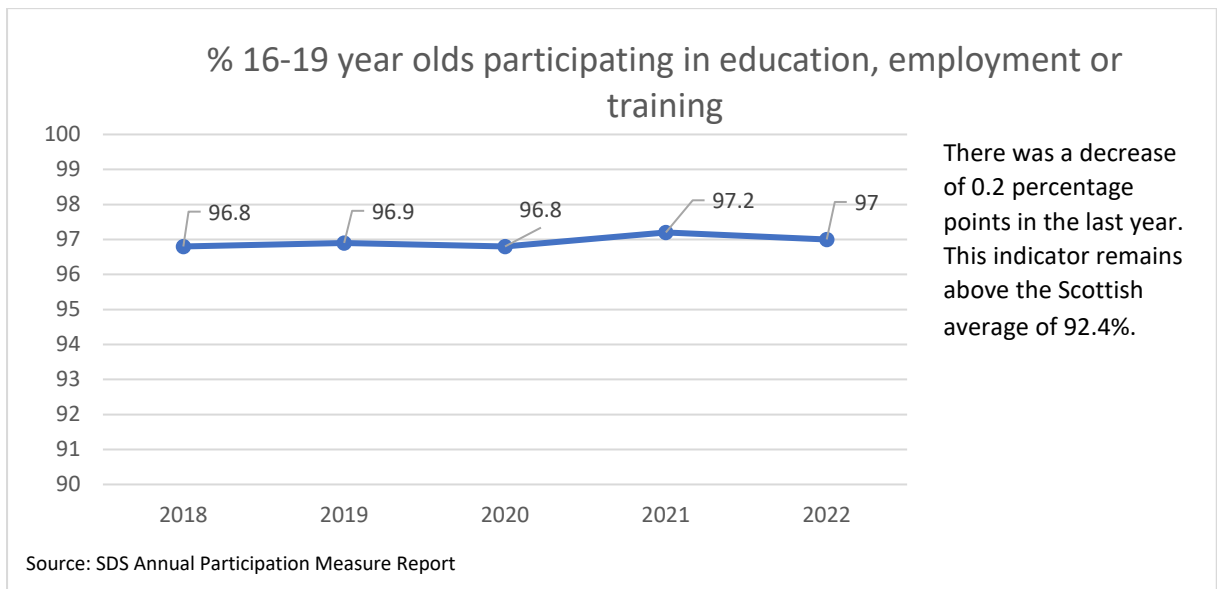
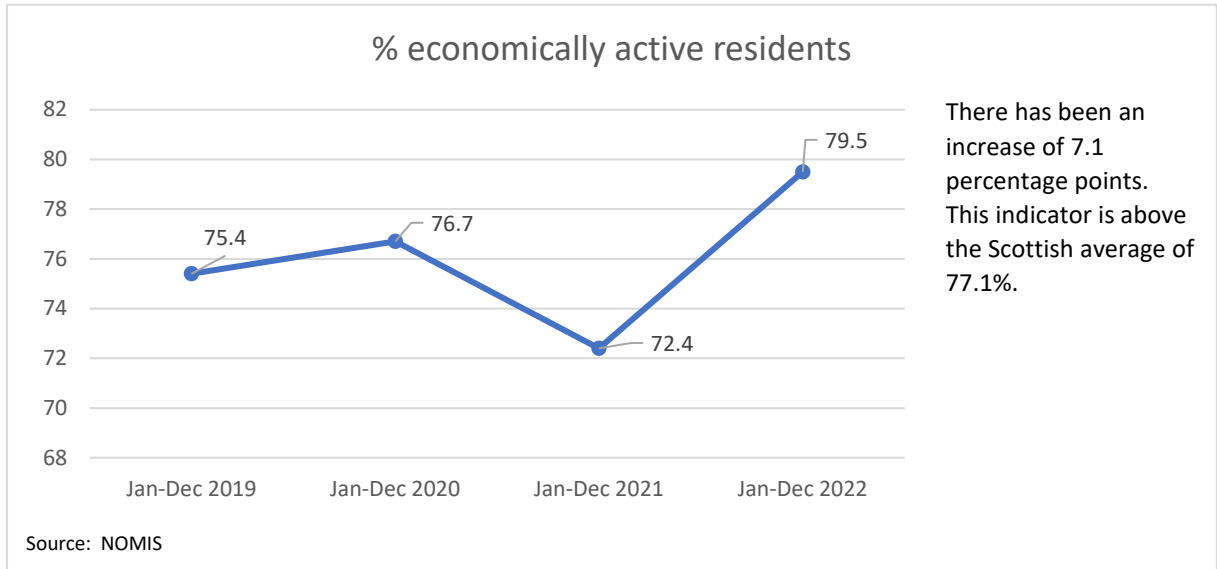




Fairer East Ren progress

The following indicators provide an update on how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Residents have the right skills, learning opportunities and confidence to secure and sustain work.**





## Strategic Outcome 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

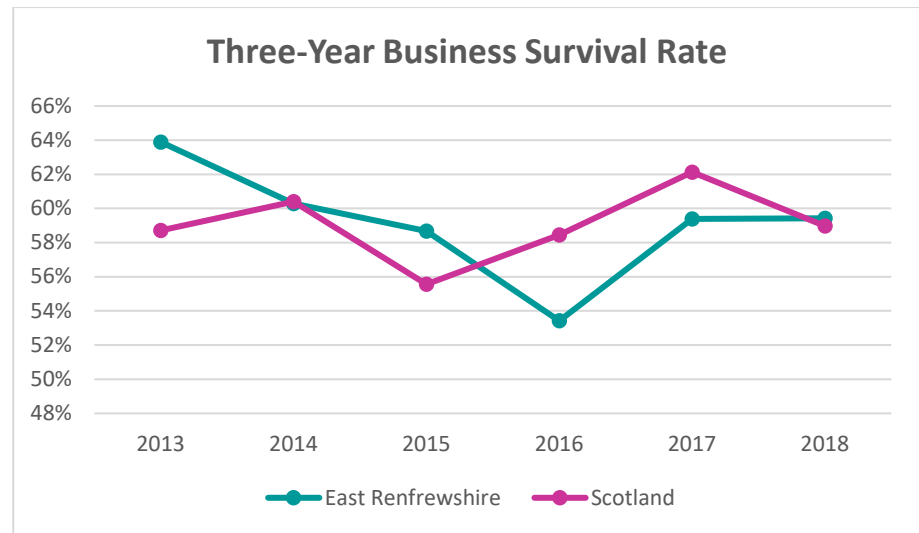
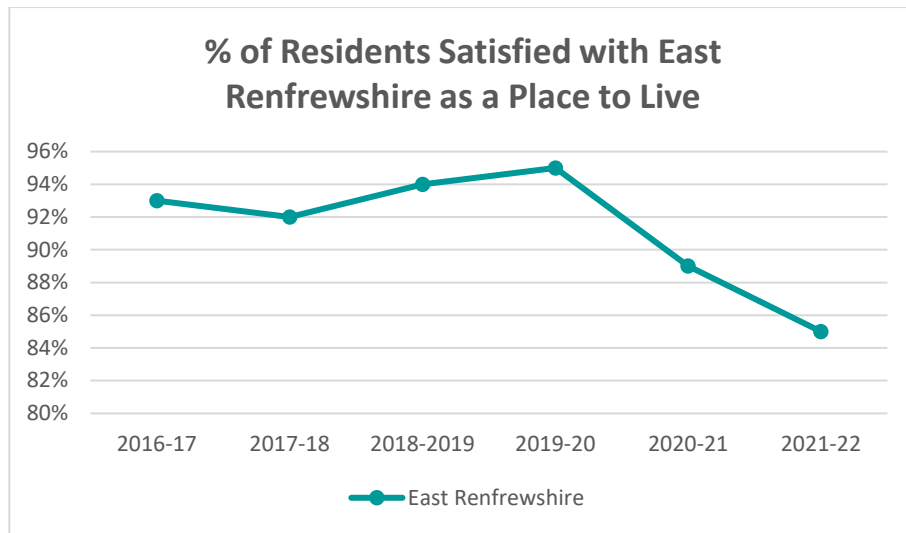
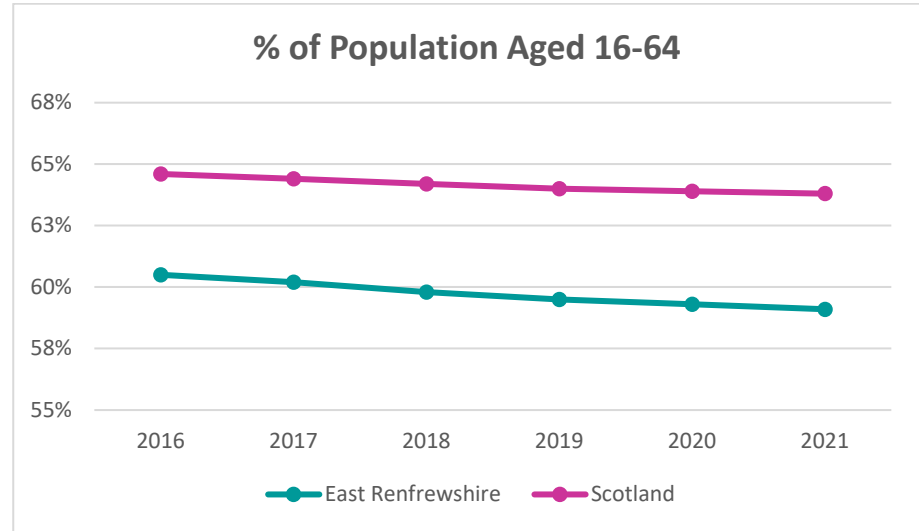
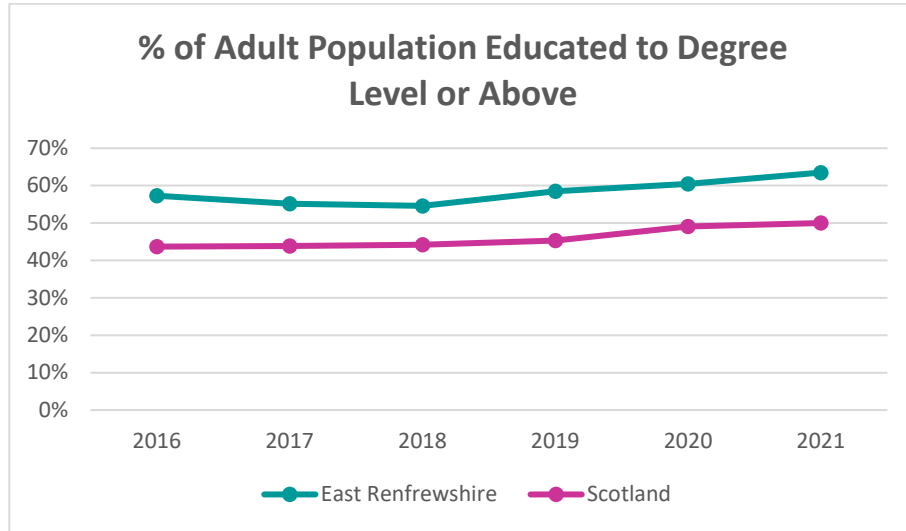
## Community Plan Indicators

