

Business Operations and Partnerships Department

Director of Business Operations & Partnerships: Louise Pringle

Council Headquarters, Eastwood Park, Giffnock, East Renfrewshire, G46 6UG

Phone: 0141 577 3000 Fax: 0141 577 3834

website: www.eastrenfrewshire.gov.uk

Date: 1 December 2023

When calling please ask for: John Burke (Tel. No 0141-577-3026)

e-mail: john.burke@eastrenfrewshire.gov.uk

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

CABINET

A meeting of the Cabinet will be held in the Council Chambers, East Renfrewshire Council Headquarters, Eastwood Park, Giffnock on **Thursday, 14 December 2023 at 2.00pm.**

The agenda of business is as shown below.

Louise Pringle

L PRINGLE

DIRECTOR OF BUSINESS OPERATIONS & PARTNERSHIPS

AGENDA

- 1. Report apologies for absence.**
- 2. Declarations of Interest.**
- 3. General Fund Capital Programme – Report by Head of Accountancy (Chief Financial Officer) (copy attached, pages 3 – 26).**
- 4. Housing Capital Programme – Report by Head of Accountancy (Chief Financial Officer) (copy attached, pages 27 – 32).**
- 5. Summary of Departmental Charging Proposals 2024/25 – Report by Head of Accountancy (Chief Financial Officer) (copy attached, pages 33 – 88).**
- 6. Review of Council's Approach to Risk Appetite – Reputational Risk – Report by Chief Executive (copy attached, pages 89 – 94)**
- 7. Discretionary Housing Payment Policy – Report by Director of Business Operations and Partnerships (copy attached, pages 95 – 106)**
- 8. Welfare Contingency Budget – Update – Report by Director of Business Operations and Partnerships (copy attached, pages 107 – 112)**

9. **Council Tax Discounts – Empty and Second Homes – Joint report by Director of Business Operations and Partnerships and Director of Environment (copy attached, pages 113 – 126)**
10. **Community Learning and Development Progress Update – Report by Director of Business Operations and Partnerships (copy attached, pages 127 – 166)**
11. **Strategic Mid-Year Performance Report 2023-24 – Report by Director of Business Operations and Partnerships (copy attached, pages 167 – 196)**
12. **Regulation of Investigatory Powers (Scotland) Act 2000 – Report by Chief Officer – Legal and Procurement (copy attached, pages 197 – 204)**
13. **Minute of Joint Consultative Committee (First Tier) held on 14 September 2023 submitted for noting (copy attached, pages 205 – 210).**

This document can be explained to you in other languages and can be provided in alternative formats such as large print and Braille. For further information, please contact Customer First on 0141 577 3001 or email customerservices@eastrenfrewshire.gov.uk

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

EAST RENFREWSHIRE COUNCILCabinet14 December 2023Report by the Chief Financial OfficerGENERAL FUND CAPITAL PROGRAMME**PURPOSE OF REPORT**

1. The purpose of this report is to monitor both income and expenditure as at 30 September 2023 against the approved General Fund Capital Programme and to recommend adjustments where possible.

RECOMMENDATIONS

2. The Cabinet is asked to recommend that Council:-
 - note and approve the movements within the 2023/24 programme;
 - approve the transfer of £0.225m from the Education, Improved Learning project to St John's PS, Early Learning and Childcare Places;
 - approve the transfer of £0.030m from Property Maintenance, Ventilation Works to Education, Gaelic Medium PS; and
 - note shortfall of £0.238m and that income and expenditure on the programme will be managed and reported on a regular basis.

BACKGROUND

3. The General Fund Capital Programme for 2023-2033 was approved by Council on 1 March 2023.
4. Movements on the 2023/24 programme were approved by Council on 28 June 2023 and Cabinet on 5 October, including a number of changes resulting from the finalisation of the outturn position for the previous financial year.
5. This report updates project costs and phasings based on progress to date and anticipated to 31 March 2024.
6. As highlighted in previous reports, in general, construction costs are rising faster than general inflation due to shortages of materials and labour and also due to bidders factoring in additional risk in their pricing.
7. Consequently, we are constantly monitoring project expenditure so that additional cost pressures on key projects can be covered by deferring or reducing other projects to compensate. Where we have general provision for regular capital expenditure (such as on ICT, Roads, or Schools Major Works) officers are expected to prioritise spend

on such schemes to remain within the budgeted level. It is recognised that this may mean that fewer such schemes will progress in year.

CURRENT POSITION

8.	Total anticipated expenditure (Appendix A)	£51.690m
	Total anticipated resources (Appendix B)	<u>£51.452m</u>
	Shortfall	<u>£ 0.238m</u>

INCOME MOVEMENTS

9. The main income movements are as follows: -
- **Borrowing**
Since the October Cabinet report, borrowing has been reduced by £5.530m due to timing variances in expenditure and other adjustments noted below.
 - **General Capital Grant - Free School Meals**
The allocation of funding between all Scottish local authorities to allow them to overtake the initial Scottish Child Payment expansion of free school meals and the subsequent universal expansion to all primary six and seven pupils, is now the subject of a formal bid exercise. While the Council's bid has been submitted to the Scottish Government, the outcome remains outstanding. The initial grant estimate of £1.443m has been removed from the programme until confirmation of funding is received.
 - **Place Based Investment Programme**
The Place Based Investment project is fully funded by grant from the Scottish Government. As the next section details, expected current year expenditure on this project has decreased by £0.135m. The grant income for 2023/24 has been reduced in line with expenditure. The grant remains available to support the expenditure transferred to the following financial year.

EXPENDITURE MOVEMENTS

10. The estimated expenditure has reduced by £7.050m below the level reported to Cabinet on 5 October 2023. The main expenditure movements are as follows:-

Property, Schools

- **Property Maintenance**
This project includes roof, window and toilet improvement works. While a number of roof improvement works have been progressed at various locations across the school estate, no further works are now planned to start before spring 2024. Expenditure in the current year has been reduced by £0.300m.
- **Crookfur Primary School Extension**
The returned tenders for this project exceed the available budget. The proposed scheme and budget provision will be reassessed. As a result of this delay the expenditure in the current year has been reduced by £1.900m.

- **Free School Meals**
As outlined in paragraph 9, the allocation of funding between all Scottish local authorities is now the subject of a formal bid exercise and the grant income has been withdrawn until confirmation of funding is received. Expenditure in the year has also been reduced by £1.443m (in line with the reduction in grant income).
- **Education, Improved Learning/St John's PS Early Learning & Childcare Places**
The purpose of the Improved Learning budget is to deliver improvements to various locations across the school estate and the total provision within the 10 year programme is £1.400m (£0.200m p.a. over 7 years). The St John's building requires a wide range of works to accommodate increased nursery spaces. Based on the returned tenders the budget for the St John's works is insufficient. In light of the returned tenders, timescales and importance of the works at St John's, it is proposed to transfer £0.225m from the Improved Learning budget to cover the revised cost of the works at St John's PS. Transfers of £0.025m for the current year and £0.200m for the 2024/25 financial year are proposed.

In addition, as a result of the prolonged tendering process and review of funding arrangements the project will start later than originally planned. Expenditure in the year has been reduced by £0.430m.

- **Property Maintenance, Ventilation/Education, Gaelic Medium Primary School**
The Gaelic Medium works at Thornliebank PS include a requirement for improved ventilation which would normally be funded from the Property Maintenance budget within the capital programme. In order to minimise disruption to the service and also to assist with the management of the project, the work will be covered by one contract. As a consequence, it is proposed to transfer £0.030m from the Property Maintenance budget to the Gaelic Medium project.
- **New Build of Poor Condition Primary Schools**
These projects would only progress with financial support from the Scottish Government through the Learning Estate Investment Programme Phase 3. The application for support was unsuccessful and, as a consequence, these projects have been removed from the programme. Expenditure in the current year has been reduced by £0.500m.
- **Maidenhill Primary School Extension**
Council approved the school extension at its meeting on 26th September 2023 together with an associated maximum budget provision of £0.500m in the current year. Additional budget will be required and this will be reflected in the ten year programme to be submitted to Council during March 2024. In the current year, a total provision of £0.500m has been added to the programme with initial expenditure in the current year estimated at £0.100m. More information will be included in future Cabinet reports when more precise costing figures are available.

Culture & Leisure

- **Eastwood Park Leisure – Refurbishment**
This project was placed on hold at the meeting of the Council on 26th October 2022 with only initial design work being progressed. This will be the subject of a separate report to Council on 13 December 2023 and estimated expenditure in the current year has been reduced by £1.140m.

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- Neilston Leisure
As previously reported to Cabinet, this project remains at the feasibility stage with only initial works likely to progress this year. Estimated expenditure in the current year has been reduced by £0.100m.

Property - Other

- Overlee House Extension
The returned tenders for this project exceed the available budget. The proposed scheme and budget provision will be reassessed. As a result of this delay the expenditure in the current year has been reduced by £0.538m.
- Eastwood House New Roof & Preservation Works
Following clarification of the work involved including drainage improvements, this work will be rescheduled over the current and early part of the next financial year. Consequently, expenditure in the current year has been reduced by £0.135m.

Open Spaces

- Nature Restoration
As reported to Cabinet on 5 October 2023 additional grant of £0.121m was awarded through the 'Edinburgh Process' strand of the Nature Restoration Fund. This forms part of the General Capital Grant. Plans for this expenditure are being developed but are unlikely to be delivered before the end of this financial year. Expenditure in the current year has been reduced by £0.112m.
- Place Based Investment Programme
This project is fully funded by grant income and the budget has been fully allocated to various schemes. However two of these schemes, improvements at Easterton Playpark and property work at Braidbar PS to assist with emotionally based learning, will not be completed until the early part of 2024/25. Expenditure in the current year has therefore been reduced by £0.135m.

Roads

- A77 Ayr Road Reconstruction
In light of the active travel works being progressed on this route during the current year, the reconstruction works have been rescheduled to 2024/25. Expenditure in the current year has been reduced by £0.175m.
- Roads Capital Works
This is part of a long term investment programme to improve roads infrastructure across the authority. In order to complete the resurfacing works programme, approved by Cabinet on 13th April 2023, during this financial year it is necessary to increase expenditure by £0.429m. This reflects the current inflationary economic climate which is resulting in rising contract values. This increase will be partially off-set by the reduction on the A77 Ayr Road noted above. However, a full recovery will be made possible by a reduction in the 2024/25 capital provision.

Council Wide ICT

- **IT General Provision**
This project includes the cost of replacing wireless access points (WAP). Pilot works are currently being undertaken to help inform the full roll-out of this project. Supplier delays are likely with these works. Other projects are in line to benefit from any slippage of WAP costs into the next financial year. However, the extent to which these reserve projects can absorb later delivery of WAP may be limited due to the time required to plan and action the works involved. It is therefore prudent to reduce the IT General Provision by £0.200m for this year.
- **Public Wi-Fi Network**
The cost of works during the current year is higher than originally anticipated although still within the total budget provision of £0.244m. Expenditure in the current year has been increased by £0.080m and will be recovered by a corresponding reduction in the following year's budget.
- **Electronic Document Records Management**
Further works have been placed on hold until options to advance this project are considered. As a result, anticipated expenditure in year has been reduced by £0.112m.
- **City Fibre**
This project involves the replacement of the wide area network at most Council locations including schools. Although the implementation works are in progress, the expenditure incurred is dependent on both progress by the contractor and successful testing at each site. There is a degree of uncertainty around the detailed timescales but it is expected the works will continue into the next financial year. Expenditure in the current year has been reduced by a further £0.140m. The total project cost remains unchanged.

Fleet

- **Vehicles – Education/Environment**
The timescale for the delivery of replacement vehicles has been revised and expenditure has been reduced by £0.158m

COMMENT

11. The projected shortfall of £0.238m represents 0.5% of the resources available and is within manageable limits.
12. The projected expenditure figure of £51.690m significantly exceeds the actual outturn achieved during the previous financial year (£32.075m). A number of projects are scheduled to start on site later this financial year and the actual expenditure is dependent on the completion of the procurement process and the progress achieved by the successful contractors, which itself may be impacted by weather conditions. While comparing overall expenditure levels to date with those in previous years supports an increased level of capital expenditure in the current year, the £51.690m remains an ambitious target given the programme is being managed by a similar level of staff resource. Consequently further reductions in the projected outturn are likely as the year progresses and more clarity is provided on individual projects.

PARTNERSHIP WORKING

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

RECOMMENDATIONS

14. The Cabinet is asked to recommend that Council:-
- note and approve the movements within the 2023/24 programme;
 - approve the transfer of £0.225m from the Education, Improved Learning project to St John's PS, Early Learning and Childcare Places;
 - approve the transfer of £0.030m from Property Maintenance, Ventilation Works to Education, Gaelic Medium PS; and
 - note shortfall of £0.238m and that income and expenditure on the programme will be managed and reported on a regular basis.

Further information is available from Paul Parsons, Principal Accountant, telephone 07741 701 451.

Margaret McCrossan
Head of Accountancy Services (Chief Financial Officer)
MMcC/PP
30 November, 2023

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

	ANNUAL COSTS £'000			TOTAL COST £'000		
	CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23	EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
Property - Schools	26,654	22,166	8,402	55,404	178,180	86,951
Property - Culture & Leisure	3,211	1,962	175	3,937	68,337	68,337
Property - Other	7,612	6,909	627	14,485	42,653	42,623
Open Spaces	2,629	2,362	703	6,562	11,330	11,330
Roads	11,399	11,698	3,232	14,902	39,296	39,606
Corporate Wide - ICT	5,487	5,003	1,273	6,698	13,837	13,623
Fleet	1,748	1,590	304	9	2,605	2,605
TOTAL	58,740	51,690	14,716	101,997	356,238	265,075

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Property - Schools

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTFURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23	COMMENT	EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
Grouped	Schools Major Maintenance	1,385	1,085	643	See Annex 1	0	1,385	1,385
800050031	Maidenhill Primary School	151	151		Complete - payments outstanding	14,192	14,343	14,343
Grouped	Early Learning & Childcare - Expansion to 1,140 hours	0	0	-688	Complete - outstanding payments accrued in to previous financial year - final accounts to be paid to supplier	26,729	26,729	26,729
800050039	St Ninian's HS Additional Temp Accommodation	48	28	0	Complete - payments outstanding	2,135	2,183	2,163
800050057	Neilston Learning Campus	15,649	15,649	7,439	Work in progress	10,481	30,000	30,000
800050038	St Mark's Car Park	290	290	1	Tender prepared	130	420	420
800050064	Crookfur PS Extension	2,000	100	6	Tenders returned over budget.	103	3,243	3,243
800050058	MCHS Sports Facility	560	560	429	Main works complete - payments outstanding.	1,560	2,167	2,167
800050065	Improving Learning	200	175	1	Work to be programmed. Total of £225k transferred to St John's PS project (£25k 2023/24 and £200k 2024/25)	0	1,400	1,175
800000028	Isobel Mair External Classrooms	1,116	1,116	196	Work in progress	41	1,172	1,172
	Free School Meals Expansion	1,981	538	125	Work in progress	0	1,981	538

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Property - Schools

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23		EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
	St John's PS - Early Learning & Childcare Places	1,730	1,300	150	Work programmed. Total cost increase of £225k - transferred from Improving Learning (£25k 2023/24 and £200k 2024/25)	21	1,805	2,030
	Gaelic Medium PS	688	718	99	Work in progress - increase funded by a transfer from Property Maintenance, ventilation works	12	700	730
	Inspiring Childcare Places - Hillview, Cross Arthurlie and Carlibar	150	150		Work to be programmed	0	150	150
	New Build of Poor Condition Primary Schools LEIP Phase 3	500	0		Application to Scottish Government for external funding unsuccessful. Project withdrawn.	0	90,296	0
	Maidenhill Primary School Extension		100		Per Council Report 26th September - up to a maximum of £500k for 2023/24		0	500
800050073	St Ninian's Wellbeing Hub	206	206		Works complete - payments outstanding	0	206	206
		26,654	22,166	8,402		55,404	178,180	86,951

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Property - Culture & Leisure

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23		EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
800200019	Eastwood Park Leisure - Refurbishment	2,340	1,200	7	Design work only -project on hold per Council meeting 26 Oct 2022, subject to separate report to Council 13 Dec 2023. Outturn based on design works continuing.	2,405	55,000	55,000
800200021	Neilston Leisure	400	300		At design stage	123	10,414	10,414
800200020	ERCLT General Building Improvement Fund	43	43		Work to be programmed	588	1,631	1,631
800050049	Eastwood HS Sports Centre Changing Rooms/Disabled Facilities	312	312	135	Complete - payments outstanding	792	1,104	1,104
800200015	Equipment - Gym and Theatre	74	74		Work programmed	5	79	79
805600002	Theatre Equipment	42	33	33	Work in progress	24	109	109
		3,211	1,962	175		3,937	68,337	68,337

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Property - Other

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23		EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
	1. City Deal							
Grouped	Barrhead South Access - Balgraystone Road & Railway Station	1,572	1,572	64	Balgraystone Road main works complete, Railway station - design report received from Network Rail and conditional STAG approval received from Transport Scotland. Outline business case in progress	4,964	22,348	22,348
804000009	Country Park Visitor Centre & Infrastructure	75	75		Work planned to follow on from land released on the completion of the Aurs Road project (Levern Valley Access project)	303	2,800	2,800
804000006	Greenlaw Business Incubator And Innovation Centre & Employment Support Linked To Barrhead Foundry	46	46		Complete - payment outstanding	5,676	5,722	5,722
	2. Environment Other Projects							
800200018	Crookfur Pavilion Changing Upgrade	0	0		Complete	700	700	700
800420016	Overlee House Extension	588	50	18	Tender returned over budget.	42	630	630
	3. Council Wide Property							

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Property - Other

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23		EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
Grouped	Retentions - All Services	60	60	12	Retentions on other projects	0	60	60
Grouped	Property Maintenance	2,931	2,901	471	See Annex 2	1,466	5,517	5,487
800420013	Eastwood Park Campus Improvements	10	10		At design stage	310	522	522
800404017	Office Accommodation	910	910	49	At design stage	305	2,140	2,140
800050044	Overlee Pavilion Changing	0	0		Complete	689	689	689
800420020	Capelrig House Upgrade	1,170	1,170	13	Work in progress	30	1,200	1,200
	Eastwood House New Roof & Preservation Works	250	115		Work programmed	0	325	325
		7,612	6,909	627		14,485	42,653	42,623