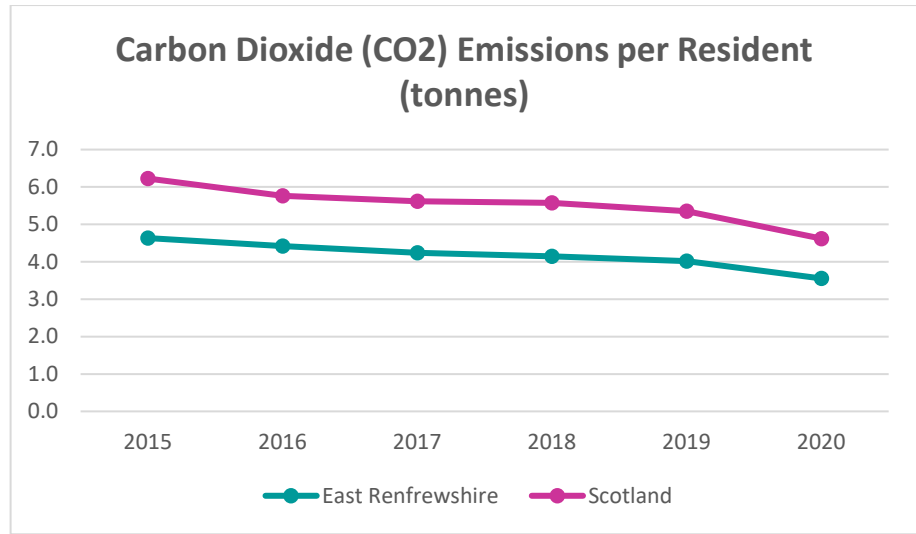
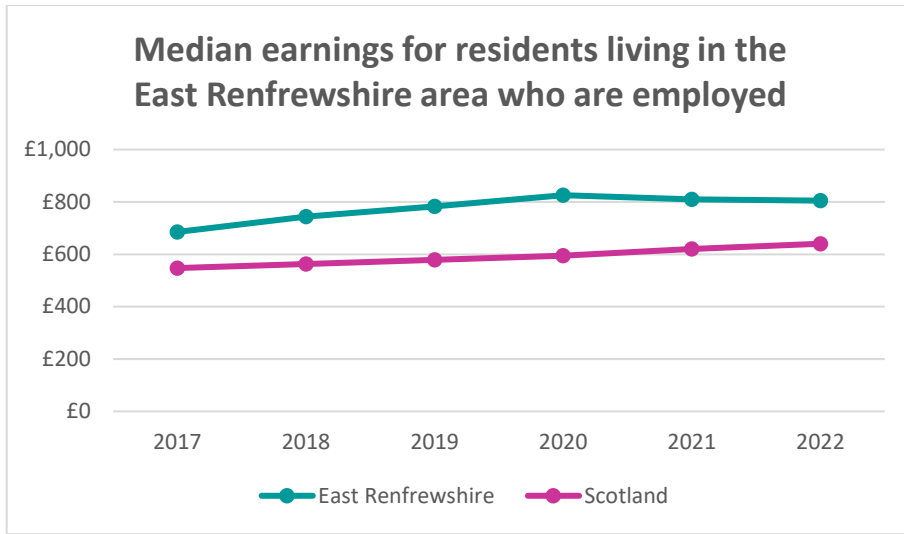
Economy and Environment							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<b>% of adult population with qualifications at NVQ level 4 (HND/Degree) and above</b> (NOMIS, Annual Population Survey)	Gives an indication of how skilled our working age population is.		54.6% (2018)	63.5% (2021)	N/A <sup>3</sup>		The latest rate of 63.5% is higher than the Scottish average of 50.1%. East Renfrewshire has seen an increase in this figure every year since 2019.
<b>% of population aged 16-64</b> (NOMIS, Annual Population Survey)	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.		59.8% (2018)	59.3% (2020)			The working age population is showing a very slight decline over the last few years and the latest figure of 59.1% is lower than the Scottish average of 63.8%.
<b>% of residents who are satisfied or very satisfied with East Renfrewshire as a place to live</b> (Citizens Panel)	Gives a general sense as to how residents feel about living in the East Renfrewshire area.		94% (2018)	85% (2021)		N/A	Satisfaction with East Renfrewshire as a place to live is 85%, the lowest value since 2013. As the Citizens Panel survey is bespoke to East Renfrewshire, there are no national comparisons available.

<sup>3</sup> Currently awaiting the release of the latest statistics.

Economy and Environment							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<b>Business Survival Rates</b> <a href="#">(Scottish Government)</a>	A ratio of the number of businesses still trading after 3 years against the number of new business set up at the same time	↑	60.29 (2014-17)	59.38% (2018-21)	↔	●	The 3-Year business survival rate for 2018 is 59.42%, i.e. 59.42% of businesses that were 'born' in 2018 were still active in 2021. This puts East Renfrewshire above the Scottish average of 58.97%.
<b>Median Earnings for residents living in the East Renfrewshire area who are employed</b> *CPOP Indicator (Office for National Statistics – Annual Survey of Hours and Earnings)	Provides a measure of median earnings for full-time workers who are resident in the area.	↑	£590.70 (2017/18)	£809.40 (2021)	↓	●	The current median earnings has reduced to £804.90 since last year but is still significantly higher than the Scottish average of £640.
<b>Carbon Dioxide (CO2) Emissions per Resident</b> *CPOP Indicator (Department for Business, Energy & Industrial Strategy)	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.	↑	4.6 tCO2e (2015-16)	4.0 tCO2e (2019)	↓	●	The number of CO2 emissions per resident has been decreasing steadily since 2015.

Strategic Priority 3 Charts





Fairer East Ren Outcome 3: East Renfrewshire's transport links are accessible, attractive, and seamless

While the transport strategy is in development there are no current indicators set for this outcome. The Council's draft 'Case for Change' which was launched in September 2022, is the first stage in the development of a new Local Transport Strategy and outlines the evidence base for transport and transport systems within East Renfrewshire. The report incorporates findings from the Community Transport review carried out prior to the pandemic. The report recognised the growing need for Community Transport services which are often fragmented across different service providers, thus limiting the effectiveness of current service provision. This combined with an ageing population and an increased number of concessionary passes/blue badges, is only likely to add to pressure.

In June 2023, the Council launched a public local transport consultation and is reconnecting with Community Transport stakeholders regarding the future delivery model(s) and opportunities for future development. In addition, the new Local Transport Strategy will be supported by an Equality, Fairness and Rights Impact Assessment. This will consider existing evidence, knowledge gaps and reach out to disadvantaged and minority groups, people with protected characteristics and young people to support future policy development.

The new Local Transport Strategy will subsequently consider the role of Community Transport and how future policy and plans can meet strategic outcomes, such as ensuring that transport meets the needs of our most vulnerable residents. It will also have to consider the shifting landscape due to the pandemic and the changes that this will have on travel patterns – both short-term and long-term.