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23		EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
	1. REGENERATION							
80200008	Country Park - Tourism Infrastructure And Economic Activity Projects	50	50		Work will follow completion of main Aurs Road works (Levern Valley Access project)	69	235	235
80200015	White Cart Tributaries Environmental Improvements	469	469	171	Work in progress	2,745	3,214	3,214
80200032	Regeneration Projects - Provisional Sums	130	130	11	Staff fees only	0	413	413
	2. Environment - Other Projects							
802200010	Environment Task Force	0	0		Work to be programmed	0	70	70
80200018	Town Centre Action	0	0	0		0	50	50
802200007	Parks, Cemeteries & Pitch Improvements	249	249	85	Work in progress	1,010	1,659	1,659
802200020	Renewal of Playparks	305	305	101	Work in progress	0	305	305
802200021	Nature Restoration	162	50	5	Schemes to be identified	43	205	205
Grouped	Artificial Pitch Replacements	0	0		Deferred to 2024/25	0	633	633

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23	COMMENT	EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
802200030/31	Place Based Investment Programme II	605	470	202	Work in progress - met in full by grant income	970	1,575	1,575
Grouped	Town Centre Regeneration	0	0		Work to take place after 2023/24 and dependent on Local Action Plan	1,312	1,334	1,334
802000005	Public Realm/Town Centre Resilience	0	0			218	224	224
802000028	Giffnock Town Centre Improvements	0	0			0	10	10
802000007	Other Public Realm	0	0			3	20	20
802000002	Clarkston Town Centre Action And Traffic Management Improvements	0	0	0		192	217	217
	Braidbar Quarries	20	0			0	20	20
Grouped	UK Shared Prosperity Fund	521	521	33	Fully grant funded - work to be programmed	0	1,028	1,028
802200041	Cowan Park Tennis Courts	118	118	94	Work in progress	0	118	118
		2,629	2,362	703		6,562	11,330	11,330

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EAST RENFREWSHIRE COUNCIL

Appendix A

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Roads

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23	COMMENT	EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
	1. City Deal							
804000001	Levern Valley Accessibility Project	4,358	4,358	125	Approval by City Deal Chief Executive's Group (25th October). Work programmed to start early 2024.	2,642	19,995	19,995
	2. ERC Roads							
803000004	Lighting - Core Cable & Equipment Replacement	160	160		Work in progress	0	160	160
803000012	Bridges Refurbishment & Pointing Work	53	53	12	Work in progress	0	53	53
803000015	Principal Inspection Group 1-6	21	21		Work in progress	0	21	21
803000025	Traffic Calming Studies	75	70	1	Work in progress	0	75	75
803000016	Road Safety Measures/Equipment at Schools	35	35	12	Work in progress	0	35	35
803000018	Safe Routes to School	20	20	5	Work in progress	0	20	20

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Roads

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23	COMMENT	EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
803000267	A77 Ayr Road Reconstruction	175	0		Work to be programmed 2024/25	0	175	175
803000265	A736 Main Street/Levern Road Barrhead	150	155		Complete - payments outstanding	0	150	155
803000247	B759 Carmunnock Road	115	155		Work in progress	0	115	155
803000106285	C1 Mearns Road, Carriageway	100	100		Work programmed	0	100	100
803000024	Cycling, Walking & Safer Routes	890	890	333	Work in progress	0	890	890
803000267	B764 Eaglesham Moor Road	120	135		Work in progress	0	120	135
	B771 Paisley Road, Barrhead	75	70	65	Complete - payments outstanding	0	75	70
	B769 Stewarton Road	130	120	115	Work complete	0	130	120
	A736 Lochlibo Road, Neilston	65	70	68	Complete - payments outstanding	0	65	70
	C3 Uplawmoor Road	186	186		Work in progress	0	186	186
Grouped	Roads Capital Works	2,740	3,169	1,471	Work in progress	12,260	15,000	15,260

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EAST RENFREWSHIRE COUNCIL

Appendix A

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Roads

		ANNUAL COSTS £'000				<i>TOTAL COST £'000</i>		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23	COMMENT	<i>EXPENDITURE PRIOR TO 31.03.23</i>	<i>PREVIOUS TOTAL COST</i>	<i>REVISED TOTAL COST</i>
	Street Lighting Column Replacement & Luminaries	860	860	679	Work in progress	0	860	860
803000328	A77 Active Corridor Phase 2	950	950	346	Work in progress - further schemes to be identified/approved with Transport	0	950	950
	Road Safety Improvement Funds	121	121		Work to be programmed		121	121
		11,399	11,698	3,232		14,902	39,296	39,606

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Council Wide - ICT

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23		EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
805000002	ICT Infrastructure Projects	725	725	428	Work in progress	0	725	725
805000025	IT General Provision	1,500	1,300	215	Work in progress	0	1,500	1,300
805000023	GDPR Requirements	0	0		Work to be programmed	70	250	250
805000003	Education Network	100	100	11	Work in progress	0	100	100
805000017	PCI DSS	88	45	19	Work in progress	47	135	135
805000031	Public Wi-Fi Network	100	180	153	Work in progress	3	244	244
805400002	Corporate GIS	34	34	18	Work in progress	166	200	200
805100002	Electronic Document Records Management (Rest Of Council)	112	0		Work to be programmed	241	353	353
805000020	Myaccount Signing In To On-Line Services	14	0		Complete	150	164	150
805000028	HSCP - Responder Service Modernisation & Safety Net Technology	58	58	9	Work in progress	80	180	180
805000022	The Digital Workplace	75	75		Work in progress	289	600	600

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Council Wide - ICT

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23		EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
805000032	Flexi Time Application Replacement	40	15		Work to be programmed	40	80	80
805000001	Core Corporate Finance, Payroll & HR	100	70	5	Work to be programmed	3,449	3,750	3,750
800050004	Education - Computer Equipment	200	200	107	Work in progress	0	200	200
805600001	ERCLT People's Network	10	10	-10	Work in progress	0	10	10
805000029	ERCLT Digital Platform	248	248	35	Work to be programmed	132	410	410
805000009	School Servers Storage	56	56		Complete - payments outstanding	294	350	350
805500004	Social Work Case Management System	75	75		Work programmed	0	110	110
805300003	Education CCTV	100	100	23	Work to be programmed	0	626	626
805000027	Telecare Service and Peripherals	602	602	254	Work in progress	429	1,150	1,150
805000034	Full Fibre Digital Transformation	1,250	1,110	7	Work in progress	1,308	2,700	2,700
		5,487	5,003	1,273		6,698	13,837	13,623

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23		EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
806000001	Education - Vehicles	0	100		Work in progress	0	293	293
806000002	Environment - Vehicles	1,652	1,394	303	Work in progress	0	2,207	2,207
806000005	Environment - GPRS System	96	96	1	Work in progress	9	105	105
		1,748	1,590	304		9	2,605	2,605

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EAST RENFREWSHIRE COUNCIL

Appendix A

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Annex 1 - Schools Major Maintenance Analysis

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23		EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
Grouped	Window Renewal	280	280	195	Complete - payments outstanding	0	280	280
Grouped	Roof Improvements	850	550	337	Work in progress	0	850	850
	Kirkhill PS Toilet Improvements	255	255	112	Work in progress	0	255	255
		1,385	1,085	643		0	1,385	1,385

GENERAL FUND CAPITAL PROGRAMME

PROGRESS REPORT

2023/2024

Annex 2 - Property Maintenance Analysis

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23		EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
800401001	Disability Discrimination Act				Work to be programmed	0	0	
800404001	HardWire Testing				Work to be programmed	0	0	
800404003	COSHH Upgrade	116	116	66	Work in progress	0	116	116
Grouped	Asset Management		125		Work in progress	0	0	125
800404009	Fire Risk Assessment Adaptations	386	400	39	Work in progress	0	386	400
800404012	Structural Surveys & Improvements	40	40	3	Work in progress	0	40	40
800600001	CEEF/Salix Energy Efficiency	75	75	45	Work in progress	0	75	75
800404005-6	Boiler & Roof Replacement	249	249	44	Work in progress	0	249	249
800404014	Legionella Remedial Improvements	100	155	41	Work in progress	0	100	155
800420017	Ventilation Works (including CO2 Monitors)	1,275	1,245	226	Work in progress - £30k transferred to Education Property, Gaelic Education	1,466	3,861	3,831
800420018	Provisional Sum	690	496	8	To be allocated to above projects on priority basis	0	690	496
		2,931	2,901	471		1,466	5,517	5,487

GENERAL FUND CAPITAL PROGRAMME 2022/2023

PROGRESS REPORT

2023/2024

RESOURCES

	£'000
Grants	
General Capital Grant (including nature restoration & renewal of playparks excl. meals)	5,583
General Capital Grant - Free School Meals Expansion (TBC)	0
Gaelic Medium Primary Schools	688
Inspiring Schoolchildren Childspaces, Hillview/Cross Arthurlie/Carlibar	150
Active Travel Transformation Fund	950
Cycling, Walking & Safer Routes	890
Low Carbon Fund	368
Road Safety Improvement Fund	121
Town Centre Fund	21
City Deal	2,000
Sustrans - Lavern Valley Accessibility/Aurs Road	2,900
Place Based Investment Programme	470
Shared Prosperity Fund	521
White Cart Tributaries	126
Lawn Tennis Association	118
Salix/Central Energy Efficiency	75
	14,981
Developers Contributions	1,295
Capital Receipts	0
Capital Contribution from Current Revenue - St Ninian's Wellbeing Hub	206
Borrowing	34,970
	51,452

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EAST RENFREWSHIRE COUNCILCabinet14 December 2023Report by the Chief Financial Officer and Director of EnvironmentHOUSING CAPITAL PROGRAMME**PURPOSE OF REPORT**

1. The purpose of this report is to monitor both income and expenditure as at 30 September 2023 against the approved Housing Capital Programme and to recommend adjustments where required.

RECOMMENDATIONS

2. The Cabinet is asked to recommend that Council:-
 - note and approve the movements within the programme; and
 - note the shortfall of £0.097m and that income and expenditure on the programme will be managed and reported on a regular basis.

BACKGROUND

3. The Housing Capital Programme for 2023-2033 was approved by Council on 1 March 2023.
4. Movements on the 2023/24 programme were approved by Council on 28 June 2023 and Cabinet on 5 October 2023, including a number of changes resulting from the finalisation of the outturn position for the previous financial year.
5. This report updates project costs and phasings based on progress to date and anticipated to 31 March 2024.
6. As highlighted in previous reports, in general, construction costs are rising faster than general inflation due to shortages of materials and labour and also due to bidders factoring in additional risk in their pricing.
7. Consequently, we are constantly monitoring project expenditure so that additional cost pressures on key projects can be covered by deferring or reducing other projects to compensate.

CURRENT POSITION

- | | | |
|----|--|-----------------|
| 8. | Total anticipated expenditure (Appendix A) | £ 5.790m |
| | Total anticipated resources (Appendix B) | £ <u>5.693m</u> |
| | Deficit | £ <u>0.097m</u> |

EXPENDITURE

9. The estimated expenditure has reduced by £2.011m below the level reported to Council on 5th October 2023. The main expenditure movements are as follows:-

External Structural Works

As previously reported to Cabinet, works issued as part of this project are subject to a revised procurement process, with the design phase completed in advance of the tender for the main construction work being issued. There has been a delay issuing contracts while the revised process was finalised with a knock on impact on the site start date. Further assessment on the viability of the work is being undertaken. Expenditure in the current financial year has been reduced by £1.0m.

Aids and Adaptations

The main purpose of this budget is to help older residents to stay in their homes for a longer period of time. It is a statutory service which must be provided to tenants who meet the assessment criteria. As a result of increased demand for this service, expenditure in the current year has been increased by £0.100m.

Sheltered Housing

This project covers a range of works at various sheltered complexes including lift replacement, warden call systems and central heating systems. As previously reported to Cabinet only essential energy efficiency type works are being progressed and less urgent works deferred while the Council await revised energy efficiency guidance from the Scottish Government. Revised guidance may be some months away. No significant investment in central heating replacement is anticipated until there is clarity on this issue. The warden call system forms part of the wider Telecare project being implemented across the Council, while the first phase of these works is complete, the system requires a period of time to become fully established and effective. Consequently, the sheltered housing element is now scheduled for the early part of 2024/25. Expenditure in the current financial year had been reduced by a further £0.750m.

IT Systems

The new Housing management system is operational and further development work will be progressed which will deliver further benefits to the Housing service. However, like all major change projects, it presents numerous challenges and requires a period of time to become fully established and effective due to the need to integrate with other corporate systems. Consequently, the next major phase of development work will not progress until next year and expenditure in the current year has been reduced by £0.140m.

New Build Phase 2

This project has also been subjected to a revised procurement process with separate tenders being issued for the design and build elements. Consequently, the works at the Barrhead Road development are likely to be held back until spring 2024 with costs in the current financial year limited to initial design fees. Similarly, expenditure for the Commercial Road development is likely to relate solely to initial fees. Expenditure in the current year has been reduced by £0.212m.

INCOME

10. Resources to support the programme have been adjusted as follows:-

Recharges to Owner Occupiers

In light of the revised expenditure on the External Structural Works project the associated income from owners has been reduced by £0.120m.

Borrowing

In response to the expenditure and income movements outlined above the planned use of borrowing during the year has been reduced by £1.800m.

COMMENT

11. The projected shortfall of £0.097m represents 1.7% of the resources available and is within manageable limits.

PARTNERSHIP WORKING

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

RECOMMENDATIONS

13. The Cabinet is asked to recommend that Council:-

- note and approve the movements within the programme; and
- note the shortfall of £0.097m and that income and expenditure on the programme will be managed and reported on a regular basis.

Further information is available from Paul Parsons, Principal Accountant – Capital, telephone 07741 701 451.

Margaret McCrossan
Head of Accountancy Services (Chief Financial Officer)
MMcC/PP
30 November, 2023

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EAST RENFREWSHIRE COUNCILHOUSING CAPITAL PROGRAMMEPROGRESS REPORT2023/24

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED AT 05.10.23	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.23		EXPENDITURE PRIOR TO 31.03.23	PREVIOUS TOTAL COST	REVISED TOTAL COST
83500002	Renewal of Heating Systems	350	350	115	Work in progress	0	1,010	1,010
83200001	Rewiring (including smoke/carbon monoxide detectors)	385	385	72	Work in progress	0	602	602
83100002	External Structural Works	1,852	852	150	Phase 1 - work in progress. Phase 2 - work programmed, revised procurement arrangements in place.	0	2,602	2,602
83500008	Estate Works	100	100	5	Work in progress	0	123	123
83500006	Energy Efficiency (Including Cavity Wall Insulation)	75	75	0	Work in progress	0	575	575
83500010	Aids and Adaptations	200	300	3	Work in progress	0	200	300
83150001	Internal Element Renewals (including kitchens, bathrooms and doors)	972	972	428	Work in progress	0	972	972
83500005	Communal Door Entry Systems	250	250	133	Work in progress	0	250	250
83500012	Sheltered Housing	1,102	352	134	Work in progress	0	1,702	1,702
83050003	Purchase of Property (Mortgage to Rent Acquisition)	155	155		In progress, grant support confirmed	0	155	155
83500003	IT Systems	159	19		Work in progress	297	456	456
Grouped	Capital New Build Phase 1	229	220		Complete - payments outstanding	14,550	14,779	14,770
Grouped	Capital New Build Phase 2	1,962	1,750	1,464	Work in progress	11,629	45,321	45,321
N/A	Retentions	10	10			0	10	10
		7,801	5,790	2,504		26,476	68,757	68,848

EAST RENFREWSHIRE COUNCIL
HOUSING CAPITAL PROGRAMME 2023/24

PROGRESS REPORT

RESOURCES

	£'000
Borrowing	4,432
Commuted Sums - New Build	70
Grant - New Build Phase 2	751
Grant - Scottish Housing Net Zero Fund	218
Recharges to Owner Occupiers (including HEEPS grant)	120
Capital Receipts	0
Purchase of Property (Mortgage to Rent Acquisition)	102
	<hr/>
Total	5,693

EASTRENFREWSHIRE COUNCIL**CABINET****14 December 2023****Report by Head of Accountancy (Chief Financial Officer)****SUMMARY OF DEPARTMENTAL CHARGING PROPOSALS FOR 2024/25****PURPOSE OF REPORT**

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

RECOMMENDATIONS

2. It is recommended that members approve all new charges being proposed and all changes to the current charging structure.

BACKGROUND AND REPORT

3. Each year, as part of the budget process, departments review the charges they make for service provision, including an assessment of services where there are currently no charges being made.
4. An in-depth review of each charge is only required on a rolling three year basis, involving full benchmarking, consultation etc. Departments are however expected to ensure that critical and high profile charges are reviewed in as much depth as can be achieved in any one year.
5. The anticipated inflation rate for 2024/25 is provided by the Council's treasury advisors and for the current exercise the inflation rate used is 4.4%, based on the estimated position at the beginning of the financial year. This is calculated using the average of forecasts provided from Capital Economics, Bank of England and HM Treasury.
6. Detailed departmental proposals are set out in the attached Annexes.

FINANCE AND EFFICIENCY

7. The impact of the proposed fees and charges will be taken into account in the preparation of the revenue budget for 2024/25.

PARTNERSHIP WORKING

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

IMPLICATIONS OF THE RECOMMENDATIONS

9. A summary of the implications of the attached reports is as follows:

EDUCATION (Annex A)

10. For school meals it is proposed to retain the current charge of £3.40 for meals purchased by parents who choose to take additional Early Learning and Childcare (ELC) above the statutory entitlement. For both Primary & Secondary Schools, the proposal is to increase charges by 4.4% which represents a 10p increase to £2.50 and £2.70 respectively. Additional income generated is projected to be £54,000 in 2024/25 and £13,000 in 2025/26.

11. Proposed increases are recommended for ELC Add-Ons of 4.4% from between £3.40 and £5.00 to between £3.55 to £5.20, depending on age and recognizing differing staffing ratios required. It is anticipated that the additional charges will help the Department to close the current gap on their budgeted income level.
12. There are also proposed inflationary increases of 4.4% recommended in respect of charges for Membership of Choral Groups and Singing, Games and Rhymes – whilst retaining sibling discounts. Based on current demands this is likely to generate additional income of £700 in 2024/25.
13. Charges for School Transport are proposed to be increased by inflation. It is anticipated that this increase will not allow the current income target to be achieved, however the financial pressure should be reduced.
14. Charges for pupils from outwith the Council area attending Isobel Mair or other specialist additional support needs provision will continue to be based on the outturn position for the previous year, uplifted by inflation, however given the uncertainty around pupil numbers the budget for this will not be adjusted.
15. It is anticipated that the increase in charges for the Education Department, will generate savings £54,700 in 2024/25.

HEALTH AND SOCIAL CARE PARTNERSHIP (Annex B)

16. With the exception of those charges that are set nationally, the HSCP propose to increase existing charges in line with the rate of inflation, 4.4%. This would generate additional income of £42,000 for the Integration Joint Board (IJB), based on the current income budget.
17. The IJB working group on income generation continues to meet, therefore there is a possibility of further proposed charges and where any of these relate to care, this will be linked, as with existing charges, to the ability to pay.

ENVIRONMENT (Annex C & Appendix (1))

18. The Environment Department proposes to increase most charges by 4.4%, in line with inflation. Some charges will be based on staff hourly rates and several in-depth reviews are currently ongoing.
19. New Charges are also proposed for Skin Piercing and Tattooing Licence Inspection, which will be based on officer hourly rates and Short Term lets - Temporary Exemption Licence Fee: the charge for which will be subject to a separate Cabinet paper.
20. It is anticipated that the inflationary increase in charges will generate additional income of £16,000.

BUSINESS OPERATIONS & PARTNERSHIPS (Annex D)

21. Statutory fees for Registration Services are set by National Records of Scotland in November each year and the Department of Business Operations & Partnerships proposes to increase all non-statutory fees and charges by 4.4% in 2024/25, in line with inflation, producing additional income of £2,400.
22. With regards to the administration charge for the Duke of Edinburgh scheme, there is no planned increase to the current charges.

CHIEF EXECUTIVE'S OFFICE

23. The Chief Executive's Office do not propose an increase to charges relating to licensing as the current charge is sufficient to cover the related costs.

CONCLUSION

24. All service areas have undertaken a review of charges for services in 2023/24 and full reports are attached. Income that will be generated by departments, in total, will increase by £73,100 for the Council as a result of these reviews.

RECOMMENDATIONS

25. It is recommended that members approve all new charges being proposed and all changes to the current charging structure.

REPORT AUTHOR

Head of Accountancy - Margaret McCrossan

Chief Accountant - Barbara Clark Tel. 0141 577 3068 Barbara.Clark@eastrenfrewshire.gov.uk

Report date 20th October 2023

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EAST RENFREWSHIRE COUNCILCABINET14 December 2023Report by Director of EducationCHARGING FOR SERVICES 2024/2025**PURPOSE OF REPORT**

1. The purpose of this report is to advise the Cabinet of the outcome of the charging for services exercise carried out within the Education Department and to submit for approval the proposed fees and charges for 2024/2025.

RECOMMENDATIONS

2. The Cabinet is asked to approve the following recommendations:
- Service Area 1 - Catering Service – School and Early Years Meals
To retain charges for early years' meals at current level and apply inflationary uplifts to the meal charges within primary and secondary schools.
 - Service Area 2 – Add On Sessions (Early Learning and Childcare)
To apply an inflationary uplift to all charges.
 - Service Area 3 – Instrumental Music Service
To apply an inflationary uplift to charges for membership of choral groups and the Singing, Games and Rhymes programme
 - Service Area 4 – Provision for Pupils with Additional Support Needs who reside outwith the Authority
Revised charge to be set for 2024/25 following consideration of 2023/24 outturn.
 - Service area 5 - School Transport – Privilege Place
To apply an inflationary uplift to charges for Privilege Places on school transport.

IMPACT OF CHARGES FOR 2023/2024

3. Inflationary uplifts were applied to most chargeable services within education at the start of the new academic session. The main impacts on income levels to date are summarised below :-

- Whilst school meal uptake remains lower than the period before the pandemic and the rollout of stricter food regulations, initiatives such as taster sessions and wider pupil engagement have had a positive impact on uptake within the secondary sector. This is

evidenced by an increase of 10% in the uptake of paid meals compared to the same period last year despite the 8.3% price increase.

- Overall meal uptake in ERC across primary and secondary sectors continues to compare very favourably against national data with the 2023 School Healthy Living Survey statistics showing uptake of free and paid for meals at 83% in the primary sector (highest in Scotland) compared with a national average of 63.1%. For the secondary sector uptake is 56.1% (highest mainland Scotland) compared to a national average of 39%.
- To date there is no evidence that the increase in prices for ELC 'add-on' hours, both for those aged 3-5 and those aged under 3, has negatively impacted on demand for these services. In response to feedback from parents/carers, the facility to purchase guaranteed full-time provision and early access to 1,140 hours for 3 year olds (subject to spaces/staffing ratio limitations) has been introduced since August 2023. These options have proved popular with 78 full time places sold and 115 early access places sold for this session. The facility to purchase additional hours on a more ad hoc basis also remains available again where staffing/capacity allows.

DEPARTMENTAL OBJECTIVES FOR CHARGING

4. The majority of remaining charges for Education services are set to recover part costs in recognition of the links to local and national policy priorities/legislation.

SERVICES REVIEWED & PROPOSED CHARGES FOR 2024/2025

5. The services reviewed and recommendations for 2024/25 are summarised in the table below. Further information on each service area is available for scrutiny on request.

6. Where relevant, inflationary uplifts have been applied using the corporately agreed inflation figures of 10.2% for 2023/24 and 4.4% for 2024/25.

7. A summary of the department's concessions and discounts is also available for scrutiny on request.

8. In the table below, the following codes are used to denote the Charging Classification and Policy for 2024/2025 in respect of each service area:

9.

Classification:

- i. To accord with policy/strategy
- ii. Market based charge
- iii. Statutory charge

Charging Policy:

- a) Charge to recover full cost
- b) Charge to recover part cost
- c) Charge to support delivery of Council services
- d) Charges which are nationally prescribed
- e) Charges to recover marginal cost

Service	Current Charge 2023/2024	Proposed Charge 2024/2025	Charge Classification 2024/25	Charging Policy 2024/25	Recommendation
1. Catering Service – School and ELC Meals	Early Years – £3.40 Primary – £2.40 Secondary - £2.60	Early Years – £3.40 Primary – £2.50 Secondary - £2.70	(i) To accord with policy / strategy	(a) charge to recover full cost for early years (b) Charge to recover part costs (primary/ secondary)	To retain charge at current level for ELC meals. To increase charges for primary and secondary meals by inflation (average cost recovery rate of 65%)
2. Add-On ELC Sessions (formerly known as wraparound)	Equivalent to the following rates per hour to access sessions available per setting :- 3-5 year olds - £3.40 2 year olds - £4.20 0-2 year olds - £5.00	Equivalent to the following rates per hour to access sessions available per setting :- 3-5 year olds - £3.55 2 year olds - £4.40 0-2 year olds - £5.20	(i) To accord with policy / strategy	(b) Charge to recover part cost	To increase charges by inflation with an average direct cost recovery rate of 52%
3. Instrumental Music Service	No charge for instrumental music per Scottish Government policy commitment; Membership of choral groups: £85 Singing Games and Rhymes (P2 & P3): £145 per year	No charge for instrumental music per Scottish Government policy commitment; Membership of choral groups: £90 average Singing Games and Rhymes (P2 & P3) : £150 per year	(i) To accord with policy / strategy	(b) Charge to recover full costs and support delivery of council services	To increase charges for Membership of choral groups and Singing, Games and Rhymes by inflation.
4. Provision for Pupils with Additional Support Needs who reside outwith the authority	Annual charge per full time place :- Carlibar Communication Centre £28,462; Williamwood Communication Support Service £21,759; Isobel Mair School £33,931 Isobel Mair Family Centre £36,245; Carlibar PSADU £14,230	Revised charge to be set for 2024/2025 following consideration of 2023/2024 outturn.	(i) To accord with policy / strategy	(a) Charge to recover full cost	Revised charge to be set for 2024/2025 following consideration of 2023/2024 outturn.
5. School Transport – Privilege Place	£3.00 per day, £1.50 per single journey	£3.10 per day, £1.55 per single journey	(i) To accord with policy / strategy	(c) Charge to support delivery of council services	To increase the charges by inflation

IMPLICATIONS OF THE PROPOSALS

10. As has been previously highlighted, current Scottish Government policy restricts the extent to which charges for services within education can be considered. For services where charges continue to be levied, there remains a tension between maximising income and discouraging demand. This, as well as the ongoing cost of living challenges, has been taken into account in the recommendations made.

The key implications for these services are forecast as follows.

Catering Services – School and ELC Meals

The proposed increase reflects increasing staff and food costs as well as the ongoing wider financial challenges facing the council. The scale of the recommended increase takes into account the cost of living impact on families as well as recognising prices for school meals have already been subject to around a 20% increase since 2019/20. Changes in food regulations over recent years continue to present challenges in terms of finding compliant menu options which appeal to young people. The service also continues to face significant recruitment and retention challenges which inevitably has a negative impact on service provision and when setting prices for meals within the secondary sector we need to be mindful of the range of alternative, often less healthy, lunch options available elsewhere.

The department and schools continue to offer support to families by promoting the uptake of free school meals to eligible families as well as considering any other support that can be offered to individual families experiencing particular financial hardship. Following Cabinet approval in January 2023 a total of £42,133 of school meal debt has been written off to date and a review of current school meal debt management procedures is ongoing.

Given the expansion of universal free school meals within the primary sector, paid meals only now applies to P6 and P7. Full rollout of universal free school meals to these stages is still expected before the end of the current parliamentary term in May 2026.

Add On Sessions (Early Learning and Childcare)

11. An inflationary uplift is again proposed given this service is offered as additionality to the statutory entitlement of 1,140 hours free early learning and childcare and the wider financial challenges faced by the council.

12. If approved, the latest uplift would represent an average cumulative increase of 95% since 2021/22 when the charge across all age groups was £2.25 per hour. The proposed charges would still be highly subsidised in order to ensure ongoing support for parents/carers.

13. Benchmarking data suggests that the proposed charges for 3-5 year olds, for example, would still be lower than neighbouring authorities and funded providers in the private and voluntary sector. These competitive rates, along with the plans to increase the availability of full-time places going forward, is expected to bring income levels closer to the ambitious income target set for this service area.

FINANCIAL AND EFFICIENCY

14. The impact of the proposals noted have been taken into account in the preparation of revenue budgets for 2024/25.

CONSULTATION

15. Consultation is undertaken with various stakeholders in a number of service areas, for example:

The Children and Young People (Scotland) Act 2014 requires local authorities to consult on ELC every 2 years and prepare a delivery plan in response to the consultation exercise. The ability to secure full time provision when applying for an early years place (subject to capacity/staffing) was introduced from August 2023 in response to feedback from the last survey in October 2023.

Consultation with school meals service users takes place regularly to inform menu planning and service delivery. For example, Free Food Friday has been introduced in September 2023 utilising food left over in response to pupils concerns around food waste and sustainability. Our youngest children in early years also take part in consultation using tokens to vote for favourite menu choices. Digital surveys are also used to consult with parent/carers and head teachers around school meals.

RECOMMENDATIONS

16. The Cabinet is asked to approve the following recommendations:

- Service Area 1 - Catering Service – School and Early Years Meals
To retain charges for early years' meals at current level and apply inflationary uplifts to the meal charges within primary and secondary schools.
- Service Area 2 – Add On Sessions (Early Learning and Childcare)
To apply an inflationary uplift to all charges.
- Service Area 3 – Instrumental Music Service
To apply an inflationary uplift to charges for membership of choral groups and the Singing, Games and Rhymes programme
- Service Area 4 – Provision for Pupils with Additional Support Needs who reside out with the Authority
Revised charge to be set for 2024/25 following consideration of 2023/24 outturn.
- Service area 5 - School Transport – Privilege Place
To apply an inflationary uplift to charges for Privilege Places on school transport.

Mark Ratter
Director of Education
14 December 2023

Convener Contact Details
Councillor Anderson, Convener for Education, Culture and Leisure
Tel: 07341 640 825
Tel: 0141 577 3107
Email: andrew.anderson@eastrenfrewshire.gov.uk

Local Government Access to Information Act 1985

Report Author
Mary Docherty, Education Resources Senior Manager
Tel: 0414 577 3314
mary.docherty@eastrenfrewshire.gov.uk

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EAST RENFREWSHIRE COUNCILCABINET14 December 2023Report by Chief Officer – Health and Social Care PartnershipHEALTH AND SOCIAL CARE PARTNERSHIP -
CHARGING FOR SERVICES 2024/25**PURPOSE OF REPORT**

1. To update Cabinet on the proposed charges within the Health and Social Care Partnership (HSCP) for financial year 2024/25.

RECOMMENDATION

2. The Cabinet is asked to:
- (a) Note this update on charging within the HSCP;
 - (b) Agree the proposed increase to existing charges; and
 - (c) Agree to receive further proposals out with the annual reporting cycle subject to the outcome of a Short Life Working Group within the Integration Joint Board.

BACKGROUND

3. This report is produced annually and identifies the proposed charging increases for 2024/25. The legislation supporting the integration of health and social care determines that the authority and approval for setting charges for social care remains with the Council, this function was not delegated to the Integration Joint Board.

4. The Integration Joint Board received this charging report at its meeting on 27th September 2023 and agreed to remit the 2024/25 charging increases to Cabinet for approval.

REPORT

5. The standard rate of inflation, identified as part of the Council process, of 4.4% is the basis of increase to the existing charges within the HSCP. As with prior years this has been rounded up or down to the nearest £0.05. The proposed treatment of each existing charge is set out below:

Service	2023/24	Proposed Change - Inflation (increase by)	2024/25	Percentage Recovery, Full Cost recovery or Prescribed Charge
	Charge		Proposed Charge - Inflation	
	£	£	£	
Community Alarms (per week)	3.1	0.15	3.25	24%
Meals 2 courses	5.5	0.24	5.74	Full Cost Recovery

Meals 3 courses	5.7	0.22	5.92	Full Cost Recovery
Room Hire (per day)	7.8	0.39	8.19	Nominal Contribution to costs
Day care Charges to Other Local Authorities (per day)	137.6	6.08	143.68	Full Cost Recovery - no charges at present
Blue Badges (per application)	20	No change proposed	No change proposed	Prescribed Charge
Bonnyton Residential Care (per week)	874.3	38.51	912.81	21%
Inclusive Support Holiday Programme (per day)	42.7	1.91	44.61	14%

6. The proposed charges represent a continued increase for individuals, Bonnyton House in particular, however there will be some mitigation as a financial assessment will determine the ability to pay.

7. The proposed contribution level for Individual Budgets was previously agreed at 5% of the chargeable element of the budget. Where an individual budget is in place the contribution will supersede any charge for individual aspects of a care package listed above. This was not implemented pre pandemic and the review of the Individual Budget calculator was postponed during the pandemic. This is currently being considered by a Short Life Working Group within the IJB along with any other options to generate income from charging, given the pressures facing health and social care.

8. In the event that this work is not concluded prior to the annual meeting of Cabinet to agree charging levels for 2024/25 the IJB respectfully requests that Cabinet considers receiving a report out with the annual reporting cycle.

9. The HSCP has a non-residential care charging policy in place to support the charges above. This was reviewed and agreed by the IJB at its meeting on 27th September 2023.

FINANCE AND EFFICIENCY

10. All financial issues are included in the report above, in relation to existing charges. The proposed increase to these charges, as set out in the table above, could generate a potential £42,000 income when the uplifts are applied to income budgets; in real terms the income achieved may be lower as this will be linked to the ability to pay and is also dependent on service delivery and demand, particularly as we evolve away from building based models of care.

CONSULTATION

11. A full consultation exercise and equalities impact assessment were undertaken prior to implementation of the Individual Budget proposals, however any revision to the calculator and the implementation of the contribution will require a further equalities impact assessment. Further consultation will be needed with a range of stakeholders.

PARTNERSHIP WORKING

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

IMPLICATIONS OF THE PROPOSALS

13. A full equalities impact assessment was undertaken as part of the development of the

Individual Budget implementation. However this will require review in the event of change.

14. There are no implications in relation to staffing, property, legal, sustainability or IT as part of this paper.

CONCLUSIONS

15. The proposed increases to existing charges are in line with inflation however there needs to be recognition that the income that may be generated is subject to the ability to pay, through financial assessment.

16. The changing service delivery models will also impact on areas such as charges for meals and charges to other local authorities for day services as we move to community based service and support.

RECOMMENDATIONS

17. The Cabinet is asked to:

- (a) Note this update on charging within the HSCP;
- (b) Agree the proposed increase to existing charges; and
- (c) Agree to receive further proposals out with the annual reporting cycle subject to the outcome of a Short Life Working Group within the Integration Joint Board.

REPORT AUTHOR

Lesley Bairden, Head of Finance and Resources (Chief Financial Officer)

Lesley.Bairden@eastrenfrewshire.gov.uk

0141 451 0749

Chief Officer, IJB: Julie Murray

BACKGROUND PAPERS

IJB 21.09.2022 – Charging for Services

https://www.eastrenfrewshire.gov.uk/media/8152/IJB-Item-10-21-September-2022/pdf/IJB_Item_10_-_21_September_2022.pdf?m=637983202026730000

IJB 25.11.2021 – HSCP Charging for Services

https://www.eastrenfrewshire.gov.uk/media/7119/Cabinet-item-11-ii-25-November-2021/pdf/Cabinet_item_11ii_-_25_November_2021.pdf?m=637723135855770000

IJB 25.09.2020 – Charging for Services 2020/21

https://www.eastrenfrewshire.gov.uk/media/3202/Integration-Joint-Board-Item-11-23-September-2020/pdf/Integration_Joint_Board_Item_11_-_23_September_2020.pdf?m=637354314865830000

IJB 26.06.2019 - Individual Budget Update

https://www.eastrenfrewshire.gov.uk/media/2262/Integration-Joint-Board-Item-11-26-June-2019/pdf/Integration_Joint_Board_Item_11_-_26_June_2019.pdf?m=637351721070000000

IJB 27.06.2018 - Individual Budgets Self Directed Support Update

CABINET 28.11.2019 - HSCP Charging for Services

https://www.eastrenfrewshire.gov.uk/media/2157/Cabinet-Item-03-v-28-November-2019/pdf/Cabinet_Item_03v_-_28_November_2019.pdf?m=637350899335870000

CABINET 30.11.2017 - HSCP Charging for Services

https://www.eastrenfrewshire.gov.uk/media/3279/Cabinet-Item-07-v-30-November-2017/pdf/Cabinet_Item_07v_-_30_November_2017.pdf?m=637383706570130000

EAST RENFREWSHIRE COUNCILCABINET14 December 2023Report by Director of EnvironmentCHARGING FOR SERVICES 2024-25**PURPOSE OF REPORT**

1. The purpose of this report is to advise the Cabinet of the outcome of the charging for services exercise carried out within the Environment Department and to submit for approval the proposed fees and charges for 2024/25.

RECOMMENDATIONS

2. Cabinet is asked to approve:

(a) New charges being applied to the services noted below:-

- Skin Piercing and Tattooing Licence Inspection
- Storage Costs for Homeless Residents

(b) An increase of 4.4% is applied to the services noted in Appendix 1 Section 2 "Proposed New Fees and Charges".