## Strategic Outcome 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...

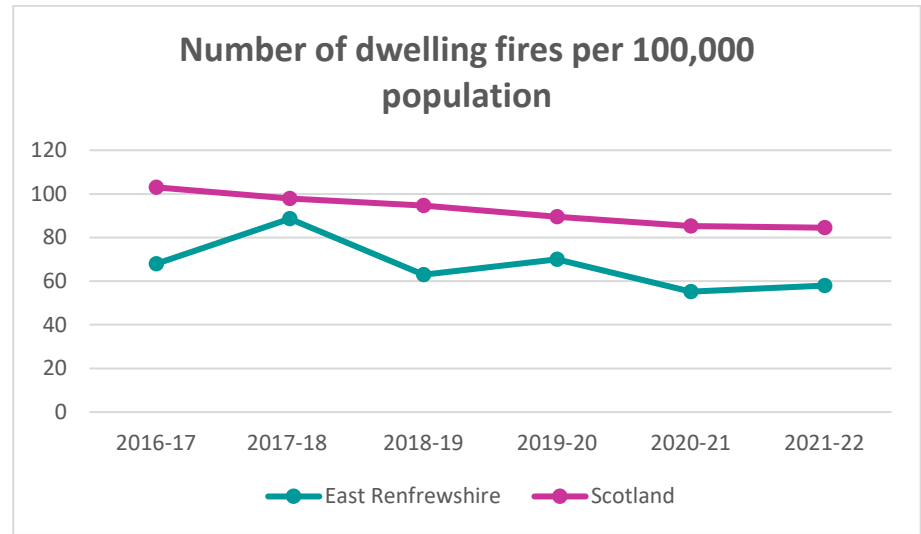
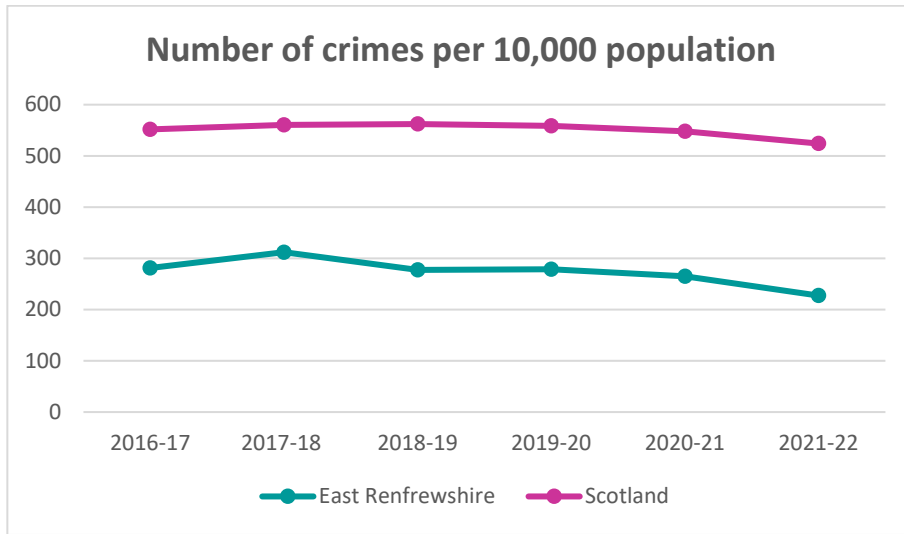
- Residents' mental health and wellbeing is improved\*
- Residents live in safe communities with low levels of crime and anti-social behaviour
- Residents are protected from harm and abuse and public protection is safeguarded
- Residents live in communities that are strong, self-sufficient and resilient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

\*Fairer East Ren outcome

## Community Plan Indicators

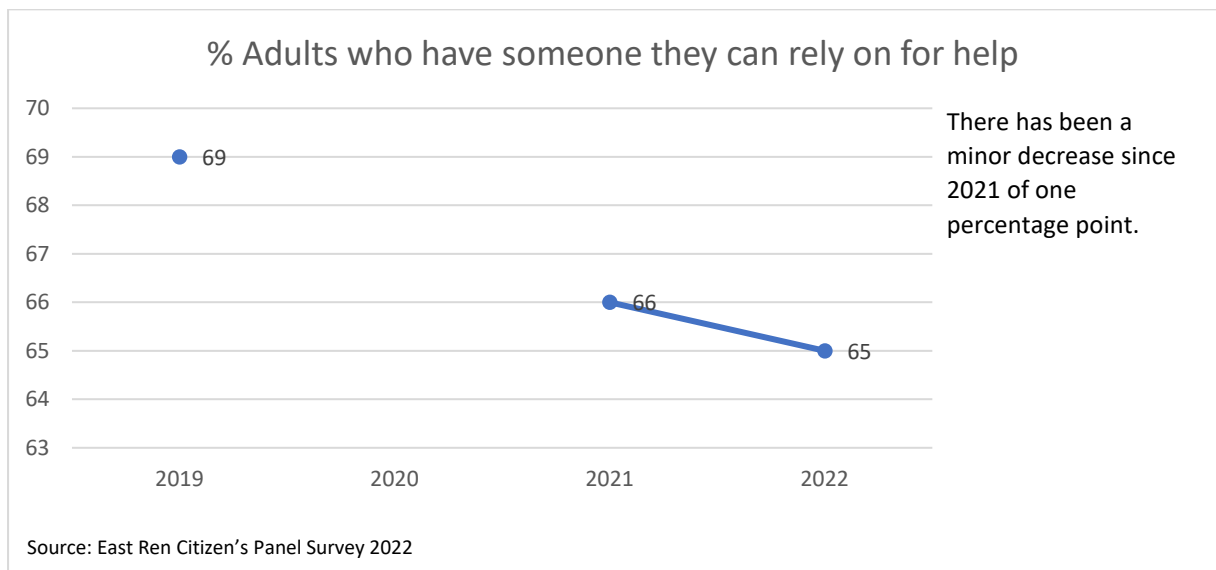
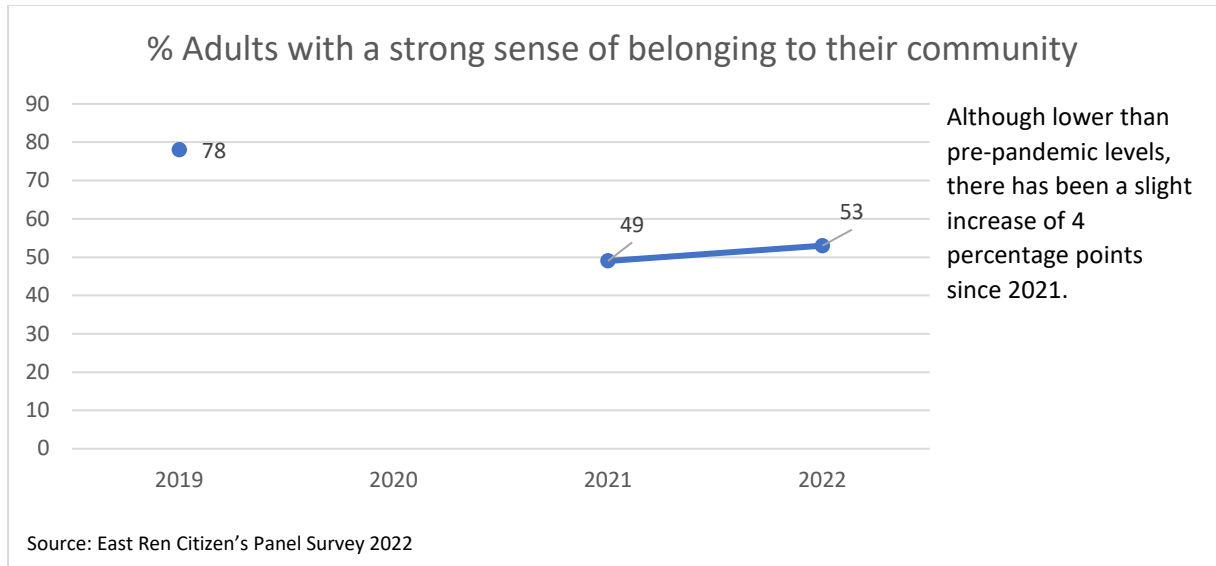
Safe, Supportive Communities							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<b>Number of crimes per 10,000 population</b> *CPOP Indicator (Scottish Government (Police Scotland))	Measure of crimes taking place in the area, indicating how safe the area is to live in.		<b>262</b> (2017-18)	<b>265</b> (2020-21)			There has been a decrease of 38 crimes per 10,000 population to 227. East Renfrewshire remains well below the national average of 524.
<b>Number of dwelling fires per 100,000 population</b> *CPOP Indicator (Scottish Fire and Rescue (data provided to the CPOP))	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.		<b>68</b> (2016-17)	<b>55.2</b> (2020-21)			This figure has increased from 55.2 to 58.0 since the previous year, but still remains well below the national average of 84.5.
<b>% of residents who feel crime in ERC has increased over the last two years</b> (Citizens' Panel)	Perception measure of rates of local crime from East Renfrewshire residents.	N/A	29%	N/A	No new data available	N/A	This measure is no longer monitored in the Citizen's Panel and will not feature in future reports.

Strategic Priority 4 Charts



Fairer East Ren Progress

The following indicators provide an update on how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Residents’ mental health and wellbeing is improved.**



In 2020 a thematic survey on climate change replaced the annual Citizens’ Panel survey therefore no data is presented for that year in the above two charts.

For 2021-22 some new critical indicators were added which reflect priorities at a national level with the Scottish Government’s ‘A *Connected* Scotland’ Plan highlighting the role of connected communities in tackling social isolation and loneliness. This includes providing digital devices (123 people received in 2022/2023) and digital support (572 individuals), supporting volunteering opportunities (155 individuals) and connecting residents to the Community Hub managed by Voluntary Action East Renfrewshire (1,004 calls received).