(c) An increase in charges by more than 4.4%, as these are determined by actual officer's hourly rate or a % of overall charge for work undertaken for the following services.(Appendix1 Section 3)

- Animal Health Licensing
- Environmental Health charge for events inspections
- Pest Control Treatments - not part of contract
- Arranging Housing & Public Health Enforcement Works
- Recharge of damage repairs caused by Housing tenants
- Events in Parks & Cemeteries
- Filming in Parks, Cemeteries and Roads
- Hire of Events Litter Squad
- Dangerous Buildings Recharge - Admin Fee

(d) No change to fees and charges for the service noted below:

- Short Term Let Licensing

In addition, Cabinet is asked to note:

(e) New charges were raised during 2023 out with this process for the services noted below:

- Additional Garden Waste Permit and Bin

- Christmas Tree Uplift (for non-permit holders)
- (e) Nationally prescribed charges set by the Scottish Government and Vehicle & Operator Services Agency (Appendix 1 Section 6) for the following services:
- Planning applications
 - Certificates of lawful use or development
 - Building warrant applications
 - Application for private landlord registration
 - MOT testing
 - Trading Standards petroleum and explosives storage licenses
- (f) The removal of charges for the following services:
- Outdoor Sports Pitches Bookings (Service transferred to ERCLT)
 - Cubic Ballast Measurement

BACKGROUND AND REPORT

3. This year it has been recommended that services consider applying an increase of 4.4% for year 2024/25 to reflect projected inflationary pressures.

4. The department currently raises a number of statutory and non-statutory charges relating to services delivered by the following sections:

- Building Standards
- Development Management
- Environmental Health
- Housing
- Neighbourhood Services
- Roads
- Trading Standards

5. A complete list of fees and charges raised by the Environment Department are contained within Appendix 1.

6. As part of the review to fees and charges process for 2024/25 the department was required to establish the percentage of service cost recovered through charging. The large number of fees charged by the department and the availability of resource to establish and or verify baseline costs means that the percentage recovered figure is not available for all services. Dependant on the availability of resource the department will aim to identify baseline cost and thereafter percentage cost recovered during year 2024/25 prioritising services that raise most income.

7. It has been recommended by Trading Standards Service that the charge for Cubic Ballast measurement be removed. This is a service that is no longer provided. There will be little or no impact on income.

8. During 2023 the Outdoor Sports Pitches Service transferred from Neighbourhood Services to the East Renfrewshire Community and Leisure Trust and therefore that services fees and charges have been removed.

9. As it is only year two of Short Term Letting Licensing fee, it is recommended that there is no increase to the charges applied to this service.

10. The Civic Government (Scotland) Act 1982 requires that a license to carry out the business of skin piercing and tattooing is obtained. It is recommended that a new charge (Appendix 1 Section 1) be raised to cover officer time in the processing of Skin Piercing and Tattoo license applications. The application, and level, of this charge is in line with other neighbouring Local Authorities.

13. With the increase in the number of homeless applications, there is an increase in the number of households assisted with the storage of furniture. The proposal is to recharge the household via the development of a recharge policy. The Council will continue to pay all upfront costs and recoup via individual affordable payment plans.

14. The cost of providing temporary accommodation has risen considerably in recent years and while there was a recent rent charge increase, this did not rise at a rate to cover the cost of the provision. An analysis of the cost to the Council in regards to providing temporary accommodation indicates that a further increase is required in order to meet service expenditure. The fee charged excludes the Council Tax charge which the Homelessness Service currently pay. It is proposed that Council Tax charge liability be moved from the Homelessness Service and the tenant will be liable for these charges. Many of these tenants will be eligible for Council Tax benefit.

15. Neighbourhood Services introduced two new chargeable services during the year as part of budget considerations for 2023/34. Firstly, the opportunity was offered to residents to purchase a second garden waste permit and second bin where required, secondly a Christmas tree uplift service, for residents without a garden waste permit was introduced. These are now included in the appendix with other charges to be considered for inflationary price increases.

15. The codes noted below and in Appendix 1 are used to denote the Charging Classification and Policy for 2024/25 in respect of each service area:

Classification:

- i) To accord with policy/strategy
- ii) Market-based charge
- iii) Statutory charge

Charging Policy:

- a) charge to recover full cost
- b) charge to recover specific part cost (e.g. all direct costs)
- c) charge to make contribution to service revenue
- d) charges which are nationally prescribed

FINANCE AND EFFICIENCY

16. The impact of the proposed fees and charges on levels of use, and levels of income, will be taken into account in the preparation of revenue budgets for 2024/25.

CONSULTATION

17. This report has been prepared in consultation with the Accountancy Section and where appropriate benchmarking was carried out to compare costs of services provided by other Councils and the private sector.

PARTNERSHIP WORKING

18. There was no partnership working associated with this report.

IMPLICATIONS OF THE PROPOSALS

Equalities

19. Where appropriate, an equality impact assessment has been carried out and there are no equality implications in relation to the proposed charges for service provided by the department.

CONCLUSIONS

20. This report concludes the end of the 2024/25 fees and charges review process. The Environment Department has considered the range of fees and charges levied and applied where appropriate the Council's recommended 4.4 % rise that accommodates the predicted impact of inflationary pressures on services during 24/25. The report also demonstrates the department's willingness to recoup the actual cost of officer's time in processing applications and delivering services by applying an officer's hourly rate as a charge where this is appropriate. The review process also offers the department the opportunity to consider where appropriate applying new charges to support the delivery of council services without unduly impacting uptake of services delivered. Finally, the process gives the department the opportunity to remove charges where levying them is no longer appropriate or when the service is no longer delivered.

RECOMMENDATIONS

21. Cabinet is asked to approve:

(a) New charges being applied to the services noted below:-

- Skin Piercing and Tattooing Licence Inspection
- Storage Costs for Homeless Residents

(b) An increase of 4.4% is applied to the services noted in Appendix 1 Section 2 "Proposed New fees and Charges".

(c) An increase in charges by more than 4.4%, as these are determined by actual officer's hourly rate or a % of overall charge for work undertaken for the following services.(Appendix1 Section 3)

- Animal Health Licensing
- Environmental Health charge for events inspections
- Pest Control Treatments - not part of contract
- Arranging Housing & Public Health Enforcement Works
- Recharge of damage repairs caused by Housing tenants
- Events in Parks & Cemeteries
- Filming in Parks, Cemeteries and Roads
- Hire of Events Litter Squad

- Dangerous Buildings Recharge - Admin Fee

(d) No change to fees and charges for the service noted below:

- Short Term Let Licensing

In addition, Cabinet is asked to note:

(e) New charges were raised during 2023 out with this process for the services noted below:

- Additional Garden Waste Permit and Bin
- Christmas Tree Uplift

(e) Nationally prescribed charges set by the Scottish Government and Vehicle & Operator Services Agency (Appendix 1 Section 6) for the following services:

- Planning applications
- Certificates of lawful use or development
- Building warrant applications
- Application for private landlord registration
- MOT testing
- Trading Standards petroleum and explosives storage licenses

(f) The removal of charges for the following services:

- Outdoor Sports Pitches Bookings (Service transferred to ERCLT)
- Cubic Ballast Measurement

Director of Environment

Convener contact details

Councilor Danny Devlin
(Convener for Environment and Housing)

Home: 0141 580 0288
Office: 0141 577 3107/8

13th November 2023

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APPENDIX 1

SECTION 1 - PROPOSED NEW FEES AND CHARGES

Service	Section	Current Charge 2023/24	Additional Charge Information	Recommended Charge 2024/25	Charge Status	Charge Classification	Costs fully or partially covered by fee	If partial what % is covered	Recommendation
Skin Piercing and Tattooing Licence Inspection	Environmental Health	n/a	£147.73 represents 2 hours of officer's time 23/24	Increase by hourly rate when agreed	New Charge	iii/d	Cost Partially Covered	Not Available	New charge for work carried out as part of statutory consultation for Legal and SPTL licencing is recommended. 24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Storage cost for homeless residents	Housing	n/a	We currently pay all the costs associated with the costs of storing good. The duty is statutory however reasonable charges can be made.	Various	New Charge	i/a and ii/a	Cost Fully Covered		Recommendation is to continue to pay all upfront costs and develop individual payment plans based on affordability.

SECTION 2 – PROPOSED 4.4% INCREASE IN CHARGES

Service	Section	Current Charge 2023/24	Additional Charge Information	Recommended Charge 2024/25	Charge Status	Charge Classification	Costs fully or partially covered by fee	If partial what % is covered	Recommendation
Environmental Health Animal Health Licensing - (Deer) Scotland Act 1996 Venison Dealers Licence	Environmental Health	£59.10		£61.70	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Animal Health Licensing - Dangerous Wild Animals Act 1976	Environmental Health	£240.60	Plus Vet Fees	£251.20	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Animal Health Licensing - Zoo Licensing Act 1981	Environmental Health	£481.00	Plus Vet Fees	£502.20	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Animal Health Licensing - Riding Establishments Act 1964/76	Environmental Health	£255.25	Plus Vet Fees	£266.50	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Animal Health Licensing - Performing Animals Act 1925	Environmental Health	£160.10	Plus Vet Fees if required	£167.15	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Immigration Control Certificate	Environmental Health	£105.90		£110.60	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Immigration Control Certificate	Environmental Health	£49.90	where copy certificated required within 1 year of inspection being carried out	£52.10	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Mice (includes 3 visits)	Environmental Health	£94.90		£99.10	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Rats (includes 3 visits)	Environmental Health	£94.90		£99.10	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Squirrels (includes 3 visits)	Environmental Health	£94.90		£99.10	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Wasp nest treatment	Environmental Health	£58.60		£61.20	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Ants	Environmental Health	£36.50		£38.10	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Flying Ants	Environmental Health	£48.70		£50.85	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Pest Control Treatments - Flying Ants - Additional Visit	Environmental Health	£30.45		£31.80	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Fleas(includes 2 visits)	Environmental Health	£97.30		£101.60	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Fleas - Additional Visit	Environmental Health	£30.45		£31.80	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Fruit Flies/sewerage flies	Environmental Health	£36.50		£38.10	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Fruit/Sewerage flies - Additional Visit	Environmental Health	£30.45		£31.80	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Cockroaches (includes 3 visits)	Environmental Health	£219.55		£229.20	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Cockroaches - Initial survey required	Environmental Health	£25.00		£26.10	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Cockroaches - Recall visit – Prior approval from Environmental Health required	Environmental Health	£73.00		£76.20	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Bed Bugs (includes 3 visits)	Environmental Health	£219.55		£229.20	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Pest Control Treatments - Bed Bugs - Initial survey required	Environmental Health	£25.00		£26.10	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Bed Bugs - Recall visit – Prior approval from Environmental Health required	Environmental Health	£73.00		£76.20	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Silver fish	Environmental Health	£36.50		£38.10	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Silver fish - Additional Visit	Environmental Health	£30.45		£31.80	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Beetles	Environmental Health	£36.50		£38.10	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Beetles - Recall visit 14 to 28 days from initial treatment	Environmental Health	Free		Free	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Pest Control Treatments - Cancellation Fee	Environmental Health	£48.85		£51.00	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

General Public Health Charges - Samples Collected and Analysed for Bacteriological Monitoring (Excluding Type A & B Private Water Supplies for Monitoring & Requests for bacteriological testing).	Environmental Health	£102.45 per sample		£107.00	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
General Public Health Charges - Private Water Supply (PWS) Samples Collected and Analysed (Including Type A & B Supplies for bacteriological & Routine Chemical Quality Monitoring) - Type A	Environmental Health	£209.60		£218.85	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
General Public Health Charges - Private Water Supply (PWS) Samples Collected and Analysed (Including Type A & B Supplies for bacteriological & Routine Chemical Quality Monitoring) - Type B	Environmental Health	£142.10		£148.35	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

General Public Health Charges - Private Water Supply (PWS) Samples Collected and Analysed (Including Type A & B Supplies for bacteriological & Routine Chemical Quality Monitoring) (Statutory Charge) Carrying out a PWS Risk Assessment	Environmental Health	£50.00		£50.00	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
General Public Health Charges - Contaminated Land Enquiry	Environmental Health	£76.15	per hour plus Analytical Costs 10%	£79.50	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
General Food Law Charges - Section 50 Licensing Fee	Environmental Health	£132.30		£138.10	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
General Food Law Charges - Certificate of compliance to operate as a street trader	Environmental Health	£76.60		£79.95	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
General Food Law Charges - Food Condemnation Certificates	Environmental Health	£212.25		£221.60	Increased by 4.4 %	i/c and iii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Private Sector Grants Registration	Housing	£91.50		£95.55	Increased by 4.4 %	i/a	Cost Fully Covered		In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Houses in multiple Occupations (HMO) Licensing - New Application	Housing	£985.87	up to 6	£1,029.25	Increased by 4.4 %	i/a	Cost Fully Covered		In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Houses in multiple Occupations (HMO) Licensing - New Application	Housing	£1,248.75	7 or over	£1,303.70	Increased by 4.4 %	i/a	Cost Fully Covered		In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Houses in multiple Occupations (HMO) Licensing - Renewals	Housing	£622.15	up to 6	£649.50	Increased by 4.4 %	i/a	Cost Fully Covered		In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Houses in multiple Occupations (HMO) Licensing - Renewals	Housing	£805.20	7 or over	£840.65	Increased by 4.4 %	i/a	Cost Fully Covered		In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Supply of Bins for New Housing Developments	Neighbourhood Services	£160.00	per household	£167.05	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Large Commercial bins	Neighbourhood Services	£71.00	cost plus £71.00 for delivery/admin fee	£74.15	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
* Burial Ground Charges - Internments Mondays - Fridays - Residents	Neighbourhood Services	£1,118.51		£1,167.75	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Internments Mondays - Fridays - Non-Residents	Neighbourhood Services	£2,532.93		£2,644.40	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Internments - Saturdays/Sundays/ Public Holidays - Residents	Neighbourhood Services	£1,940.77		£2,026.15	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Internments - Saturdays/Sundays/ Public Holidays - Non-Residents	Neighbourhood Services	£3,067.47		£3,202.45	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Burial Ground Charges - Internments in Hebrew Cemetery- Mondays - Fridays - Residents	Neighbourhood Services	£1,036.19		£1,081.80	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Internments in Hebrew Cemetery- Mondays - Fridays - Non-Residents	Neighbourhood Services	£2,286.20		£2,386.80	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Internments in Hebrew Cemetery- Saturdays/Sundays/ Public Holidays - Residents	Neighbourhood Services	£1,940.77		£2,026.15	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Internments in Hebrew Cemetery- Saturdays/Sundays/ Public Holidays - Non-Residents	Neighbourhood Services	£3,067.47		£3,202.45	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Cremated Remains - Mondays - Fridays - Resident	Neighbourhood Services	£337.18		£352.00	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Cremated Remains - Mondays - Fridays - Non-Resident	Neighbourhood Services	£748.37		£781.30	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Cremated Remains - Saturdays/Sundays/ Public Holidays - Resident	Neighbourhood Services	£707.27		£738.40	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Cremated Remains - Saturdays/Sundays/ Public Holidays - Non-Resident	Neighbourhood Services	£1,200.66		£1,253.50	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Burial Ground Charges - New Lair Coffin - Resident	Neighbourhood Services	£1,250.01		£1,305.00	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - New Lair Coffin - Non-Resident	Neighbourhood Services	£2,870.05		£2,996.35	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - New Lair Cremated Remains (Neilston Only) - Resident	Neighbourhood Services	£723.72		£755.55	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - New Lair Cremated Remains (Neilston Only) - Non-Resident	Neighbourhood Services	£1,546.03		£1,614.05	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Misc. - Feasibility Certificate	Neighbourhood Services	£287.82		£300.50	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Misc. - Exhumation Coffin	Neighbourhood Services	£2,615.13		£2,730.20	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Misc. - Exhumation Cremated Remains	Neighbourhood Services	£575.65		£601.00	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Misc. - Lair Certificate	Neighbourhood Services	£33.58		£35.05	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Misc. - Duplicate Certificate	Neighbourhood Services	£67.16		£70.10	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Burial Ground Charges - Misc. - Transfer of Title	Neighbourhood Services	£70.58		£73.70	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Misc. - Search Fee	Neighbourhood Services	£134.31		£140.25	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Burial Ground Charges - Misc. - Memorial Foundation	Neighbourhood Services	£153.51		£160.25	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
<p>* Note on Burial Ground Charges</p> <ul style="list-style-type: none"> There will be no charge for the burial of children under 18. Double Internment, second and subsequent coffins or cremated remains 50% of appropriate fee. When a deceased person residing out-with East Renfrewshire has previously resided within the Council area for a minimum of 50 years the surcharge for burial of a non-resident will not be applied. 				<ul style="list-style-type: none"> Where a coffin size is beyond a permitted size (length or width), this may require the need to purchase an adjacent lair. The requirement and price for this will be confirmed on application. The agreed fees and charges will be applied to the applicant's address (Lair owner) when purchasing the lair and an internment will be based on the deceased address 					
Hire of Rouken Glen Pavilion - Standard Use (Mon-Fri - working hours)	Neighbourhood Services	£18.25	per hour	£19.05	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Hire of Rouken Glen Pavilion - Commercial Use (Mon-Fri - working hours)	Neighbourhood Services	£36.50	per hour	£38.10	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Hire of Rouken Glen Pavilion - Weekends	Neighbourhood Services	£62.80	per hour	£65.55	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Garden Waste Permit	Neighbourhood Services	£50.00	per permit	£52.20	Increased by 4.4 %	ii/c	Cost Partially Covered	51-60	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Garden Waste Permit (Additional permit only)	Neighbourhood Services	£50.00	per additional permit	£52.20	Increased by 4.4 %	ii/c	Cost Partially Covered	51-60	New Charge implemented 2023 out with this process. In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Garden Waste Permit (Additional bin and permit)	Neighbourhood Services	£110.00	per bin and permit	£114.85	Increased by 4.4 %	ii/c	Cost Partially Covered	51-60	New Charge implemented 2023 out with this process. In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Single uplift of Garden Waste (Non permit holder)	Neighbourhood Services	£35.00	per bin	£36.55	Increased by 4.4 %	ii/c	Cost Partially Covered	51-60	New Charge implemented 2023 out with this process. In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Christmas Tree Collection	Neighbourhood Services	£15.00	per bin	£15.65	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	New Charge implemented 2023 out with this process. In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Special Uplifts	Neighbourhood Services	£51.85		£54.15	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Special Uplifts - Ground Clearance Charge - for each additional 15 minutes required in addition to the special uplift charge	Neighbourhood Services	£51.85		£54.15	Increased by 4.4 %	i/b	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - Red Trade Sack	Neighbourhood Services	£3.36	each	£3.50	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 120 litre plastic container	Neighbourhood Services	£3.36 each		£3.50	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 240 litre plastic container	Neighbourhood Services	£6.64 each		£6.95	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 360 litre plastic container	Neighbourhood Services	£9.46 each		£9.90	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 500 litre steel container	Neighbourhood Services	£12.34 each		£12.90	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 660 litre steel/plastic container	Neighbourhood Services	£15.92 each		£16.60	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 1100/1280 litre steel/plastic container	Neighbourhood Services	£23.23 each		£24.25	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Internal Collection Charges - Uplift Charges per uplift (excluding VAT) - 120 litre plastic container	Neighbourhood Services	£3.05 each		£3.20	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Internal Collection Charges - Uplift Charges per uplift (excluding VAT) - 240 litre plastic container	Neighbourhood Services	£6.02 each	£6.30	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Internal Collection Charges - Uplift Charges per uplift (excluding VAT) - 360 litre plastic container	Neighbourhood Services	£8.58 each	£9.00	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Internal Collection Charges - Uplift Charges per uplift (excluding VAT) - 500 litre steel container	Neighbourhood Services	£11.22 each	£11.70	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Internal Collection Charges - Uplift Charges per uplift (excluding VAT) - 660 litre steel/plastic container	Neighbourhood Services	£14.46 each	£15.10	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Internal Collection Charges - Uplift Charges per uplift (excluding VAT) - 1100/1280 litre steel/plastic container	Neighbourhood Services	£21.26 each	£22.20	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Internal Collection Charges - Leasing Charges per week (excluding VAT) - 120 litre plastic container	Neighbourhood Services	£0.90 each	£0.95	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Internal Collection Charges - Leasing Charges per week (excluding VAT) - 240 litre plastic container	Neighbourhood Services	£0.99 each	£1.05	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Internal Collection Charges - Leasing Charges per week (excluding VAT) - 360 litre plastic container	Neighbourhood Services	£1.12 each		£1.20	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Internal Collection Charges - Leasing Charges per week (excluding VAT) - 500 litre steel container	Neighbourhood Services	£3.01 each		£3.15	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Internal Collection Charges - Leasing Charges per week (excluding VAT) - 660 litre steel/plastic container	Neighbourhood Services	£3.01 each		£3.15	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Internal Collection Charges - Leasing Charges per week (excluding VAT) - 1100/1280 litre steel/plastic container	Neighbourhood Services	£3.10 each		£3.25	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Uplift Charges per uplift (excluding VAT) - Paper recycling sack	Neighbourhood Services	£2.68 each		£2.80	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Uplift Charges per uplift (excluding VAT) - Glass & Cans recycling box	Neighbourhood Services	£2.68 each		£2.80	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Uplift Charges per uplift (excluding VAT) - Plastics recycling bag	Neighbourhood Services	£2.68 each		£2.80	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Uplift Charges per uplift (excluding VAT) - 240 litre container - Any material (paper, glass, cans, plastic)	Neighbourhood Services	£4.90 each		£5.10	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