## Strategic Outcome 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...

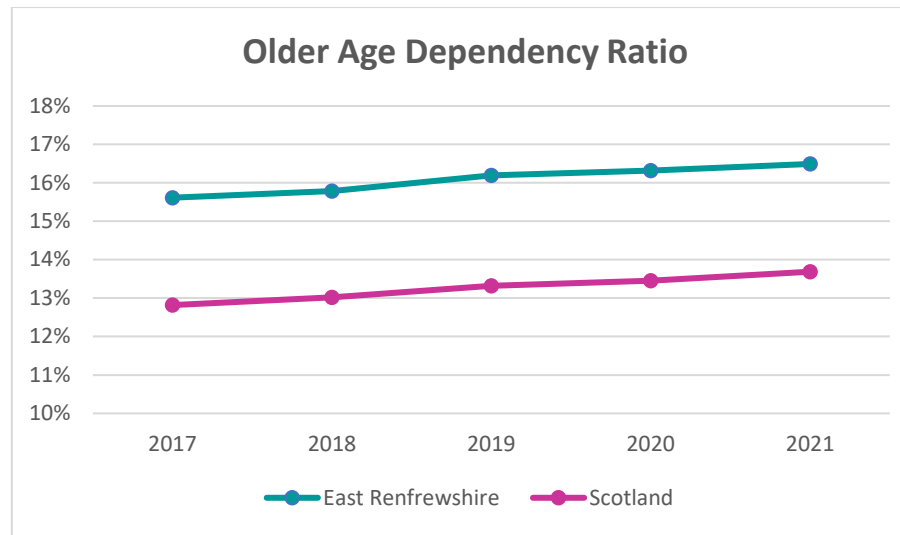
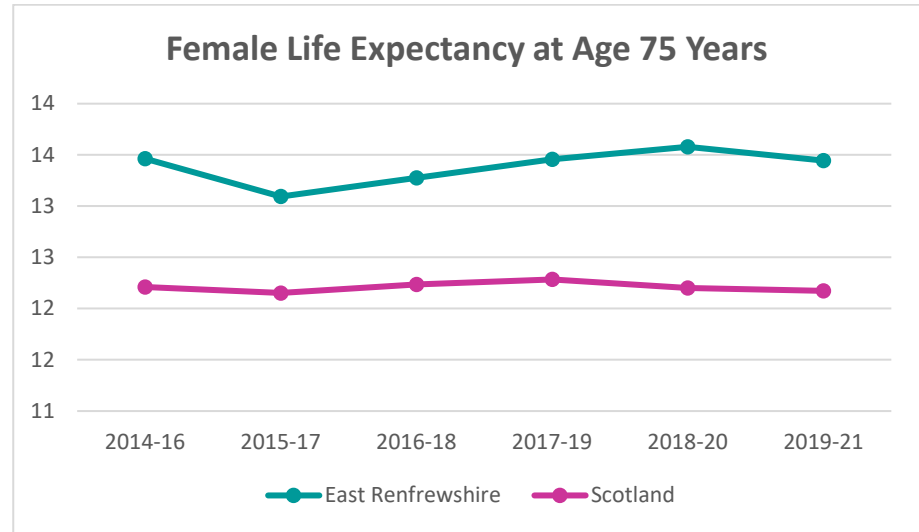
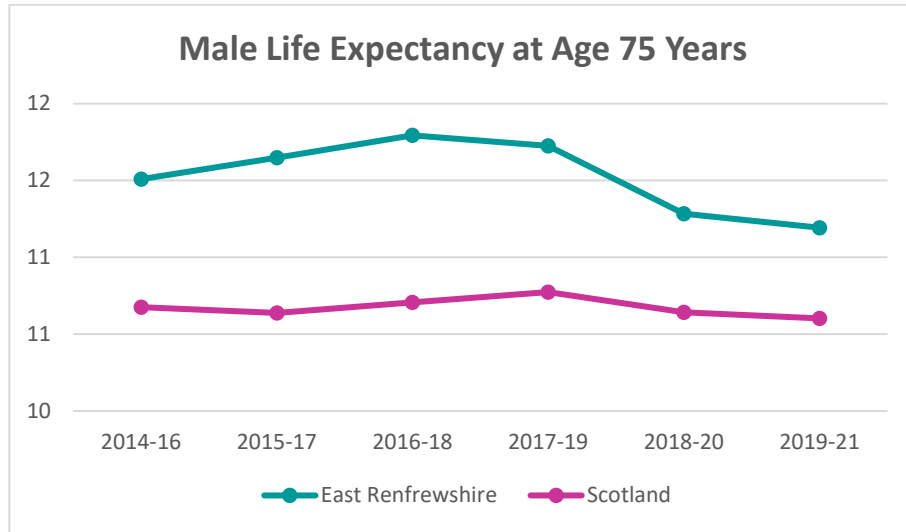
- Residents are safe and more socially connected within their communities\*
- Older people and people with Long Term Conditions stay as healthy as possible
- Older people and people with Long Term Conditions live safely and independently in the community
- Carers are valued and can maintain their own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

\*Fairer East Ren outcome

## Community Plan indicators

Older People and People with Long Term Conditions							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<b>Older Age Dependency Ratio (Ratio of people aged 75+ to the working age population aged 16-64)</b> (NRS Population Estimates)	Ratio of older people 75+ to the working age population (16-64). A rise in this ratio, 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.		<b>15.8</b> (2018)	<b>16.3</b> (2020)			Ratio of older people 75+ to the working age population has risen every year since 2018. This is a national trend, but East Renfrewshire remains higher than the national average.
<b>Male Life Expectancy at age 75 Years</b> (NRS)	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.		<b>11.7</b> (2015-17)	<b>11.3</b> (2018-20)			Male life expectancy at age 75 like life expectancy at birth shows a very slight decline which reflects a national trend. East Renfrewshire has a higher life expectancy rate than the Scottish average.
<b>Female Life Expectancy at age 75 Years</b> (NRS)	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.		<b>13.1</b> (2015-17)	<b>13.6</b> (2018-20)			Female life expectancy at age 75 like life expectancy at birth shows a very slight decline which reflects a national trend. East Renfrewshire has a higher life expectancy rate than the Scottish average.

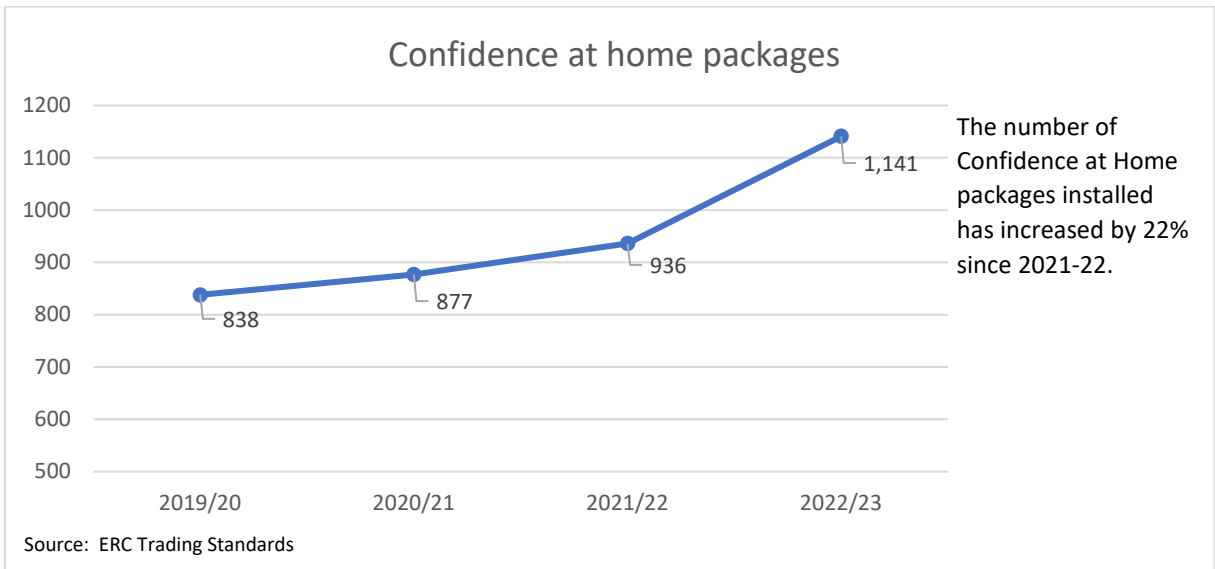
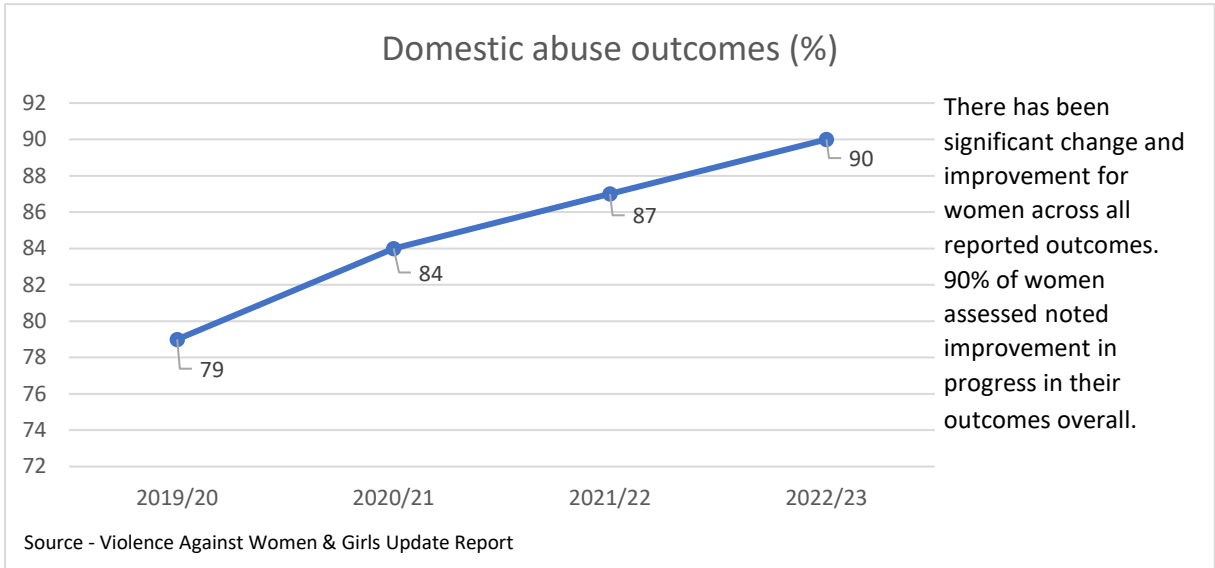
Strategic Priority 5 Charts