High Hedges Application Fee	Development Management and Building Standards	£581.70		£607.30	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Recharge of Legal Fees to 3rd Parties	Development Management and Building Standards	£125.20	per hour	£130.70	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Providing Variety of Planning & Building Standard Information	Development Management and Building Standards	£79.45	per hour	£82.95	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Planning & Building Standards Section 50 Certificates	Development Management and Building Standards	£132.30	each	£138.10	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Building Standards - Section 89 (Raised Structures) Certificate	Development Management and Building Standards	£322.60		£336.80	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Building Standards - Section 89 (Raised Structures) Out of hours inspections/applications received less than 14 days from date of event	Development Management and Building Standards	£85.65		£89.45	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Supply Copies of - Building Warrants	Development Management and Building Standards	£87.95		£91.80	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Supply Copies of - Completion Certificates	Development Management and Building Standards	£87.95		£91.80	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Supply Copies of - Additional Copy of Consent	Development Management and Building Standards	£17.80		£18.60	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Copies of Building Warrant	Development Management and Building Standards	£3.45 for A0	£3.60	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Plans & Documentation	Development Management and Building Standards	£2.70 for A1	£2.80	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Plans & Documentation	Development Management and Building Standards	£1.85 for A2	£1.95	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Plans & Documentation	Development Management and Building Standards	£1.50 for A3	£1.60	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Plans & Documentation	Development Management and Building Standards	£1.20 for A4	£1.25	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Archived File Search & Retrieval	Development Management and Building Standards	£64.70	£67.55	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Property Enquiry Report - 5 Day Response	Development Management and Building Standards	£121.65	£953.15	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Property Enquiry Report - 2 Day Response	Development Management and Building Standards	£129.10	£413.55	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Street naming and numbering - The naming of a new street (price per street)	Development Management and Building Standards	£300.00 per street	£313.20	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Change of Street Name	Development Management and Building Standards	£300.00		£313.20	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Single Change of an existing house number or name	Development Management and Building Standards	£80.00		£83.50	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Registering/numbering of new properties	Development Management and Building Standards	200-900	sliding scale	£200-900	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Re-numbering a new development after earlier naming/numbering has been confirmed	Development Management and Building Standards	£300.00		£313.20	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
1st Copy	Development Management and Building Standards	£32.90	per copy	£34.35	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Supply of Ordnance Survey Extracts Additional Copies	Development Management and Building Standards	£0.70	per copy	£0.75	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Letters of Comfort Building Standards - without Site Visit	Development Management and Building Standards	£165.55		£172.85	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Letters of Comfort Building Standards - without Site Visit. No completion Certificate	Development Management and Building Standards	£322.60		£336.80	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Letters of Comfort Building Standard - Unauthorised Work	Development Management and Building Standards	£555.90	flat fee for works up to the value of £50000	£580.35	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Letters of Comfort Building Standard - Unauthorised Work - Additional Inspection	Development Management and Building Standards	£165.55		£172.85	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Building Warrant Exemption Letter - Without Property Inspection	Development Management and Building Standards	£165.55		£172.85	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Building Warrant Exemption Letter - Expired Building Warrant (approved after 1st May 2005) Completion Certificate	Development Management and Building Standards	£165.55		172.85	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Supply Copies of Planning Consents - Initial Copy	Development Management and Building Standards	£87.95		£91.85	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Additional Consents	Development Management and Building Standards	£17.80		£18.60	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Archived File Search & Retrieval	Development Management and Building Standards	£64.70		£67.55	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Caravan Site Licensing - New Licence	Environmental Health	£913.00		£953.15	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Caravan Site Licensing - Renewal of Licence	Environmental Health	£913.00		£953.15	Increased by 4.4 %	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Removal of Unauthorised Signs	Roads Operations	£66.10	per sign	£69.00	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Misc. Recharges (Roads Staff Time) i.e. Technical Advice, Sign Preparation, Traffic Management etc.	Roads Operations	£79.45	per hour	£82.95	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Section 109 (Roads Scotland Act) - Approval to put Private Apparatus in the Public Road	Roads Operations	£275.40		£287.50	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Temporary Traffic Signal Permit - 3 Way	Roads Operations	£138.85		£144.95	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Road Occupation Permits - Section 58 (4 week period)	Roads Operations	£159.48	per 4 weeks	£166.50	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Road Occupation Permits - Retrospective charge to cover occupations put in place without a Section 58 permit (covers days without permit only)	Roads Operations	£159.48		£166.50	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Road Occupation Permits - Section 59 (Annual) Street Café Application	Roads Operations	£278.66	Annually	£290.90	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Road Opening Permit (per week or part of)	Roads Operations	£159.48	per week	£166.50	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Retrospective Charge to cover works put in place without a permit (covers days without permit only)	Roads Operations	£159.48	per week	£166.50	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Skip Permits (4 weeks)	Roads Operations	£88.05		£91.90	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Skip Permits - Retrospective Charge to cover skip put in place without a permit (covers days without permit only)	Roads Operations	£88.05		£91.95	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Inspection Charges relating to Roads in New Developments	Roads Operations	£60.00	per £1000 of Road Bond (min £1200)	£62.65	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Property Enquiry Report Roads - Standard Charge	Roads Operations	£139.45		£145.60	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Property Enquiry Report - Roads Only	Roads Operations	£68.35		£71.35	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Property Enquiry Report - Additional Fee	Roads Operations	£71.10		£74.25	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Approval to Erect Temporary Direction Signs e.g. New Housing Developments etc.	Roads Operations	£396.10	per year	£413.55	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Provision of Bar Markings on the Carriageway	Roads Strategy	£222.25		£232.05	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Road Closure Notices/Orders - Section 14 - 5 Days (4 weeks advance notice required)	Roads Strategy	£600.15		£626.55	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Road Closure Notices/Orders - Fast Track requests - Section 14 (less than 4 weeks' notice)	Roads Strategy	£821.75		£857.90	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Road Closure Temporary Orders (8 weeks advance notice required)	Roads Strategy	£1,225.55		£1,279.45	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Road Closure Temporary Orders - Fast Track (less than 8 weeks advance notice provided)	Roads Strategy	£1,456.05		£1,520.10	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Road Closure Notices - Amendments to pre authorised TRN or TTRO	Roads Strategy	£158.90		£165.90	Increased by 4.4 %	i/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Export Health Certificate	Trading Standards	£59.50		£62.10	Review	ii/c	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Trading Standards - Second Hand Car Dealer's License	Trading Standards	£498.60	3 year license	£520.00	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Weights, Measures and Environmental Information - Hourly Rate for Weight & Measures Staff	Trading Standards	£83.25	per hour	£86.90	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Weights, Measures and Environmental Information - Hourly Rate for Support Staff	Trading Standards	£45.80	per hour	£47.80	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Weights - Not exceeding 5kg but exceeding 500mg	Trading Standards	£12.70		£13.25	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Other Weights	Trading Standards	£9.65		£10.05	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Measures - Linear Measures not exceeding 3m	Trading Standards	£14.05		£14.65	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Measures - Capacity Measures not exceeding 1 litre	Trading Standards	£12.20		£12.75	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Measures - Liquid Capacity Measures	Trading Standards	£39.75		£41.50	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Weighing Instruments Non EC - Not Exceeding 1 tonne	Trading Standards	£89.30		£93.25	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Weighing Instruments Non EC - Exceeding 1 tonne to 10 tonne	Trading Standards	£144.60		£150.95	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Weighing Instruments Non EC - Exceeding 10 tonne	Trading Standards	£303.20		£316.55	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
EC (Non-Automatic Weighing Instruments)- Not Exceeding 1 tonne	Trading Standards	£148.60		£155.15	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

EC (Non-Automatic Weighing Instruments) - Exceeding 1 tonne to 10 tonne	Trading Standards	£230.10		£240.25	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
EC (Non-Automatic Weighing Instruments)- Exceeding 10 tonne	Trading Standards	£502.90		£525.05	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Measuring Instruments for Intoxicating Liquor - Not Exceeding 150ml	Trading Standards	£24.50		£25.60	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Measuring Instruments for Intoxicating Liquor - Other	Trading Standards	£28.30		£29.55	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Measuring Instruments for Liquid Fuel and Lubricants - Container Type, not Subdivided	Trading Standards	£102.10		£106.60	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Measuring Instruments for Liquid Fuel and Lubricants - Single/Mullet-outlets (nozzles) - First Nozzle Tested per site	Trading Standards	£167.30		£174.65	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Measuring Instruments for Liquid Fuel and Lubricants - Single/Mullet-outlets (nozzles) - Each Additional Nozzle Tested	Trading Standards	£102.90		£107.45	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

Measuring Instruments for Liquid Fuel and Lubricants - Testing of Peripheral Equipment on a Separate Visit (per site)	Trading Standards	£112.85	per hour	£117.80	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services
Measuring Instruments for Liquid Fuel and Lubricants - Testing of Credit Card Acceptor (per unit, regardless of slots/nozzles/pumps)	Trading Standards	£112.85	per hour	£117.80	Increased by 4.4 %	i/c and iii/d	Cost Partially Covered	Not Available	In line with Council Policy it is recommended that there should be a 4.4% increase in 2024/25 charges to reflect inflationary rate increase and to support delivery of Council services

SECTION 3 – PROPOSED MISCELLANEOUS INCREASE IN CHARGES

Service	Section	Current Charge 2023/24	Additional Charge Information	Recommended Charge 2024/25	Charge Status	Charge Classification	Costs fully or partially covered by fee	If partial what % is covered	Recommendation
Animal Health Licensing - Animal Boarding Establishments Act 1963 (Kennels/Cattery)	Environmental Health	£212.25	3.0 hours officers time Plus Vet Fees if required	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Animal Health Licensing - Animal Breeders : Dogs ≤ 10 breeding bitches	Environmental Health	£212.55	3.0 hours officers time Plus Vet Fees if required	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Animal Health Licensing - Animal Breeders : Dogs >10 breeding bitches	Environmental Health	£353.75	5.0 hours officers time Plus Vet Fees if required	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Animal Health Licensing - Cats	Environmental Health	£141.50	2.0 hours officers time Plus Vet Fees if required	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Animal Health Licensing - Rabbits	Environmental Health	£141.50	2.0 hours officers time Plus Vet Fees if required	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.

Animal Health Licensing - Animal Home Boarding License <10 animals	Environmental Health	£141.50	Fee reviewed and amended to reflect additional work/no. of animals 2.0 hours officers time	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Animal Health Licensing - Animal Home Boarding License ≥10 animals	Environmental Health	n/a	See above 4.0 hours officers time	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Animal Health Licensing - Animal Sales/Pet Shops	Environmental Health	£176.87	2.5 hours officers time	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Animal Health Licensing - Animal Welfare Establishments	Environmental Health	£176.87	2.5 hours officers time Plus Vet Fees	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Animal Health Licensing - Animal Welfare Establishments Animal Rehoming Centre/Animal Sanctuary	Environmental Health	£176.87	2.5 hours officers time Plus Vet Fees	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Animal Health Licensing - Enforcement of Regulations	Environmental Health	£70.75	EHO hourly rate £70.75 per hour of officer's time + vet inspection fees as required. Recharge of Legal Fees to 3rd Parties £111.50 per hour of Legal Services Officer's time	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.

Events Charging - 1 day event (no PEL ,<500 customers, no or 1 / 2 food vehicles)	Environmental Health	£141.50	(Events Charging - Environmental Health charge only) 2 hours officers time	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Events Charging - 1 day event with- PEL, 2-10 food vehicles and/or music, lighting, stages or similar	Environmental Health	£424.50	(Events Charging - Environmental Health charge only) 6 hours officers time	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Events Charging - 2 day event as above or larger	Environmental Health	£1,273.50	(Events Charging - Environmental Health charge only) 18 hours officers time	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Events Charging - 3 day event as above or larger	Environmental Health	£1,910.25	(Events Charging - Environmental Health charge only) 27 hours officers time	Increase by hourly rate when agreed	Increase	i/c and iii/c	Cost Partially Covered	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Pest Control Treatments - Insects not part of pest control contract	Environmental Health		Contractor's charge + 10% management/admin fee	Contractor's charge + 10% mgt/admin fee	% of Contractor's charge	i/c and iii/c	Cost Partially Covered	Not Available	Fee is actual cost plus 10 % to cover admin cost.
General Public Health Charges - Arranging Housing & Public Health Enforcement Works & Associated Admin	Environmental Health		Costs incurred + 10% administration charge. Admin charge per invoice:- Minimum £48.85 - Maximum £2291.00	Increase by hourly rate when agreed	Increase	i/c and iii/c	Not Known	Not Available	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.

Temporary Accommodation Rent Charge	Homelessness Services	£200 per week	Following review of costs the charge for temporary accommodation to be increased to £279.25 for all temp excluding properties at Overlee which will be charged at £296.35 as have an overnight security presence. The rental charge excludes the Council Tax charge which the Homelessness service currently pay.	Between £279.35 and 296.35	Increase	i/a and ii/a	Cost Fully Covered		It is recommended that following review of costs the charge be increased to £279.25 for all temp accomodation excluding properties at Overlee which will be charged at £296.35 . Council Tax charges will be removed and the tenant will be liable for Council Tax charges.
Housing Management Fee - Recharge of Damage repairs caused by tenants	Housing	repairs cost plus 5% admin fee		repairs cost plus 5% admin fee	Increase	i/c	Cost Partially Covered	41-50	24/25 Charge will reflect actual officer hourly rate which has not yet been agreed.
Rouken Glen Event	Neighbourhood Services	Price on Application		Price on Application	Increase	i/c	Not Known	Not Available	Due to the varied nature of requests and requirements. It is recommended that this service remains as Price on Application.
Filming in Parks, Cemeteries and Roads	Neighbourhood Services	Price on Application		Price on Application	Increase	i/c	Not Known	Not Available	Due to the varied nature of requests and requirements. It is recommended that this service remains as Price on Application.
Hire of Events Litter Squad	Neighbourhood Services	Price on Application		Price on Application	Increase	i/c	Not Known	Not Available	Due to the varied nature of requests and requirements. It is recommended that this service remains as Price on Application.
Dangerous Buildings Recharge - Admin Fee	Development Management and Building Standards			Repairs cost plus 10% admin fee	Increase	i/c	Not Known	Not Available	It is recommended that the fee is actual cost plus 10 % to cover admin cost.