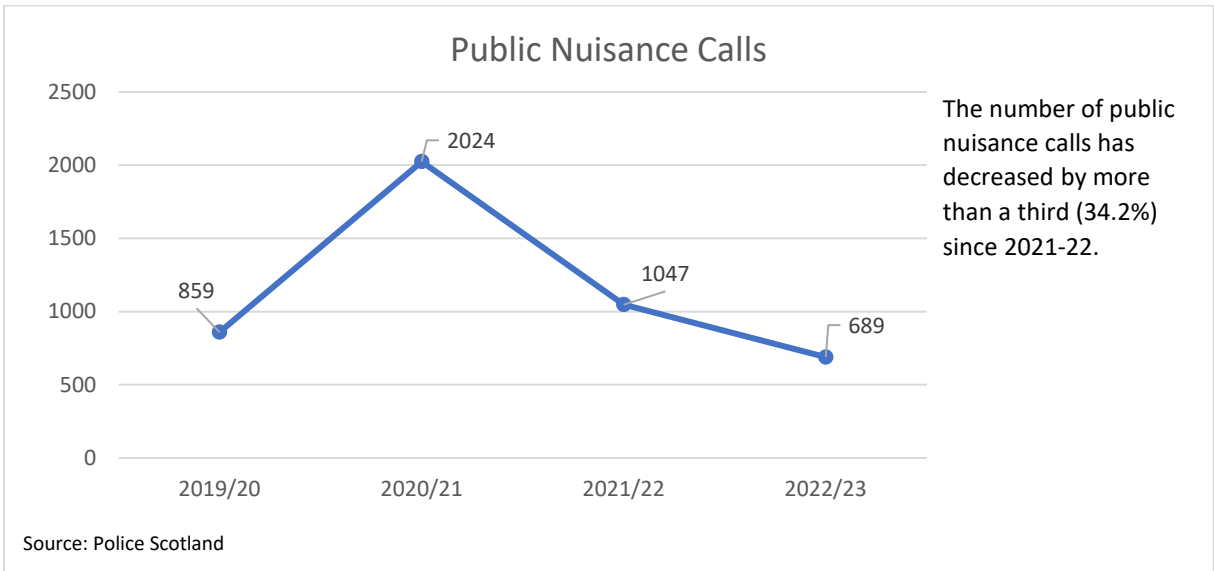
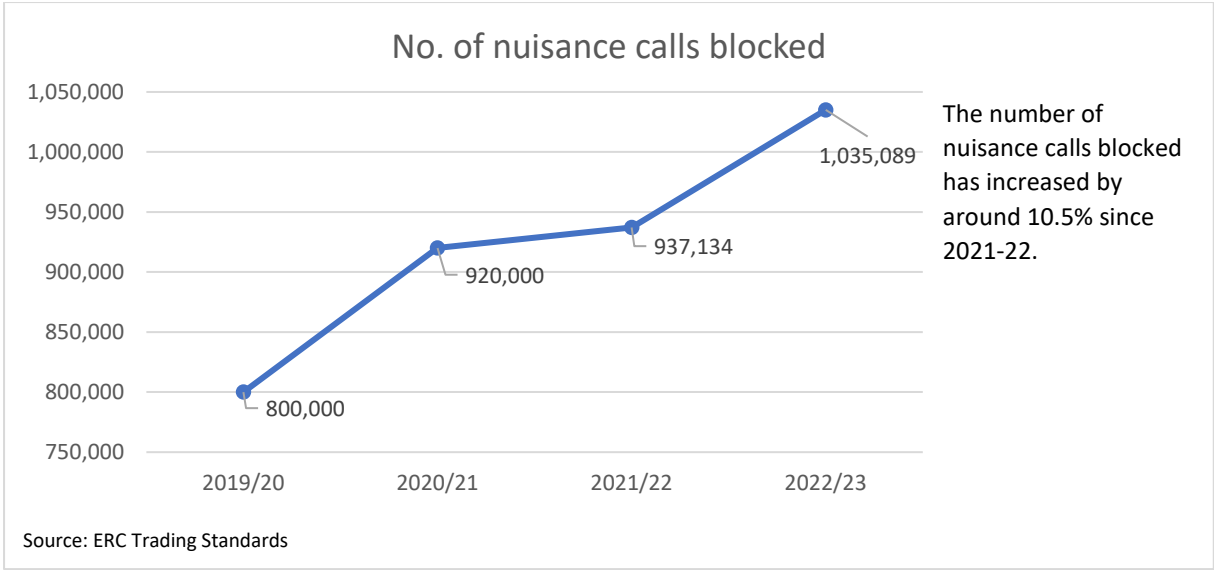


Fairer East Ren Progress

The following indicators provide an update on how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Residents are safe and more socially connected within their communities.**







## Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank



Work continues with our Community Planning Partners to reduce the inequalities experienced by residents in areas where outcomes in health, employment, education and experience of crime can be disproportionately poorer when compared with other areas of East Renfrewshire. Within East Renfrewshire, these locality planning areas are Auchenback; Arthurlie, Dunterlie, & Dovecothall (ADD2) ; Neilston and Thornliebank.

Over the last year, five events have been held by Linking Communities within three of the Locality Planning areas – Barrhead, Neilston and Thornliebank. This resulted in 47 local groups and organisations receiving nearly £85,000 for recreation, sports and fitness; activities for older people, children and young people and activities for people with additional support needs (An additional £82,928 was carried over from the 2020/2021 allocation due to Covid and distributed to 45 local groups during the Summer of 2022).

Voluntary Action East Renfrewshire (VAER) have run two grant making PB events with £150,000 of Council Humanitarian Funding being allocated to 37 projects through 800 votes. Some of these include Dunterlie baby and toddlers; *I care about me!* (East Renfrewshire Young Carers' project); Dementia Family Support and Thornliebank Family Fun Day.

There has also been increasingly more face-to-face engagement with community groups and residents from these areas over the last year and we are building on these relationships to explore their priorities and aspirations for the communities in which they live.

In Neilston, residents were surveyed about previously identified priorities (pre-pandemic) to find out if these were still relevant today. The priorities were life-long learning, skills & rights; community pride in the built up & natural environment and accessible leisure for health & wellbeing

Almost 80% said that community pride and accessible leisure were still priorities, with half highlighting life-long learning as a goal for Neilston. In terms of other priorities which residents felt should also be addressed, the top three were the cost of living and feeling safe in their community followed by transport. The survey also gave residents the opportunity to register their interest in working alongside the Community, Learning & Development (CLD) team and being more involved in local decision-making. A community event is currently being planned for the summer aimed at getting residents and community groups involved in the locality plan and working in partnership with community partners such as Neilston Development Trust, East Renfrewshire Culture & Leisure and council departments.

Similarly, in Auchenback, community engagement has shown that priorities have changed post-pandemic and we are working with partners and the community to address these. Links have been established with community groups (e.g. the Arthurlie Women's Group) .We are also planning for an event in the Auchenback Resource Centre to bring people together to explore their priorities and how residents want to engage.

Once priorities have been identified in all the locality planning areas, steering groups with representation from the community and services will be set up in each area to progress the development of a locality plan for that area.



**Report produced by Strategic Services Team, East Renfrewshire Council**

**Contact:**

Claire Coburn, Strategic Services Lead Officer: [Claire.Coburn@eastrenfrewshire.gov.uk](mailto:Claire.Coburn@eastrenfrewshire.gov.uk)

## A selection of case studies to demonstrate good practice and partnership working

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

### Unveiling a New Chapter: A Family's Journey from Isolation to Integration with Family First

#### The referral

Maryam\* is a mother of a three-year-old and a ten-year-old stepdaughter, living within a multi-generational household. Speaking English as an additional language and with very low self-esteem, she was trapped in a vicious cycle of isolation. A referral was made to Family First by a Health Visitor who recognised the need for support to help reduce isolation, improve confidence, and connect Maryam to appropriate community resources.

#### First steps

The first step was developing a comprehensive action plan in collaboration with Maryam. Lacking any knowledge of community supports or activities, Maryam was both overwhelmed by the unknown and anxious about stepping outside her comfort zone. She scored quite low in a scale that measures Family Wellbeing, reflecting her feelings of isolation and low self-worth.

The Family First Worker helped Maryam through regular visits introducing her to different community organisations and venues, providing constant support and encouragement. A trusting relationship formed as the Family First Worker showed unwavering belief in the mother's potential, giving her the push she needed to try new things and gradually gain confidence.