SECTION 4 - NO CHANGE TO FEES AND CHARGES RECOMMENDED

Service	Section	Current Charge 2023/24	Additional Charge Information	Recommended Charge 2024/25	Charge Status	Charge Classification	Costs fully or partially covered by fee	If partial what % is covered	Recommendation
Short Term Let Licensing - Secondary Letting	Housing	£595.00	up to 2 bedrooms	£595.00	No Change	i/c	Cost Partially Covered	11-20	New Charge last year. Increase in charge is not appropriate year 2
Short Term Let Licensing - Secondary Letting	Housing	£50.00	per additional bedroom	£50.00	No Change	i/c	Cost Partially Covered	11-20	New Charge last year. Increase in charge is not appropriate year 2

Short Term Let Licensing - Home Letting	Housing	£405.00	up to 2 bedrooms	£405.00	No Change	i/c	Cost Partially Covered	11-20	New Charge last year. Increase in charge is not appropriate year 2
Short Term Let Licensing - Home Letting	Housing	£50.00	per additional bedroom	£50.00	No Change	i/c	Cost Partially Covered	11-20	New Charge last year. Increase in charge is not appropriate year 2
Short Term Let Licensing - Home Sharing - One Bedroom	Housing	£230.00	one bedroom	£230.00	No Change	i/c	Cost Partially Covered	11-20	New Charge last year. Increase in charge is not appropriate year 2
Short Term Let Licensing - Home Sharing	Housing	£25.00	per additional bedroom	£25.00	No Change	i/c	Cost Partially Covered	11-20	New Charge last year. Increase in charge is not appropriate year 2
Short Term Let Licensing - Home Letting & Home Sharing	Housing	£405.00	up to 2 bedrooms	£405.00	No Change	i/c	Cost Partially Covered	11-20	New Charge last year. Increase in charge is not appropriate year 2
Short Term Let Licensing - Home Letting & Home Sharing	Housing	£50.00	per additional bedroom	£50.00	No Change	i/c	Cost Partially Covered	11-20	New Charge last year. Increase in charge is not appropriate year 2
Pre Application Enquiries - Householder Development	Development Management and Building Standards	£100.00	Charge based on Scottish government statutory fee	£100.00	No Change	i/c	Cost Partially Covered	Not Available	As there has been no change to statutory fee upon which this charge is based no increase can be recommended
Pre Application Enquiries - Local development (excl. householder and new housing) and all other consents, approvals, notifications and certificate types	Development Management and Building Standards	Various	Charge based on Scottish government statutory fee	50% of the cost of the planning application fee subject to a maximum of £500	No Change	i/c	Cost Partially Covered	Not Available	As there has been no change to statutory fee upon which this charge is based no increase can be recommended
Pre Application Enquiries - Local development (new housing)	Development Management and Building Standards	Various	Charge based on Scottish government statutory fee	50% of the cost of the planning application fee subject to a maximum of £1000	No Change	i/c	Cost Partially Covered	Not Available	As there has been no change to statutory fee upon which this charge is based no increase can be recommended

Pre Application Enquiries - Major Development	Development Management and Building Standards	Various	Charge based on Scottish government statutory fee	50% of the cost of the planning application fee subject to a maximum of £2000	No Change	i/c	Cost Partially Covered	Not Available	As there has been no change to statutory fee upon which this charge is based no increase can be recommended
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SECTION 5 - PROPOSED REMOVAL OF FEES AND CHARGES

Service	Section	Current Charge 2023/24	Additional Charge Information	Recommended Charge 2024/25	Charge Status	Charge Classification	Recommendation
Outdoor Sports Pitches and Tracks	Neighbourhood Services	Various Fees		n/a	Charge Removed	i/c	To note that the service moved to East Renfrewshire Culture and Leisure Trust
Measures - Cubic Ballast Measures	Trading Standards	£249.30		£0.00	Charge Removed	i/c and iii/d	Remove from fees, service not offered
Measures - Template per Scale - First Item	Trading Standards	£68.55		£0.00	Charge Removed	i/c and iii/d	Remove from fees, service not offered
Measures - Template per Scale - Subsequent Items	Trading Standards	£26.75		£0.00	Charge Removed	i/c and iii/d	Remove from fees, service not offered

SECTION 6 - STATUTORY FEES AND CHARGES

Service	Section	Current Charge 2023/24	Additional Charge Information	Recommended Charge 2024/25	Charge Status	Charge Classification	Recommendation
Abandoned Vehicles - Removal, Storing & Disposal of Vehicles	Environmental Health	£150.00	Removal charge	£150.00	Statutory Fee	i/c and iii/c	Statutory charge set by the Scottish Government.(See Council Website for current fees)
Abandoned Vehicles - Removal, Storing & Disposal of Vehicles	Environmental Health	£20.00	Storage charge per hour every 24 hour storage - (where owner can be traced or vehicle is claimed)	£20.00	Statutory Fee	i/c and iii/c	Statutory charge set by the Scottish Government.(See Council Website for current fees)
Abandoned Vehicles - Removal, Storing & Disposal of Vehicles	Environmental Health	£150.00	Disposal charge - (where owner can be traced or vehicle is claimed)	£150.00	Statutory Fee	i/c and iii/c	Statutory charge set by the Scottish Government.(See Council Website for current fees)
Applications for Private Landlord Registration - Principal	Housing	£75.00	Set by Scottish Government	TBC by Scottish Government	Statutory Fee	iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees)
Applications for Private Landlord Registration - Property	Housing	£17.00	Set by Scottish Government	TBC by Scottish Government	Statutory Fee	iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees)

Applications for Private Landlord Registration - Late Applications	Housing	£149.00	Set by Scottish Government	TBC by Scottish Government	Statutory Fee	iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees)
MOT Testing	Neighbourhood Services	Taxi £111.71 Vehicle £54.85 Retest £33.58 Partial Retest £43.03	Set by VOSA	TBC by VOSA	Statutory Fee	iii/d	Statutory charge set by the VOSA. (See Council Website for current fees).
Discharge of conditions	Development Management and Building Standards	£100.00	Set by Scottish Government	£100.00	Statutory Fee	ii/c	Statutory charge set by the Scottish Government.(See Council Website for current fees)
Planning Applications	Development Management and Building Standards	Set by Scottish Government	Set by Scottish Government	TBC by Scottish Government	Statutory Fee	iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees)
Certificates of Lawful Use or Development	Development Management and Building Standards	Set by Scottish Government	Set by Scottish Government	TBC by Scottish Government	Statutory Fee	iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees)
Building Warrant Applications	Development Management and Building Standards	Set by Scottish Government	Set by Scottish Government	TBC by Scottish Government	Statutory Fee	iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees)
Non Material Variation - Householder development	Development Management and Building Standards	£200.00	Set by Scottish Government	£200.00	Statutory Fee	iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees)
Non Material Variation - New Housing development local or major	Development Management and Building Standards	£200.00	Set by Scottish Government	£200.00	Statutory Fee	iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees)
Non Material Variation - Other Local development (and other applications for consent, prior notifications, certificates of lawfulness etc.)	Development Management and Building Standards	£200.00	Set by Scottish Government	£200.00	Statutory Fee	iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees)

Non Material Variation - Other Major Development	Development Management and Building Standards	£200.00	Set by Scottish Government	£200.00	Statutory Fee	iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees
Trading Standards - Petroleum License - Less than 2500 Litres	Trading Standards	£46.00	Set by Scottish Government	£46.00	Statutory Fee	iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees
Trading Standards - Petroleum License - 2501 - 50,000 Litres	Trading Standards	£62.00	Set by Scottish Government	£62.00	Statutory Fee	i/c and iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees
Trading Standards - Petroleum License - Over 50,000 Litres	Trading Standards	£131.00	Set by Scottish Government	£131.00	Statutory Fee	i/c and iii/d	Statutory charge set by the Scottish Government.(See Council Website for current fees
Storage & Registration of Explosives	Trading Standards	Various	Set by Scottish Government	Fee set by Health & Safety and Nuclear (Fees) (Amendment) Regulations 2023	Statutory Fee	i/c and iii/d	See table of statutory fees, schedule 7 part 2 , https://www.legislation.gov.uk/uksi/2022/1378/schedule/7

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EAST RENFREWSHIRE COUNCILCABINET14 December 2023Director of Business Operations and PartnershipsCHARGING FOR SERVICES 2023-24 – BUSINESS OPERATIONS & PARTNERSHIPS**PURPOSE OF REPORT**

1. The purpose of this report is to advise the Cabinet of the outcomes of the charging for services exercise carried out within the Business Operations and Partnerships Department and to submit the fees and charges for 2024-25 for non-statutory Registration Fees and maintain the current Duke of Edinburgh Award scheme Administration fees 2024-25.

RECOMMENDATIONS

2. It is recommended that the Cabinet: -

- (a) Note that the statutory fees are set by National Records of Scotland (NRS) in November each year for Registration.
- (b) Increase all non-statutory fees and charges for registration by 4.4% in line with the projected rate of inflation.
- (c) Maintain the current charging for administration costs for Duke of Edinburgh for year 2024/25.

IMPACT OF CHARGES FOR 2023-24

3. The charges set in previous years have allowed the registration service to provide a comparable service to other local authorities and to attract marriages which generate income.

4. Duke of Edinburgh administration charges for 2023/24 have exceeded the targeted £10,000 income.

DEPARTMENTAL OBJECTIVES FOR CHARGING

5. Most charges for the Registration Service are nationally prescribed by NRS, although the Council has discretion over the non-statutory elements (see Appendix 1).

6. The CLD Service has responsibility for overseeing the delivery of the DofE award across the authority. Duke of Edinburgh administration charges were introduced in academic year 2021/22 to reduce the extent to which the Council is subsidising the award by covering the time cost of staff administering the scheme, whilst also ensuring that all young people - regardless of their background or family circumstances have the opportunity to participate and experience personal, social and skills development. (see Appendix 2).

SERVICE REVIEWED AND PROPOSED CHARGES FOR 2024-25

Registration

7. There have continued to be increased demands on the Registration service. The service continues to be busy with high demand over the summer for wedding services and the continued demand for remote death registration and face to face birth registration services.

8. Successful introduction of online appointments for births and marriages is now established, with over 90% of our customers opting to make appointments online. This is providing an improved service for our customers and efficiencies for the team.

9. The service needs to balance the need to be competitive with other councils and also other registered wedding options like humanists.

10. We have benchmarked with the neighbouring councils of Glasgow City, Renfrewshire, North Lanarkshire, East Dunbartonshire, East Ayrshire and North Ayrshire. All have confirmed they are not in the position to confirm plans to increase their non statutory registration fees for 2024-25 at this stage. The benchmarking exercise comparing last year's fees confirmed that we continue to provide a comparable service.

11. The service will be reviewing the accommodation requirements going forward for civil ceremonies and reviewing options, any implications will be brought forward in the review of charges for 25/26.

Duke of Edinburgh

12. This year we have exceeded the targeted £10,000 income from Duke of Edinburgh administration charges. The service proposes that no further increase is made during this academic year.

IMPLICATION OF THE PROPOSALS

13. Based on the recommendations, it is estimated that the proposed changes in non-statutory registration charges will generate approximately £2,400 additional income for a 4.4% rise. This estimate is based on data from previous years and the information we have to date.

14. Non statutory Registration fees in East Renfrewshire have historically been very competitive with other local authorities.

15. The increase in fees will allow us to recover 94% of the cost of the registration service.

16. There are no equalities implications arising from these proposals for non-statutory registration fees.

17. An increase in existing Duke of Edinburgh administration charges may have implications on the number of young people being able to participate in the full award. Current fees allow us to recover approximately 25% of the cost of a part-time post to support the Duke of Edinburgh Award programmes. We have benchmarked with other authorities, which has shown that our fees are comparable to other authorities who charge administration fees; however some authorities do not charge a fee. The Duke of Edinburgh Award scheme have taken the decision to increase Licence Fees by 6% (approximately £2.50 per participant) from April 2024. Any additional increase may create further financial barriers for families who are currently able to afford existing costs and it is therefore recommended that charges remain static for 2024/25.

CONSULTATION

18. Both service areas will continue to benchmark with other Local Authorities and will monitor feedback from potential customers and participants to assess impact.

CONCLUSIONS

19. The Registration Service operates to statutory charges and endeavours to recover partial cost of the service. Duke of Edinburgh costs are non-statutory as the programme is focused on improving young people’s skills, resilience, and life outcomes. We are seeking to minimise costs to the Council while ensuring the provision is open to as many young people as possible, particularly those young people with greatest needs.

RECOMMENDATIONS

20. It is recommended that Cabinet: -
- (a) Note that the statutory fees are set by National Records of Scotland (NRS) in November each year.
 - (b) Increase all non-statutory fees and charges by 4.4% in line with the projected rate of inflation.
 - (c) Maintain the current charging for administration costs for Duke of Edinburgh for the year 2024/25.

Director of Business Operations and Partnerships

November 2023

Report Authors: Sarah Jane Hayes, Customer Service Manager
Susan Craynor, CLD Manager

Appendix 1 – Non Statutory Registration Fees

TYPE OF FEE (NON STATUTORY)	2023/24	Proposed 2024/25
Marriage/Civil Partnership Accommodation Fee	£112.00	£117.00

Saturday Supplement	£147.00	£153.00
Sunday/Public Holiday Supplement	£212.00	£221.00
Administration Fee (Marriage)	£27.00	£28.00
Marriage/Civil Partnership fees for outside Venues (Mon-Fri during office hours)	£166.00	£173.00
Marriage/Civil Partnership fees for Licensed Premises (Saturday/Sunday/Public Holiday between 12.00 midday - 4.00 pm)	£204.00	£212.00

APPENDIX 2

Table 1 – Duke of Edinburgh Administration Charges

Level	Academic year 22/23	Academic year 23/24	Academic year 24/25
Bronze	£20 per academic year	£22 per academic year	£22 per academic year
Silver	£20 per academic year	£22 per academic year	£22 per academic year
Gold	£25 per academic year	£27 per academic year	£27 per academic year

EAST RENFREWSHIRE COUNCILCABINET14th December 2023Report by Chief ExecutiveREVIEW OF EAST RENFREWSHIRE COUNCIL'S APPROACH TO RISK APPETITE**PURPOSE OF REPORT**

1 This report sets out the current level of Risk Appetite as contained in the Risk Management Strategy 2023 – 2025 approved by the Cabinet in February 2023 and reflects the discussion on 26th September 2023 by the Audit and Scrutiny Committee around if the level of risk appetite assigned to “Reputational Risk” was still appropriate or if this level should be revised.

RECOMMENDATIONS

2 Following discussion at the Audit and Scrutiny Committee on 26th September 2023 the Cabinet is asked to

- Discuss and agree if the risk appetite for “reputational risk” outlined in this report reflects the current approach to risk for East Renfrewshire Council: and
- Consider if the level of risk appetite for “reputational risk” should be changed from “one” to “two”, as recommended by the Audit and Scrutiny Committee, to reflect the current approach to risk for East Renfrewshire Council.

BACKGROUND

3 While considering the Risk Management Strategy 2023 – 2025 on 23rd February 2023, the Cabinet requested that a further report on risk appetite of “reputational risk” be considered by the Audit and Scrutiny Committee in September 2023 to ascertain if that level of risk appetite continues to be appropriate and to bring a report brought back to Cabinet in due course for consideration.

4 The Audit and Scrutiny Committee considered a report on a “Review of East Renfrewshire’s Approach to Risk Appetite” on 26th September 2023 and this report brings forwards the recommendations from that meeting.

REPORT

5 The term “risk appetite” describes the attitude towards the amount of risk the Council is prepared to accept in trying to achieve outcomes. The Council’s appetite to risk, as set out in the Risk Management Strategy 2023 – 2025, is illustrated below.

	Unacceptable to take					Higher willingness to take risks				
	1	2	3	4	5	6	7	8	9	10
Reputation										
Compliance										
Financial										
People and culture										
Operational Services										
Major change activities										
Environmental and social responsibility										

6 The risk appetite scale ranges from 1 (low risk appetite) to 10 (higher willingness to take risks). Guidance for Impact (low, medium, high and very high) and likelihood (unlikely, possible, likely and very likely) over the above key areas and is provided as Appendix 1 to this report.

7 Using this information on a 4 x 4 matrix (impact 1 – 4 and likelihood 1 – 4) the scale for risk appetite based on this could be considered as follows:

- An overall risk score (impact x likelihood) of low impact and unlikely likelihood might equate to a risk appetite for that area of 8, 9 or 10 and a higher willingness to take risks
- An overall risk score (impact x likelihood) of medium/high impact and possible/likely likelihood might equate to a risk appetite for that area of between 4 to 7 and
- An overall risk score (impact x likelihood) of high/very high impact and likely/very likely likelihood might equate to a risk appetite for that area of between 1 to 3 and a view that it would be unacceptable to take risks.

8 The attitude towards risk can differ across our services, from risk adverse to risk taking. Risk appetite is about taking well thought through risks where the long-term rewards are expected to be greater than any short-term losses.

9 To date the approach has been to minimise exposure to reputational, compliance and financial risk where statutory requirements and regulations must be met, whilst accepting and encouraging an increased degree of risk in pursuit of innovation and improved outcomes providing that we have the ability, skills, knowledge and training to manage those risks well. It is recognised that the appetite for risk varies according to the activity undertaken, and the acceptance of risk is subject to ensuring that potential benefits and risks are fully understood

before developments authorised, and that the appropriate measures to mitigate risks are established.

10 Further details on each heading are contained within the Risk Management Framework but the information on “reputation” is included below for ease of reference:

11 *Reputation*: It is regarded as critical that the Council preserves its reputation. The Council therefore has low appetite for risk in the conduct of any of its activities that puts its reputation in jeopardy, could lead to undue adverse publicity, or could lead to loss of confidence by the Scottish Government and funders of its activities.

12 The current risk appetite levels were agreed in February 2023 but, given the challenging financial circumstances, the need to meet climate change obligations and other additional statutory or operational requirements it is inevitable that difficult decisions have had to be made and that this is likely to continue. Given this, it may be that the risk appetite as set out above for “reputational risk” no longer reflects the levels of risk likely to be required in order for East Renfrewshire Council to continue to deliver the outcomes which are important to our residents and businesses and a different risk appetite level would now be more appropriate.

13 During the discussion at the Audit and Scrutiny Committee it was proposed that the current risk appetite for reputational risk should be increased from one to somewhere in the range of one to two. The Chair of the Committee indicated that the Council’s financial position was somewhat clearer, that savings required to be made and that a further contextual issue to consider was the potential Council Tax reform under consideration. It was agreed that these issues were bound to impact on the Council’s reputation and therefore the Audit and Scrutiny Committee proposed that the level of appetite for reputational risk be increased to two.

FINANCE AND EFFICIENCY

14 There are no specific finance and efficiency considerations for the report although good risk management with appropriate levels of risk appetite will seek to minimise the risk of financial loss.

CONSULTATION

15 The Audit and Scrutiny Committee discussed a similar report on 26th September 2023.

IMPLIATIONS OF THE PROPOSALS

16 There are no specific equality, fairness and rights, ICT or Climate Change implications of this report.

RECOMMENDATIONS

17 The Cabinet is asked to

- Discuss and agree if the risk appetite for “reputational risk” outlined in this report reflects the current approach to risk for East Renfrewshire Council: and

- Consider if the level of risk appetite for “reputational risk” should be changed from “one” to “two”, as recommended by the Audit and Scrutiny Committee, to reflect the current approach to risk for East Renfrewshire Council.

REPORT AUTHOR

Gill Darbyshire, Chief Executive’s Business Manager 07718 4252 036
gill.darbyshire@eastrenfrewshire.gov.uk

Steven Quinn, Chief Executive

28th November 2023

BACKGROUND PAPERS

- Item 11_Review of East Renfrewshire Council Risk Appetite – Audit and Scrutiny Committee, 26th September 2023
- East Renfrewshire Council Risk Management Strategy 2023 – 2025
- East Renfrewshire Council Risk Management Framework 2023 – 2025

Appendix 1: Measures of Likelihood and Impact (Taken from Risk Management Framework 2023 – 2025)

Appendix 2: Measures of Likelihood and Impact

IMPACT	Very High (4)	4	8	12	16
	High (3)	3	6	9	12
	Medium (2)	2	4	6	8
	Low (1)	1	2	3	4
		Unlikely (1)	Possible (2)	Likely (3)	Very Likely (4)
		LIKELIHOOD			

Likelihood Measures

	Unlikely 1	Possible 2	Likely 3	Very Likely 4
Probability	Less than 10% chance of circumstances arising	10% to 40% chance of circumstances arising	41% to 75% chance of circumstances arising	More than 75% chance of circumstances arising
Timescale	Is unlikely to occur.	Possible in the next 3 or more years .	Likely to occur in the next 1-2 years .	Occurred in the past year or is very likely to occur in the next year .

Impact Measures

	Low 1	Medium 2	High 3	Very High 4
People / Duty of Care	Low level of foreseeable minor injuries	High level of foreseeable minor injuries Low level of foreseeable serious injuries	High level of foreseeable severe injuries	Foreseeable long-term injury, illness or fatality
Financial Impact	Up to £500k Less than 5% over project budget	Up to £2 million 5-10% over project budget	Up to £5 million 11-25% over project budget	Over £5 million More than 25% over project budget

Legal Impact	Minor civil litigation	Major civil litigation and/or local public enquiry	Major civil litigation and/or national public enquiry	Legal action certain, government intervention or criminal charges
Service Impact	Short term service disruption	Noticeable service disruption affecting customers	Significant service failure but not directly affecting vulnerable groups	Serious service failure directly affecting vulnerable groups
Project Delivery	Minor delay to project	Significant delay to project	Project fails to deliver target impacting on the performance	Project fails to deliver target impacting on Council's performance
Intervention Required	Intervention by Service Manager, Project Manager or equivalent	Intervention by Head of Service or equivalent.	Intervention by Corporate Management Team or equivalent	Intervention by Members
Reputation Impact	Short term negative local media/social media attention and/or some customer complaints	Significant negative local media/social media attention and/or some customer complaints	Sustained negative local media/social media attention and/or significant national media attention, an impact on long term customer surveys and/or a high number of customer complaints	Sustained negative national media/social media attention, a sustained impact on customer surveys and/or a significant number of customer complaints

EAST RENFREWSHIRE COUNCILCABINET14th December 2023Report by Director of Business Operations & PartnershipsDISCRETIONARY HOUSING PAYMENT POLICY**PURPOSE OF REPORT**

1. To provide an update on Discretionary Housing Payments and bring forward an updated Discretionary Housing Payment Policy, which is administered by Revenue Services.

RECOMMENDATIONS

2. Cabinet is asked to approve the revised Discretionary Housing Payment Policy.

BACKGROUND

3. A Discretionary Housing Payment (DHP) is an award of additional financial assistance provided to a claimant, where a Local Authority considers that further help with housing costs (which includes rent payments, deposits, advance rental, rent prior to moving in or removal costs) is required. To be eligible a claimant must be in receipt of Housing Benefit or Housing element of Universal Credit. Each claim will be considered on an individual case by case basis, with the outcome being to ensure a claimant is in receipt of the DHP to which they are entitled.

4. Responsibility for DHP's was devolved to the Scottish Government in 2017. The Scottish Government will allocate funding on an annual basis to each Local Authority (noting Local Authorities are able to add more funding from their own resources). Local Authorities have responsibility for administration of DHP's and in 2023/24 the budget allocated for DHP spend in East Renfrewshire is £465,850. Spend in 2022/23 was £476,620 and this supported 691 DHP awards.

5. In Scotland it is mandatory that Discretionary Housing Payments are awarded to fully mitigate the impact of (i) Removal of the Spare Room Subsidy (RSRS) from 2013, also known as the 'bedroom tax' and (ii) Benefit cap from 1 January 2023. The majority of spend on DHP is on RSRS, with 90.8% of spend for this support within East Renfrewshire, similar to the national trend.

6. The Benefit Cap means that the total amount of benefit paid to working age claimants is subject to a cap. Where the benefit cap applies the Local Authority/Department for Work and Pensions must reduce Housing Benefit/Universal Credit entitlement by the sum of which the total welfare benefits exceed the cap. In Scotland, from 1 January 2023, DHP has been used as the driver to mitigate the effects of the Benefit Cap.

7. The existing Policy is out-dated and was last revised in 2013. The updated Policy provides an appropriate framework and level of guidance when considering a DHP application. There is a DHP guidance manual which is available for Local Authorities in England and Wales. Currently there is no equivalent for Scotland, with no timescale for this to be produced.

Consequently given the discretionary nature of the award, the approach to DHP Policies varies across Local Authorities.

8. While discussions are ongoing between Government & Local Authorities regarding DHP's, recognising the existing ERC policy is dated, it is proposed to introduce a revised policy at this time. Any future changes and impacts arising, will be reflected in ERC policy moving forward.

REPORT

9. The following sets out the key elements of the updated policy:

- The aims and principles within the policy, are to help protect the vulnerable and those facing financial hardship, by ensuring they receive DHP funding to which they are entitled;
- DHP's are discretionary and eligibility will be considered on an individual case by case basis. However the guidance provided will help ensure decisions made are fair and reasonable;
- Pending production of further Scottish Government guidance, through engagement with Internal and External parties, to ensure the approach taken is consistent and broadly aligns with other Local Authorities;
- Provides a clear structure and framework to be adhered to, while removing some complexity within the earlier policy;
- Reflects current legislation and Scottish Government reporting requirements.

10. DHP reporting is provided by the Revenues & Benefits system. While these reports provide the necessary data for reporting to the Scottish Government, there is recognition that the reports could be enhanced to allow further data analysis and insight, and this is under review with the system supplier.

FINANCE AND EFFICIENCY

11. Scottish Government provide funding on an annual basis, with Local Authorities administering. The allocated budget of £465,850 is anticipated to be adequate for demand in 2023/24. However, should this change in the future a budget bid would be submitted for consideration. The purpose of the updated Policy is to help ensure claimants receive DHP award to which they are entitled. As referenced within the Background section, in Scotland, DHP has been used as the driver to mitigate the effects of the Benefit Cap.

CONSULTATION

12. The Money Advice & Rights Team (MART) have been engaged as part of the Policy Review.

PARTNERSHIP WORKING

13. ERC Revenue Services form part of wider external forums where relevant discussions take place. In this regard a recent workshop was held with the Institute of Revenues, Rating and Valuation (IRRV) on DHP's. Given the discretionary nature of the award, it was noted that

it was effectively down to individual Local Authorities' judgement and assessment. The provision of additional Government guidance would assist.

IMPLICATIONS OF THE PROPOSALS

14. The updated policy will help ensure our more vulnerable customers and those living in poverty will receive any DHP award to which they are entitled.

15. An Equality Fairness and Rights Impact Assessment (EFRIA) has been completed, which highlights that the improved clarity of the updated policy may have a positive impact on the elderly, vulnerable, disabled, those suffering chronic sickness, helping sustain tenancies and prevent homelessness. It may also support individuals and communities experiencing socio-economic disadvantage and have a positive impact on children and young people, by reducing levels of poverty.

CONCLUSIONS

16. The Council and its partners require to find ways to support our more vulnerable members of our local communities and support them on the journey to more sustainable financial circumstances.

17. In conclusion the Discretionary Housing Payment Policy requires updating to:-

- Ensure awards are provided where a claimant is entitled;
- Help protect our most vulnerable customers and those suffering financial hardship;
- Provide clear instruction and guidance;
- Provide consistency and transparency;
- Reflect current and future social and economic factors;

RECOMMENDATIONS

18. Cabinet is asked to approve the revised Discretionary Housing Payment Policy.

Director of Business Operations & Partnerships
December 2023

REPORT AUTHOR

Alison Ballingall, Senior Revenues Manager, (Alison.Ballingall@eastrenfrewshire.gov.uk) & Robert McArthur, Compliance Officer

BACKGROUND PAPERS

Discretionary Housing Payment Policy 2013

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Discretionary Housing Payment Policy

November 2023

Approved:

Owner:

Version: 1

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1. Introduction

This policy provides a framework which sets out how East Renfrewshire Council (ERC) Revenue Services will manage Discretionary Housing Payments (DHP). This includes aims and objectives, administration of applications and guidance on when a DHP may or may not be paid. It is important to note that consideration for any payment award will be assessed on an individual case by case basis.

DHP's are not payments of benefit. In Scotland where claimants rent their home and are in receipt of Housing Benefit or Housing Costs (within Universal Credit), but continue to have difficulty in meeting their full housing costs, a claimant can apply for a DHP requesting financial support, with any payments made at the discretion of ERC. DHP's will not be provided to meet expenditure which is not eligible for benefit.

Full responsibility for DHP's was devolved to the Scottish Government in 2017. Scottish Government allocates funding for DHPs to each Local Authority, who are then responsible for the administration of DHP's. Local Authorities have discretion to make DHPs, decide how financial hardship is assessed, the amount that is to be paid (within certain limits) and how long the payments are to be made for.

The DWP has published good practice guidance about DHP's for Local Authorities in England and Wales. Currently there is no Scottish guidance, however Local Authorities in Scotland may still use the DWP guidance. The main difference in Scotland is that the Scottish Government will fully pay back Local Authorities for any DHP made to mitigate (i) the effect of the "bedroom tax" or under occupancy charge for Local Authority and housing association tenants and (ii) from 1st January 2023 to cover any Benefit Cap reductions.

2. Policy Aims

The aim of this policy is to set out how East Renfrewshire Council's Revenue Services area will manage DHP's. The policy will provide guidance for staff in terms of specifying key factors to consider when deciding if a DHP should be awarded.

There is no pre-determined qualifying criteria, reflecting the need to consider each application on an individual case by case basis. Throughout the process all applications received from claimants will be treated in a fair, reasonable and consistent manner.

Revenues Services are committed to working with both Internal and External Stakeholders to ensure that claimants receive the maximum amount of Benefit to which they are entitled.

3. Principles

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

We work together with our partners to achieve the best outcomes for early years and vulnerable young people; learning, life and work; the economy and environment; to deliver safe and supportive communities and for older people and people with long term conditions.

We achieve these outcomes by focusing on 3 capabilities: prevention, empowering communities, digital change.

And in everything we do, we seek to live by our values of Ambition, Kindness and Trust.

Through our Discretionary Housing Payment Policy, our guiding principles are to:-

- Assist with alleviating poverty;
- Assist with preventing hardship;
- Encourage claimants to seek and sustain employment;
- Help claimants sustain tenancies, homelessness prevention and safeguarding claimants;
- Assist in keeping families together;
- Provide support to vulnerable and elderly people in the local community;
- Provide support to young people in the transition to adult life;
- Provide support to domestic violence victims, trying to move to a place of safety;
- Supporting the work of foster and kinship carers;
- Supporting disabled people to remain within adapted properties.

4. Eligibility

DHP's provide financial support towards housing costs and are paid by Local Authorities. To be eligible for a DHP, a claimant must be in receipt of either:

- Housing Benefit (HB);
- Housing element of Universal Credit (UC);

Owner occupiers are not eligible for DHP.

A claimant will either be impacted by

- Removal of the Spare Room Subsidy (RSRS) and/or Benefit Cap; or
- In need of further financial assistance with housing costs and are clearly able to demonstrate this to the Local Authority (Housing costs are not defined in the Discretionary Financial Assistance Regulations 2001. In general, housing costs usually refer to rental payments, rent deposits, rent in advance, rent prior to moving in and removal costs).

Further financial assistance is not defined in law, however in general claimants will have to demonstrate that they are unable to meet housing costs from their income.

Application forms and any information which requires to be submitted, are set out in the ERC website.

5. When DHP may be paid

A claimant may apply by submitting an application to ERC.

The following examples outline circumstances where DHP applications will be considered. The list is not exhaustive and all applications will be considered on a case by case basis.

- Where a claimant is chronically sick or disabled;
- Where a claimant is experiencing hardship;
- To cover the reasonable costs of renting a particular type of accommodation to suit a particular need;
- Where a member of the household moves out of the property and this reduces the household's bedroom entitlement;
- Benefit Cap means the total amount of benefit paid to working age claimants is subject to a cap. Where the Benefit Cap applies the Local Authority/Department for Work and Pensions must reduce HB/UC entitlement by the sum of which the total welfare benefits exceed the cap. In Scotland, from 1 January 2023, DHP has been used as the driver to mitigate the effects of the Benefit Cap;
- Where a claimant moves into ERC and it is clear the support is essential to the household (if leaving ERC the claimant would need to apply for DHP from their new Local Authority);
- To cover the rent shortfall of accommodation which is either too big or too expensive, where the tenancy started at a time when the claimant could easily afford the rent without help from Housing Benefit;
- To cover housing costs (which include rent payments, rent deposits, rent in advance, rent prior to moving in and removal costs);
- To facilitate a move to a smaller or more affordable home that would allow the household to cover their housing costs.

Where appropriate a referral will be made to the Money Advice and Rights Team (MART) or Citizens Advice Bureau (CAB) to assist claimants with income maximisation and/or budgeting.

6. When DHP will not be paid

DHP will not be paid to a claimant under the following circumstances:

- Where a tenancy was not affordable when taken on (except in exceptional circumstances where no other reasonable alternative was available);
- Where benefit fraud has been committed;
- To reduce water and wastewater charges;
- Where a benefit is in payment and is subject to a reduction, sanction or suspension;
- To cover a reduction in Housing Benefit resulting from a Housing Benefit overpayment which is being recovered from ongoing entitlement;
- To cover service charges which are ineligible for Housing Benefit;
- Where an increase in rent has been made by the landlord to cover rent arrears;
- Where non dependant deductions that are not being paid by the non-dependant, for example this may be when adults normally live in the home and would be expected to contribute towards the rent costs (except in exceptional circumstances);
- DHPs will not be awarded simply because a claimant is in debt. However a view will be taken on the type, reason and level of debt and the actions that the claimant has

taken to repay the amounts outstanding. Claimants will be expected to take a reasonable attitude towards debt and only borrow what they can reasonably repay;

- Where the tenant is entitled to another benefit that they are not already claiming.

7. Decision making

ERC will consider the application and endeavour to make a decision in 10 working days considering:-

- The date which the DHP application is treated as having been made by the claimant;
- The date on which the application for DHP is deemed to be received by ERC;
- The date on which entitlement to HB, or UC housing element commenced;
- The period that is considered appropriate;
- Whether the period of the award should be restricted;
- Whether a one-off payment would be appropriate;
- Any reasonable request for a backdated award of DHP to be considered.

8. Level and Period of Award

The level and period of award will be based on the individual personal circumstances of the claimant, with this including.

- The amount of HB, or UC housing element, in payment;
- The remaining net liability for rent;
- All relevant household and income circumstances;
- Whether there has been any previous award of DHP and the circumstances prevailing at that time;
- The impact that an unsuccessful application for DHP may have on the claimant and their household;
- In the case of a shortfall, the amount of DHP will not exceed the weekly eligible rent;
- In the case of lump sum payments, no period will apply but due regard will be given to the DHP funding available, for example a rent deposit;
- Payment may be made to the claimant, agent, appointee, landlord or 3rd Party;
- Payment of DHP will stop if a claimant fails to disclose a material fact or obtained the funds under false pretences or the payment was made in error;
- The award will be for a minimum of 1 week and no more than 26 weeks. A claimant is free to re-apply when the award is ending and this will be further assessed at that time;
- The DHP scheme should not be relied upon to provide a long term solution to financial hardship. However each case will be looked at on an individual basis to determine the length of the award;
- Claimants are required to notify Revenue Services of any change in their circumstances. The level and period of award of DHP will be reviewed if there is a change in the circumstances of the claimant and payments will be reduced or stopped if no longer required;
- ERC reserves the right to advise the claimant to reduce expenditure if it is unreasonably high. It may also be reasonable to expect the claimant to reduce expenditure on non-essential items, such as mobile phones, cable/satellite television, cigarettes, alcohol and entertainment;
- Advice will be provided on the appropriate agencies/contacts to assist claimants with managing their money.

9. Method of Payment

- Revenue Services will decide how payment is to be made, consequently the payment may be made to the claimant, their partner, an appointee, landlord or agreed third party;
- Payment will be made by BACS. In exceptional circumstances payment by cheque may be considered.

10. Backdating

- Consideration may be given to backdating a DHP where this has been fully mitigated against SSSC (Social Sector Size Criteria), Bedroom Tax & Benefit Cap;
- The claimant must explain the reason for the delay in making the DHP claim. Revenue Services will consider the reasons provided together with the potential impact of refusing to backdate any award;
- The minimum period that a backdated award re DHP can be made is one week and there is no maximum period.

11. Overpayments

- ERC have the right to recover all overpaid DHP's where it is subsequently identified that the claimant was not entitled, including;
 - Misrepresentation or failure to disclose a material fact, fraudulently or otherwise;
 - An error was made when the claim was determined.
- Revenue Services is committed to identifying and subsequently investigating suspected fraudulent claims for Benefit and DHP. Individuals who falsely declare their circumstances in order to claim Housing benefit (and as a result have a DHP award) will have committed a criminal offence, which may lead to criminal proceedings being instigated;
- Claimants have a duty to notify Revenue Services of any change in circumstances which would impact upon receiving or continuing to receive a DHP. The Revenue Services team have the right to revise a DHP award at any time to take into account a change of circumstances and where this resulted in an overpayment, to recover the amount due;
- ERC may recover sums by different methods with these including reduction in future entitlement and Sundry Debt process collection

12. Right of review

- There is no Statutory right of review. If unsuccessful the claimant may request a review of the decision by Revenue Services. This would be undertaken by an appointed member within the Team who was not involved in the original decision;
- Request for review must be in writing within 1 month of the decision to decline, providing the basis for review and any further relevant information to assist;
- ERC will endeavour to make a decision within 10 days. If the claimant does not agree with the outcome, they are entitled to proceed with a complaint under ERC Complaints procedure.

13. Monitoring and Reporting

- DHP’S are subject to regular Key Performance Indicator monitoring and reporting;
- LA’s are required to send monthly returns to Scottish Government including:-
 - The number of DHP applications received in the year to date;
 - The number of DHP awards made in the year to date;
 - The total value of DHP awards spent or committed in the year to date;
 - Bi-annual Report required showing breakdown of DHP spend for specific areas i.e. Benefit Cap, LHA, Under Occupancy.

14. Legislation, Funding and Financial control

- The key legislation, which impacts DHP’s include:-
 - The Scotland Act 2016, which devolved DHP to Scottish Government;
 - The Discretionary Financial Assistance Regulations 2001, which provides the Regulations for Discretionary Housing Payments;
 - The Welfare Reform Act 2012 (Consequential Amendments) Regulations 2013 which allows DHP to be awarded to claimants in receipt of the housing costs element of UC;
 - Section 69 of The Child Support, Pensions and Social Security Act 2000, which introduced “Discretionary financial assistance for housing” which allows LA’s to make payment by way of Discretionary Housing Payments.
- Funding will be provided by the Scottish Government on an annual basis. Consequently the amount which can be paid out is subject to budgetary constraints;
- Budget versus Spend requires to be controlled to ensure DHP’s are managed within allocated budget, with regular reporting in place (both Internal and External) to monitor this.