**“Maryam’s story exemplifies the impact Family First can have. From a position of isolation, we empowered the mother to build her confidence, connect with her community, and transform her life. As she flourishes, her children will also reap the benefits, fostering a positive cycle that goes beyond the family unit, enriching the community as a whole.”**

**– Family First worker**



The process of transformation was gradual yet profound. Maryam started making weekly visits to the local library with the Family First Worker, who introduced her to the staff and helped her register her children as members. Over time, she grew comfortable enough to make these visits independently.

Maryam was also introduced to public transport, expanding her horizons and allowing her to explore family-friendly places like Pollok Park and the Gallery of Modern Art. The Family First Worker connected her to the Off Grid Outdoor Toddler Group and helped to secure a nursery place for her son. She also participated in small Parent/Child sessions through the Family First Loneliness Project, where she formed friendships with like-minded parents.

And now....

Maryam scored a lot higher on the Family Wellbeing Scale, highlighting her growth. More importantly, she has started participating in group activities independently and is exploring personal development and learning opportunities.

\*Maryam's name has been changed to maintain anonymity and to protect privacy



### Supporting the Minds of Our Children and Young People

*"I liked opening up and talking in an environment that I felt safe in and that I felt like I was actually being listened to."- Young Person*

Healthier Minds is an innovative, multi-disciplinary emotional health and wellbeing service that has transformed the way children and young people aged 10-18 years access mental health support in East Renfrewshire. This is one of the first initiatives of its kind and offers a new way of thinking about mental health in children and young people. The service is built on a co-production approach where staff, children, young people, parents, and carers identified new approaches to successfully respond to the mental and emotional wellbeing needs of our children and young people.

Mental health support for young people was under pressure even prior to the pandemic. However, lockdown has exacerbated feelings of anxiety and stress for many young people. Through various funding streams, East Renfrewshire Council has established this multi-disciplinary team known as Healthier Minds. This service has enabled the HSCP to work with local partners to respond to the increasing demand for support in the area. This in turn has ensured that many more children, young people, and their families receive the support they need, when they need it, underpinned by the values, principles, and components of GIRFEC. (Getting it Right for Every Child).

**93% of children and young people accessing the Healthier Minds Service report improvements in their mental and emotional wellbeing, with only a small number of young people being referred to Child and Adolescent Mental Health Services (CAMHS) for specialist support.**

The service has been shaped by community-led insights and a need for approaches to mental health that bridge the gap between

school and home. The service delivers a blended model of support with two main areas of delivery:

- The development of school counselling provision – this includes upper Primary School and extends availability to include school holiday periods, increasing capacity by 50%.
- A new model of systemic individual and family support which works between home and school.

A multi-disciplinary screening hub model has also been developed to rapidly review referrals and to ensure that children and young people are supported within the right service for their needs. The Hub meets on a weekly basis, attended by regular stakeholder representatives from CAMHS, Social Work, Youth Counselling, Educational Psychology, and Children 1st: Family Wellbeing Service. Local partnerships have been strengthened by the establishment of the Hub. From the first meeting of the screening hub in November 2020 through to April 2023, more than 1,000 referrals have been reviewed.

From the start, communication has been a key priority, ensuring that education colleagues and partners understand the service and the referral pathway. Support continues to be offered from the service co-ordinator and principal teacher for pre and/or post referral discussions, advice, support, and guidance as well as a listening ear for staff.

This innovative approach to children and young people's mental and emotional wellbeing has taken pressure off existing services, particularly CAMHS, and provides earlier holistic support based on the individual's needs.

The Healthier Minds team offer 1-to-1 and whole family support, as well as group work and whole class input. A new training/information sharing network has been created to build capacity. Staff from Education, HSCP, and the third sector attend this network. 300 staff have been trained in the Healthier Minds approach.

Every parent and carer who completed an evaluation reported that they would recommend the service to others. This service has exceeded expectations and continues to have a positive impact improving the mental and emotional wellbeing of our children, young people and their families.

**“The support of this service has been a significant factor in my daughter's recent progress.”**

**- Parent**



## Outcome 2 – East Renfrewshire residents are healthy and active and have the right skills for learning, life and work

### Young Peoples Guarantee- Matching Young People with the Right Opportunities

*“I’m really enjoying it, it’s different work every day” - Josh*

The Young Person's Guarantee (YPG) scheme brings together employers, partners, and young people. It aims to connect every 16–24-year-old to an opportunity, be it a job, apprenticeship, further/higher education, training or volunteering, or an enterprise opportunity.

Kevin Wilson, greenkeeper at Ferenze Golf Club in Barrhead was seeking a new apprentice but due to lack of resources he needed assistance with the recruitment and funding. He was looking for a school leaver with an interest in working outdoors and/or golf. A vacancy template was developed with support from a Business Liaison Officer within the Council's Economic Development Team. The post was then advertised on the Work EastRen vacancy board and circulated to youth employment client advisors.

**“Josh is doing great. I don't think there's any hurdles he's not willing to challenge or give a try.”**

**- Kevin**



Once the successful candidate, Josh, had been appointed, Employer Recruitment Incentive funding was applied to the role, amounting to £6,000 per year. The funding can be used in several ways, for example to offset against wages, for training, equipment, or uniform.

Find out more about Josh's journey to employment by clicking [here](#).

This Young Persons Guarantee Programme is committed to increasing the variety and type of job opportunities for all with enhanced services to support employers to recruit people with barriers to securing/sustaining work.



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

### Cowan Park Gate Lodge Case Study

Cowan Park Gate Lodge is an early 20th century building that had fallen into disrepair and was on the Buildings at Risk Register for Scotland. Now, the new Hub provides a much needed home and additional spaces for Social Enterprises, community groups, and other third sector partners to operate and deliver a variety of local services and initiatives. The project is a catalyst for further local regeneration and builds on a local asset within an area of disadvantage and deprivation, ensuring it is accessible for all.



There was interest from some local charities and social enterprises to deliver this project, with the charity Include Me 2 Club (IM2C) submitting the winning proposal to run and manage the Gate Lodge. IM2C is an award-winning charity that provides a wide range of activities and services for children, young people, adults, and families affected by additional support needs, disabilities (physical and learning), mental health conditions, or those suffering from isolation or loneliness.

From the beginning of the project, IM2C have played a key role in the design, internal and external layout, physical construction, fit out, access routes, and landscaping of the Gate Lodge. The experience and insights of IM2C have ensured that the Lodge is as accessible as possible and is designed around the needs of the local community. The Hub has seen a number of positive outcomes, including the creation of 60 training/skills development placements, 5 new permanent jobs, 20 existing jobs supported/sustained, five local community groups supported, and new activities created for the local community.

**“What an amazing transformation to a building that has been derelict for such a long time and being put back to work in the community and offering much needed services to the park that has been greatly needed for such a long time.”**

**– Local Resident**

One such offer is the Bike Hub, a facility that offers bike servicing, a workshop, and cycle leader training. Mia\* is a local resident who recently used the Bike Hub to become a qualified ride leader. Mia has ADHD, autism, and learning disabilities. In order for her to become a qualified cycle leader, she led a group of women cyclists from Govanhill to the Clyde Walkway. The IM2C Bike Hub said of Mia's success: "this is a brilliant achievement and we're very proud of all our volunteers, especially our youth volunteers."

**"Mia has ADHD, autism and learning disabilities and is a prime example of anything is possible, nothing should ever be a challenge."**

**- Volunteer**



What the Hub at Cowan Park Lodge shows is how support for a local social enterprise has brought life back to a building and increased employment training for residents with disabilities. For example, The Social Blend Coffee Shop at the Hub provides members with the opportunity to

learn and develop skills involved in working in a retail and hospitality setting. The Hub's training programme teaches key skills, such as food and drink preparation, EPOS till use, stock takes, and customer service. This initiative benefits individuals on the training program, and has received praise from local residents who visit the café:

*"My friend and I went there today, for a coffee and scone in very friendly and pleasant surroundings".*

Residents and locals have said:

*"Great to see some of our young people working there"*

The new hub will offer a number of local services, some job creation, training opportunities, and will potentially attract new investment for the future of the area and its residents. The Lodge is located within an area of Barrhead that is in the bottom 20% of the Scottish Index of Multiple Deprivation, making it accessible to residents who might benefit the most from the services on offer.

\*Mia's name has been changed to maintain their anonymity and to protect their privacy

## Charting a Greener Future: Implementing Climate Change Impact Assessments in Council Decisions

*"Before we had the Climate Change Impact Assessment, we were driving with a blindfold on, making decisions without fully understanding their impact on our carbon footprint-Council Climate Officer."*

In 2021, East Renfrewshire Council declared a climate emergency. A critical issue emerged - how were council decisions impacting the climate, and were they supporting or hindering the goal of achieving net-zero carbon emissions by 2045? Before the Get to Zero initiative, these questions remained unanswered. There was no formal mechanism for evidencing the carbon impact of a proposal or understanding its potential impact on the council's net-zero objectives.

The council's Get to Zero team saw this gap and said: "We can, and we *must* do better." They understood that without proper data, the council couldn't make meaningful change

The Get to Zero (GTZ) team took on the challenge of developing the Climate Change Impact Assessments (CCIA) process. Recognising this was not just a local but a national issue, the GTZ team convened a national CCIA Task and Finish Group through the Sustainable Scotland Network. They worked to gather experience and best practice from across the country, culminating in the creation of a comprehensive set of guidelines published in May 2023.

"The day the CCIA was incorporated into the council's processes was a turning point. We finally had a tool that could ensure carbon reduction was at the heart of our projects."

Implemented in October 2022, the CCIA process became a game-changer for the council's decision-making process. Every proposal is now subject to an accessible screening exercise carried out by the lead project officer. This exercise sheds light on the potential climate impacts - positive or negative - across three key areas: council operational emissions, community emissions, and climate adaptation.

The GTZ team collaborates on the second stage of the process, grading the extent of the impact and having open discussions on how to mitigate negative impacts or enhance the positive ones. The CCIA has illuminated the path towards achieving the council's carbon net-zero targets, fostering a new understanding of climate impacts among decision-makers.

This story exemplifies how a determined council, faced with the pressing issue of climate change, took transformative steps to ensure that their actions align with the goal of carbon neutrality. As we continue to face this global climate crisis, their journey serves as an inspiring blueprint for other councils and organisations to follow.

**"One of the most positive outcomes of the CCIA is the dialogue it opens up. When we identify potential impacts, it's not a cause for panic but an opportunity for discussion and improvement."**

**- GTZ Officer**

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

### Supporting Sam to Become Digitally Connected

*“I now use the laptop every day. I don’t know how I managed before I guess I wasn’t really managing and that’s why I came to MART to help me sort out my affairs”*

Sam\*, a single 48-year-old local resident living on his own, could no longer work due to poor physical and mental health. He was in receipt of Universal Credit and Personal Independence Payment, and he had contacted the Money, Advice and Rights Team (MART) as he needed help with his financial affairs. Sam said: “I felt totally lost regarding my debts and don’t know where to start. I need help especially with my bank account and overdraft.”

Sam had no access to digital services as he did not have a laptop and, in his words, only had “a knackered phone.”

MART secured a laptop for him and showed him the basics of booting up, accessing Google, basic web awareness, as well as information about Universal Credit. Sam has now embraced the digital world – he uses his laptop to keep up to date with his online Universal Credit Journal, opened a new bank account online, and has come to an arrangement to reduce his overdraft.

He can now use banking online to check he has money in his account to cover bills and avoid bank charges by staying out of his unauthorised overdraft. He uses his laptop to access services such as keeping in touch with MART and sending documentation via email, where before he would need to come into the office. Sam also uses the laptop to keep track of hospital and doctor appointments. He also uses the device for online shopping so he can shop around for the best deals and have his food shopping delivered when he finds it difficult to get out the house. The laptop has a recreational role in his life too as he can now surf the web, watch videos, and listen to music. He has set up a Facebook page to keep in touch with family and friends.



This case study demonstrates our commitment to connecting residents and communities by increasing digital participation levels throughout East Renfrewshire. In addition to the devices provided by the Council and its partners to our most vulnerable residents, we also secured over £22,000 via the Scottish Government’s Connecting Scotland programme during 2022-23.

This meant we were able to distribute Chromebooks, iPads, and mi-fi devices to those most in need.

\*Sam’s name has been changed to maintain their anonymity and to protect their privacy



## Warm and Welcome Spaces East Renfrewshire

*“I’ve enjoyed the company immensely. Feels like a safe and secure environment”*



Average energy prices have risen by 54% since early 2022, with the typical annual bill set to increase again in 2023 when the government’s energy price guarantee is scaled back. While it is not unprecedented for people to face financial hardship and difficult choices over winter, the cost-of-living challenges faced by the UK have

worsened these difficulties and this reality has been felt by many more homes and families this year.

Working with our partners and voluntary organisations, safe, secure, warm, and welcoming spaces for vulnerable members of our communities have provided a vital support during this challenging time. Alongside Voluntary Action East Renfrewshire and East Renfrewshire Culture and Leisure Trust (ERCLT), the Council helped to coordinate and support a community-led response to deliver Warm and Welcome Spaces and activities over the Winter period 2022/23. This approach aimed to empower communities to self-support by providing individuals and families that were struggling to heat their homes over winter a place to go, keep warm, have a hot refreshment and gain some respite from the difficulties they may be facing at home, whilst maintaining dignity and providing holistic support.

A small, multi-agency working group with VAER and ERCLT was established to define the spaces and their principles, design the Fund criteria and guidelines, and assess the funding applications, as well as monitor the



impact of this project. Through this fund, community groups operating in East Renfrewshire have been able to access grants of up to £2,000 to provide additional services, hours, and/or capacity during winter months. In addition to offering a space, many organisations have also offered a variety of activities for residents to engage in, such as knitting groups, table tennis clubs, arts and crafts, and film viewings.

**“People really need a warm welcome and a space where they can get a sense of connection, community and support—and where they can get help with all the issues they face not just their heating bills.”**

**- Community Worker**

This partnership approach resulted in **33 organisations** receiving a small grant from the fund, **46 spaces** were set up across the council area, and these were visited over **3,500 times**.

A wide and diverse range of Warm and Welcome Spaces opened up across East Renfrewshire. Some examples include; Orchardhill Parish Church in Giffnock extended their café days and provided games, films, and crafts to new and regular visitors. The Iqra Learning Centre in Barrhead extended opening hours to provide a Warm and Welcome Space to the local BAME community, with special focus on women in this group.

The clearest and most positive impact Warm and Welcome Spaces have had is the effect of this initiative on loneliness and isolation for residents. Our older residents made up a significant proportion of the attendees and were most likely to return to the spaces every session. Companionship was noted as the most obvious motivator for people accessing these spaces and activities have allowed residents to interact and form new connections. Post-Covid, some have found it difficult to re-engage and feel connected to their communities and these spaces have given many the opportunity to reverse this and feel a strong sense of community. The impact these spaces have had on mental health has been vital for vulnerable residents over winter by *“bringing communities together during these challenging times.”*

Many of these spaces also made connections across our partners and linked into services that could offer further support to attendees such as our Money Advice and Rights Team and East Renfrewshire Citizens' Advice Bureau, who both attended various groups.

Through the strong working relationships across our partners and community organisations, Warm and Welcome Spaces have been safe and secure hubs of community, that have helped people to make connections and build friendships. In doing so they have created the longer-term social support networks that can sustain people all-year round.

You can watch a short video of some of the groups speaking about their Warm and Welcome Space [here](#).

**“It has been great seeing local community socialising. We would like this to continue and it's important for mental health and social care.”**

**- Iqra Learning Centre**

## Water Safety for Our Younger Residents

East Renfrewshire has a number of outdoor water places including Picketlaw Reservoir in Eaglesham which attracts a number of young people, particularly during the summer months. Unfortunately, many risks come with this, including water safety and in some cases anti-social behaviour.



Keen to address this risk, East Renfrewshire Water Safety group was established. This group is a partnership of Community Policing, East Renfrewshire Council Education Department, Scottish Water, Scottish Fire and Rescue Service. One of the first actions was to request that Scottish Water improve the ironwork around water towers to reduce the attraction of diving from the towers. The group meet regularly to tackle safety concerns and to educate young people of the dangers of cold open water swimming, particularly whilst consuming alcohol. The East Renfrewshire Water Safety group is

now established within the national Partnership Approach to Water Safety (PAWS) and is attended by additional partners including Council representatives from Environment, Community Safety and Youth Services, Scottish Ambulance service, Health Improvement, and RNLI. The PAWS group brings together a wealth of knowledge, learning experiences and a range of educational resources that are now being delivered in East Renfrewshire schools. The group is constantly adding new areas of expertise, aligning to national goals, and continuing to meet on a regular basis.

This case study demonstrates our continued commitment to working with partners to ensure our residents are safe. In 2022, water safety featured for the first time as part of East Renfrewshire's intensive swimming lessons six-week holiday programme (attended by over 1,500 young people) with drowning prevention lessons covered every Friday. Water safety awareness is now also built into the annual Learn to Swim programme and water safety awareness sessions are carried out in classrooms and assemblies across all local primary schools.

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

### Switching Telecare to a Digital System



Telecare is a community alarm service that provides a link from a resident's home to East Renfrewshire Council's 24-hour response centre Safety Net. The Safety Net operators have access to the resident's details and are able to communicate with them through an alarm unit. They can also contact a family member, or a doctor or nurse, the emergency services, or even a mobile response carer to

visit the resident's home. The Telecare system is designed to be used by individuals of all ages.

By 2025, telephone companies in the UK are switching off analogue telephone services and replacing them with digital internet-based technology. This means that from 2025, any system that relies on analogue phone lines will no longer function. In partnership with HSCP, East Renfrewshire Council's Analogue to Digital Project has put itself well ahead of the curve by successfully transitioning Telecare users to a modern, innovative digital service. East Renfrewshire Council is the first local authority in Scotland to switch their Telecare to an end-to-end digital service.

The new digital Telecare service has a host of benefits, both for service users and the council. For service users, the main benefit of the digital switchover is that their current service level remains uninterrupted. The challenges of such a project are vast, and yet the Analogue to Digital Project has succeeded in transitioning to digital with little to no disruption.

For the council, the new digital system allows for a more efficient allocation of resources, the ability to design bespoke care packages, and a way to respond much more quickly to the needs of service users.

**"A child with epilepsy using Telecare can be supported using the new system, providing reassurance overnight in relation to nocturnal seizures. Their parents can be assured they are receiving a high-level of care from outside the home."**

**- Mary Donlin HSCP**





The new system also reduces the pressure on the families of service users. With the analogue system, something as small as losing a Telecare personal device would leave a resident without service. Family members would need to step in to provide additional support while the new device was replaced, a process that could take a long time. The new digital system allows for a new device to be programmed and sent out to the service user on the

same day that the loss is reported. Such a reduction in a loss of service removes some of the pressures placed on families to unexpectedly provide additional support, and it provides service users with a much more streamlined and personal level of care.

Another clear benefit for services users is the reduction in 'no speech calls'. The analogue system restricted the placement of alarms to the phone line junction box. If a resident had a fall in their bathroom, for example, the analogue alarm system would not allow for the Safety Net team to communicate with them at all. Now that alarms can be placed anywhere at all in the resident's home, the resident can communicate with Safety Net through high-quality audio, and be reassured that help is on the way.

The new digital system also offers a way to reduce the stigma of the Telecare system. The analogue system faced many restrictions with the type of hardware that could be used. The digital system can integrate modern technologies, such as digital pads and tablets, smartphones, and even more subtle devices such as movement alarms fitted to a service user's bed. The use of more modern technology will allow for the Telecare service to be marketed in a much more appealing way to younger individuals who might benefit from the service.

Equally, service users can use integrated modern technology to have a much more dynamic experience of Telecare. For example, a parent who uses the Telecare system to provide additional support for a child with epilepsy can be alerted and find updates through an app on their smartphone. This opens up the range of social activities that a child can enjoy. If a child requires constant monitoring through the night, they can now receive a reliable, high-level monitoring from multiple locations.

**"The new system reduces the amount of 'no speech calls'. Call handlers can now speak with residents from anywhere in their home and provide real-time assurances that help is on the way."**

**- Lesley Dean HSCP**

The switch to digital has not been easy. From massive global supply chain issues to service providers unexpectedly bringing forward their switchover dates, the staff involved in the Analogue to Digital Project have proven themselves to be resilient, innovative, and committed to delivering an excellent service in East Renfrewshire. Being the first local authority in Scotland to switch to an end-to-end digital system is also testament to how ambitious and forward thinking the staff are.



Making Telecare more streamlined, using technologies that reduce the stigma of the service, increasing the level accessibility of the service, and reducing the strain felt by family members will enable residents to increase their level of independence. Telecare can now allow for people with long-term conditions to have a much more dynamic and flexible approach to how they interact with the local community by no longer tethering their access to Telecare to their home.

## Our Council Outcomes

### The customer: Making one thing simple for new parents

In October 2022, a new online booking system for birth registration customers was launched. This allows parents to book an appointment for their new arrival 24 hours a day, having the ability to choose a date, time, and location that suits them (even during the night feed!). 93% of birth registration contact is now made via the online form. We are seeing a significant decrease in the number of interactions required to make an appointment. This saves staff time and is more convenient for customers who have rated the online process at 4.5 out of 5.

This new systems was delivered via the Digital Transformation Programme which aims to improve and enhance customer experience when accessing Council services. This case study outlines the approach taken by the digital transformation team to move this concept from an idea to an action. The team carried out an initial period of analysis to understand the current position, obtain the baseline of volume and statistics of use, asses the expected service demand projection, and to draft user needs and business requirements. The development of the user needs and business requirements needed considerable research and exploration, and the team regularly reviewed development with business stakeholders. The team developed a dedicated chat channel for daily access to verify design and development assumptions, and held fortnightly sprint reviews with colleagues on progress.

Although the team were developing the process in stages, they did not make the service live until all elements were completed (booking, rescheduling, cancelling, calendar admin, etc.). After the service had been live for a couple of months, post-implementation user research was carried out. This provided valuable statistics on whether people were using digital channels over other methods of communication, benefit savings, and customer satisfaction. The research also provided the team with a clearer understanding of user needs and suggestions for future development.

This change programme saw a rapid update and usage. In October 2022 there was no ability to book online. From its implementation at the beginning of November 2022 through to February 2023, 93% of registrations were made online with the remaining calls going to the contact centre. We completely erased all email contact, a process that was very time expensive for our customers and staff. The impact was a significant reduction in call handling and enquiry resolution time for Customer Services and Registrar staff. More importantly, customers rated the new service 4.5 out of 5.

**Customers rated  
the online process  
at 4.5 out of 5.**

### **Our People: Looking after staff wellbeing**

In recognition of the importance of delivering interventions and activities to support staff health and wellbeing, the HSCP (shortly followed by the Council) employed two dedicated Wellbeing Officers. The pandemic led to unprecedented workloads and hours, creating highly stressful situations for many staff. For some, extended home working brought with it additional stresses and anxieties. Staff wellbeing surveys and absence figures showed that the pandemic had a significant impact on the mental wellbeing of many staff. The Wellbeing Officers play a vital role in shaping a staff wellbeing plan that aims to: support recovery for all through staff communications; delivering health and wellbeing activities; providing 1-2-1 support, wellbeing conversations, along with team building sessions.

One example within the HSCP is the use of the Workforce Wellbeing Fund to support the much needed Care at Home staff wellbeing pilot programme. This programme is designed to support the wellbeing of 300+ care at home staff by re-introducing regular meetings through the development of partnerships with existing local community organisations who act as host services for meetings and wellbeing sessions. Additionally around 50 1-2-1 wellbeing conversations have taken place between the Wellbeing Lead Officer and members of staff requesting advice/support to live well. Among many other activities, the HSCP Wellbeing Officer has facilitated over ten Menopause support sessions, six nutrition awareness sessions, established working carers' peer support group, and set up two staff wellbeing spaces.

The Council Wellbeing Officer did not come into post until February 2023, but in that short time has established two weekly walking groups, met with colleagues to understand support needs, and is using data from a recent staff health and wellbeing survey to develop an action plan to support staff wellbeing.

**“Morale has been low amongst the team, but I feel a bit more valued when you are putting these types of things on for us.”**

## End-Year complaints 2022/2023

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 2022/23 we received 1,028 complaints; this was a reduction on the previous year where 1,357 complaints were received. Most complaints continue to be received by Environment Department, however, the share of complaints they received has dropped from around two thirds to just above half (53.3%) of the councils' complaints in the past year. The data shows that we have achieved the 5-day target to respond to frontline complaints with an average time of 3.97 days taken to respond. This is an improvement from missing the target last year. The average time to respond to direct investigation complaints was below the 20-day target at 13.97 days. The days taken to respond to escalated complaints missed the 20-day target, taking an average of 24.71 days to respond. The most common issue for a complaint continues to be the "standard or quality of service, making up 43% of the complaints received. As a result of complaints monitoring over the year, several improvement actions have been implemented.



10.6 complaints per 1,000 residents







Environment complaints accounted for 53% of all complaints



3.97 days to respond to frontline complaints

## End Year Complaints Report 2022/23<sup>1,2</sup>

Description	2022/23
Number complaints received per 1,000 population.	10.6
Description	2022/23
Number complaints closed at stage one as % of all complaints	79.2%
Number complaints closed at stage two as % of all complaints	5.9%
Number complaints closed at stage two after escalation as % of all complaints	14.9%
Not Upheld	2022/23
Number complaints not upheld at stage one as % of complaints closed at stage one	36.6%
Number complaints not upheld at stage two as % of complaints closed at stage two	46.7%
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	25.7%
Partially upheld	2022/23
Number of complaints partially upheld at stage one as % of complaints closed at stage one	11.9%
Number complaints partially upheld at stage two as % of complaints closed at stage two	26.7%
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	13.2%
Upheld	2022/23
Number of complaints upheld at stage one as % of all complaints closed at stage one	19.9%
Number complaints upheld at stage two as % of complaints closed at stage two	13.3%
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	27.0%
Resolved	2022/23
Number of complaints resolved at stage one as % of all complaints closed at stage one	31.2%
Number complaints resolved at stage two as % of complaints closed at stage two	13.3%
Number escalated complaints resolved at stage two as % of escalated complaints closed at stage two	32.9%

Description	2022/23	SPSO Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	3.97	5	
Average time in working days to respond to complaints at stage two (investigation)	13.97	20	
Average time in working days to respond to complaints after escalation (investigation)	24.71	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	21.67	20	

Description	2022/23
Number complaints closed at stage one within 5 working days as % of stage one complaints	76.2%
Number complaints closed at stage two within 20 working days as % of stage two complaints	81.7%
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	46.7%
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	56.7%

Description	2022/23
% of complaints at stage one where extension was authorised	1.7% (24)
% of complaints at stage two where an extension was authorised	2.8% (2)
% of escalated complaints where extension was authorised	10.3% (4)

### Improvement Actions 2022/23

Complaints information is closely monitored to ensure we learn from complaints and make service improvements. In 2022/23, service improvement actions included the following:

- From an analysis of the data, the Environment Department identified that they received a high volume of invalid customer complaint cases (complaints which are the first time reporting of a fault). Based on this, a change to the Council's complaint landing webpage was made to help customers navigate to the correct online fault reporting service. This small change has resulted in an improved customer experience and more efficient use of staff time and resources.
- The Environment Department established a working group to consider complaints relating to utility companies. The group reviewed customer correspondence to improve communications and develop better collaboration with utilities companies when they have a statutory right to execute improvement works. Signposting complaints related to utilities directly to the utilities companies that manage the improvement works was implemented by the group as well as highlighting common issues to the relevant teams in the Department.
- The Benefits team are reviewing the use of Allpay cards within the Scottish Welfare Fund (SWF) and looking at other payment options such as paypoint. This will reduce staff time with the maintenance of the cards and team leaders' time redeeming the cards.

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

2 - No comparison with 21/22 figures is available as that year is incomplete with data from the old complaints system Lagan needing to be added. This work is expected to take place by end of Q2 23/24.