15. Data

All data will be managed in accordance with East Renfrewshire Council Policy and Procedures.

16. Ownership and Control

Owner:	Alison Ballingall, Senior Revenues Manager
Review date:	Ongoing and minimum formal review every 5 years
Updates and Changes:	Version 1, November 2023

EAST RENFREWSHIRE COUNCILCABINET14 December 2023Report by Director of Business Operations & PartnershipsWelfare Contingency Budget - Update**PURPOSE OF REPORT**

1. To seek Cabinet approval to use resources from the Welfare Reform contingency budget in order to support local residents through the Money Advice and Rights Team's (MART's) Financial Wellbeing Project; Revenues and Benefits resiliency and to support our partners in the local Citizen Advice Bureau. Also to seek agreement of a permanent budget transfer of a proportion of the Welfare Contingency provision for Scottish Welfare Fund processing.

RECOMMENDATIONS

2. It is recommended that Cabinet:
- a. Approves the permanent transfer from the Welfare Contingency budget of £70,000 to the Revenues & Benefits team for Scottish Welfare Fund processing from 1 April 2024;
 - b. Approves the Money Advice and Rights Team (MART)'s bid for £79,000 of welfare contingency budget to continue the Financial Wellbeing Project to build community capacity and resilience in the area of financial inclusion, by providing a presence in Schools for a further 2 years;
 - c. Considers the East Renfrewshire Citizen Advice Bureau (ERCAB) bid for £80,000 to continue to fund one full time member of staff to undertake all aspects of benefit support work for a further 2 years;
 - d. Approves that increased resiliency within the Revenues and Benefits Team continues through an external contract up to a limit of £50,000 over 2 years, where processing resource can be called off and paid for as required;
 - e. Notes that all bids for welfare contingency budget are being requested in principle and are subject to budgetary provision being confirmed when the Council sets the 2024/25 and 2025/26 budgets early in 2024 and 2025.

BACKGROUND

3. In June 2018 Cabinet considered a report which set out arrangements the Council was making to deal with the implications of the full roll out of Universal Credit (UC) by the Department For Work and Pensions (DWP) in East Renfrewshire from September 2018. Further reports in January 2020 and November 2021 requested funding to support various teams through this transition period.

4. Since September 2018 all new applicants and those who report a change of circumstance have moved to UC. The transfer of people who are on existing benefits or tax credits was delayed and planned completion for many cases, is now expected by end of 2024/25. The transfer of residents claiming Tax Credits started in October 2023. Employment and Support Allowance (ESA) cases will remain beyond 2024/25, with the managed migration delayed to 2028/29 and no plans to move pensioners to UC. These deadlines are nationally driven and outside of our control.

5. The migration of existing legacy benefit claimants affects a considerable number of our residents in East Renfrewshire, currently circa 2,200 DWP legacy benefit claimants. For residents this means that people on ESA, Job Seekers Allowance, Housing Benefits, Tax Credits and Income Support will be transferred to UC.

6. In Scotland the implementation of UC will have some differences to the wider UK system. In particular the Scotland Act 2016 gave people the option to be paid twice monthly and to have their UC housing element paid directly to their landlords. The Act also devolved new social security powers to Scotland with the creation of the Scottish Security Agency (SSA).

7. The caseload and experience of MART, East Renfrewshire Citizen Advice Bureau (ERCAB) and the Revenues and Benefits Team suggest that ongoing welfare reform and the full roll out of UC continues to impact across East Renfrewshire and in particular our most deprived communities. The day to day experience of these teams is that the local community is facing a number of issues driving increased demand in recent years, which has been further exacerbated by the economic and social impact of the COVID 19 pandemic and the cost of living crisis.

8. In prior years, £200,000 of welfare contingency budget has been made available per annum, and this has been used to fund proposals from Revenues & Benefits, MART and ERCAB.

SCOTTISH WELFARE FUND

9. The Scottish Welfare Fund (SWF) processes community care and crisis grants for residents in challenging financial situations. Demand for crisis grants continues to increase, with a 39% increase in applications received in 2022/23 compared to 2021/22 (1,409 crisis grant applications were received in 22/23, compared with 1,015 received in 21/22). This will be a result of the cost of living crisis and the ongoing impacts of the pandemic and is a common picture across the country. Community Care grants have been relatively stable, with 706 applications received in 22/23, compared with 709 grants received in 21/22.

10. There is a gap in administration funding for the SWF. At present 2 permanent members of staff are funded, with a further 2 funded on a temporary basis by the Welfare Contingency budget and 1 further staff member has been funded by temporary Local Authority Covid Economic Recovery (LACER) funding. The temporary funding from the Welfare Contingency budget has been required for many years, and this is expected to continue for the foreseeable future. The challenge of temporary funding is that staff are continually trained and leave to find permanent roles elsewhere. This is not sustainable for the Council, and does not provide long term support for the SWF, or the best customer experience. Funding for 2 permanent staff members at Grade 5 costs £70,200. With the ending of temporary COVID funding, it is proposed to transfer £70,000 of the Welfare Contingency budget to the Revenues and Benefits team to facilitate permanent resource for an increasing area of work, which is central to anti-poverty commitments.

MONEY ADVICE & RIGHTS TEAM (MART)

11. In 2022/23 MART achieved £5,400,000 in financial gains for local residents; the team dealt with 5248 cases.

12. MART is currently using welfare contingency budget to fund a Financial Wellbeing post, working with residents to secure benefit entitlement, with a focus on UC, and to build community capacity and resilience in the area of personal budgeting. The post works within 4 primary schools. In addition the post holder attends parent evenings at schools across East Renfrewshire, as well as providing talks and briefings to parents and staff across the authority.

13. The focus from the Scottish Government and the Council's anti-poverty agenda is focused on early intervention. There is a desire to embed financial inclusion advice in schools. MART have been working towards this provision and working alongside the Education Department.

14. The Financial Well-being post, funded from Welfare Contingency budget, has contributed £160k financial gains, assisting 318 families over a 1 year period. This has included increased financial stability and resilience, development of budgeting skills, exploration of savings options and cheaper alternatives, fast-track referrals to mainstream MART services, removal of barriers and referrals to appropriate services.

15. As a result of the ongoing national welfare reform and the cost of living crisis, MART have identified a need for continued welfare contingency budget to continue to deliver a dedicated school worker, whose focus is on benefit take up, particularly for the new devolved benefits, among a population who may not traditionally engage with advice services. No other organisation is delivering practical packages of advice and support for claims and budgeting within an education setting. As our communities continue to benefit from this support we request a further two year funding until 31/03/2026.

16. Funding is sought to retain the Financial Wellbeing post until 31st March 2026 and limited supporting promotional materials at a total cost of £79,000.

CITIZENS ADVICE BUREAU (CAB)

17. There is a Service Level Agreement in place between the Council and ERCAB which outlines the three main funding streams that have been paid to ERCAB in recent years:

- £102,500 Grant from the Voluntary and Community Grants fund which relates to general service provision delivered by CAB offering free, independent, confidential and impartial advice;
- £42,000 funded to provide advice in relation to housing related matters; and
- £12,500 funded to support the provision of money advice services.

18. It should be noted that cuts of £10K from Business Operations and Partnerships and £42K from Housing, Environment for implementation in 2024/25 were pre-approved by Council on 1 March 2023 as part of the budget process. It is assumed these will be removed from the above funding to CAB on 1 April 2024.

19. In past years, Cabinet has supplemented the SLA funding streams by approving additional grant funding of £40,000 since 2014 to fund one full time member of staff who undertakes all aspects of benefit support work. Alongside MART, CAB is a key partner in the provision of local support to mitigate the impacts of welfare reform ensuring local residents are accessing their rightful entitlement to their benefits.

20. ERCAB continues to support residents during the UC full-service roll-out and other welfare reforms. The additional grant funding has contributed towards increased client financial gains. ERCCAB generated £3,290,000 from Social Security 2022/23 and assisted over 4000 residents.

21. ERCAB’s benefit advisor post is due to end. The proposal today is to use Welfare Contingency budget to grant ERCAB a further 2 years’ funding to continue this post until 31/03/2026.

22. The Service Level Agreement between the Council and ERCAB has an agreement on data metrics reported on a six-monthly basis. Both MART and CAB contribute towards the Council’s statutory reporting to the Scottish Government for the Common Advice Framework and Local Child Poverty Action reports.

REVENUES & BENEFITS RESILIENCY

23. It is essential that we have the means to ensure continuity of service in the Revenues and Benefits teams. Experience over recent years, has shown that having increased resiliency is paramount to ensure that the Service can deliver against unexpected demand requirements or if there is reduced availability of staff. It has also become clear that finding appropriately skilled resource for these teams can be problematic. It is proposed that increased resiliency continues to be managed through an external contract, where processing resource can be called off and paid for as required using Welfare Contingency budget where there is insufficient revenue funding in place. This would be up to a limit of £25,000 per annum.

FINANCE AND EFFICIENCY

24. A Welfare Contingency Fund of £200,000 has been part of the Council’s approved budget in recent years. The Head of Accountancy has confirmed that the additional resources proposed as detailed in the table can be met from the Welfare Contingency budget during 2024/25 and 2025/26, subject to the current level of provision being agreed at Council when setting the budget for these years.

25. As shown in the table below, it is proposed to permanently transfer £70,000 of this to the Revenues & Benefits team for Scottish Welfare Fund processing of Community Care and Crisis Grants from 1 April 2024.

	2024/25	2025/26
Total welfare contingency budget available	200,000	200,000
Budget transfer to Scottish Welfare Fund	(70,000)	(70,000)
Total left in budget for future use	130,000	130,000
Proposed spend in 2024/24 & 2025/26:		
MART request	(39,500)	(39,500)
Contribution to CAB (Benefits)	(40,000)	(40,000)
Revenues and Benefits resiliency	(25,000)	(25,000)
Total left in welfare contingency budget	25,500	25,500

CONSULTATION AND PARTNERSHIP WORKING

26. Anti-poverty work in East Renfrewshire is being delivered in partnership across a range of agencies including the DWP, local job centres, CAB, Council services, HSCP and the Culture and Leisure Trust. CAB and MART work closely to ensure advice services are widely available across the authority and assist each other during periods of peak demands. There will also be wider links including to Voluntary Action, local Housing Associations, GPs and local schools and community groups.

27. Consultation has taken place with the Head of Accountancy with regards to the funding.

IMPLICATIONS OF THE PROPOSAL

28. Post pandemic and with a cost of living crisis, a considerable number of East Renfrewshire residents are impacted by challenging economic circumstances. The need for this support has never been greater and this pattern is reflected wider across Scotland in terms of increased caseload and greater financial insecurity.

29. There are no implications in relation to IT, legal, property, equalities or sustainability.

30. National 'Subsidy Control' guidance has been consulted and discussed with Economic Development in relation to funding provided to CAB. In order to determine that a measure is subject to Subsidy Control rules, all four 'tests' must be met for a subsidy to be present. Only one of the 4 measures has been met so it can be concluded that the funding to CAB is outwith subsidy control rules and no further action is required in this regard.

CONCLUSION

31. The impact of the COVID19 pandemic and the cost of living crisis mean that demand for services have increased, with continued support for vulnerable individuals required. Resourcing the increased demand through contingency funding ensures that this demand can be appropriately met.

32. The ongoing requirement for welfare contingency budget will be even more important when the Council's access to residual COVID financial reserves ends in 2024.

RECOMMENDATIONS

33. It is recommended that Cabinet:

- a. Approves the permanent transfer from the Welfare Contingency budget of £70,000 to the Revenues & Benefits team for Scottish Welfare Fund processing from 1 April 2024;
- b. Approves the Money Advice and Rights Team (MART)'s bid for £79,000 of welfare contingency budget to continue the Financial Wellbeing Project to build community capacity and resilience in the area of financial inclusion, by providing a presence in Schools for a further 2 years;

- c. Considers the East Renfrewshire Citizen Advice Bureau (ERCAB) bid for £80,000 to continue to fund one full time member of staff to undertake all aspects of benefit support work for a further 2 years;
- d. Approves that increased resiliency within the Revenues and Benefits Team continues through an external contract up to a limit of £50,000 over 2 years, where processing resource can be called off and paid for as required;
- e. Notes that all bids for welfare contingency budget are being requested in principle and are subject to budgetary provision being confirmed when the Council sets the 2024/25 and 2025/26 budgets early in 2024 and 2025.

Director of Business Operations & Partnerships
December 2023

Report authors: Alison Ballingall, Senior Revenues Manager, 0141 577 3203 and Brian Dunigan, Money advice and Rights Team Manager, 0141 577 4016.

BACKGROUND PAPERS

- Universal Credit Implementation, Cabinet, June 2018
- Welfare Contingency Paper, Cabinet, January 2020
- Welfare Contingency Paper, Cabinet, November 2021
- Subsidy Control guidance <https://www.gov.scot/publications/subsidy-control-guidance/pages/subsidy-tests/>

EAST RENFREWSHIRE COUNCILCABINET14 DECEMBER 2023Report by Director of Business Operations and Partnerships & Director of EnvironmentCOUNCIL TAX DISCOUNTS, EMPTY AND SECOND HOMES**PURPOSE OF REPORT**

1. To provide an update on Council Tax discounts relating to empty and second homes, Scottish Government consultation and implications for East Renfrewshire.
2. To ensure all housing resource is maximised in the local authority area.

RECOMMENDATIONS

3. Cabinet is asked to:
 - a) Note the consultation on changes to Council Tax proposed by Scottish Government and the expected impact for East Renfrewshire Council;
 - b) Agree the proposal to remove the 10% discount for long-term empty and second homes;
 - c) Agree the proposal to add a premium of up to 100% for long-term empty properties and second homes from 1st April 2024 (subject to legislative approval on second homes);
 - d) Agree the proposal that an Empty Homes Officer is recruited.

BACKGROUND

4. East Renfrewshire Council has a statutory duty, under the Local Government Finance Act 1992, to bill and collect Council Tax. In 2023/24 £66.5m has been billed for collection from approximately 41,000 households. This income provides approximately 20% of the funding required to run the Council. In 2022/23 Council Tax collections were 97.55%, which is in the top quartile of performance in Scotland.

5. Discounts and exemptions are applied which reduce the council tax bill where applicable. 4,400 low income households receive £4.4m of support with Council tax bills through Council Tax Reduction (CTR). Further discounts and exemptions are applied of £6.8m, with the majority of these being statutory, for example single persons discount, property exemptions and disabled relief. Approximately £168k of discounts/exemptions relate to empty properties, with a mix of statutory (unoccupied exemption for less than 6 months) and discretionary discounts (long-term empty and second homes).

6. Scottish Government records highlight in 2022 there were 42,865 homes (1.6%) long-term empty and 24,287 (0.9%) second homes across the country. For several years there has been a focus on encouraging empty homes into use for local communities, to regenerate communities and provide critical local housing.

7. During summer 2023 Scottish Government carried out 2 consultations. One was on proposed changes to charges for Band E, F, G and H (a paper was brought to Council in September 2023) and the other on second and empty homes and non-domestic rates. Their aim is for everyone in Scotland to live in safe, secure and warm homes. They asked for views on how local taxation and existing housing can help this. The results of the second and empty homes and non-domestic rates consultation was published on 24th October 2023, and provided views from individuals and organisations on various questions including changes to council tax charges for second homes, and further changes to charges for long-term empty properties.

8. Since 2010, the Scottish Government has funded the Scottish Empty Homes Partnership (SEHP) based within Shelter Scotland. The aim of this partnership is to encourage private sector empty homes back into use in a number of ways; offering advice to individual owners, developing policy and practice ideas and supporting a network of empty homes practitioners.

9. East Renfrewshire Council, like many others are facing extreme pressures on housing services. This is reflected in the critical lack of capacity in local housing markets. The total number of people on the waiting list now sits at 6,175, this has more than doubled in 3 years, with 3,412 more applicants than in 2020.

10. The additional demands and pressures associated with a wide range of humanitarian programmes, most recently including the Homes for Ukraine and Scotland Super Sponsor Schemes, have further exposed and exacerbated the criticality of the position across the locality. There are a lack of housing options available and the need for houses to be brought back into use.

11. Empty Properties have attracted issues in East Renfrewshire including: vandalism, arson, fly tipping and anti-social behaviour. Housing Services have responded to 87 complaints (over the past 8 years) one of which resulted in a Compulsory Purchase Order and was brought into the Council's housing stock.

12. The benefits of having empty properties repaired and re-used include: reduced housing waiting lists, local economic growth, safer and stronger communities and improved health and wellbeing.

REPORT

Council Tax status

13. In Scotland, the definitions of empty homes are generally determined by Council Tax definitions, as follows:

- a) Long-term empty properties – properties which have been empty for more than 6 months and are liable for council tax. A 100% premium (double the full rate) can be applied to homes empty for more than 12 months
- b) Unoccupied exemptions – generally properties which are empty and unfurnished for less than 6 months and exempt from paying council tax
- c) Second homes – homes which are furnished and lived in for at least 25 days in a 12-month period but not as someone's main residence

14. Discounts on long-term empty and second homes can be removed. The legislation allowing this is the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013 for long-term empty properties and The Council Tax (Variation for Unoccupied Dwellings)

(Scotland) Amendment Regulations 2016 for second homes. East Renfrewshire reduced the discount on second homes from 50% to 10% in 2009/10, with the additional income credited to the Housing Revenue Account (£122k in 2022/23). A discount of 10% for both long-term empty properties and second home remains, with East Renfrewshire being only one of a small number of local authorities where a discount is provided for long-term empty homes.

15. Comparing East Renfrewshire with other neighbouring councils, the following do not offer any discount; Glasgow, Inverclyde, East Ayrshire and South Ayrshire. Renfrewshire Council do offer a 10% discount, however this is for 6 months, and then a 100% premium may be charged for properties empty for longer than 12 months.

16. Long-term empty properties can be charged a 100% premium. Second homes can currently be charged the full rate of council tax. On 8th November 2023, Scottish Government announced that draft regulations allowing a 100% premium on second homes was laid before the Scottish Parliament. Subject to approval, this will bring second homes into line with long-term empty homes from 1st April 2024. Feedback from the recent consultation by Scottish Government highlighted that 55% of respondents supported a premium on second homes, while 60% of respondents supported an increase in the premium above 100% for long-term empty properties.

17. At September 2023, there are 124 (0.3%) long-term empty homes and 64 (0.2%) second homes within East Renfrewshire. The cost of these discounts is approximately £33,000 per annum. At October 2023, 77 of the long-term empty homes have been empty for more than 12 months.

18. Council Tax bills are generated using the Revenues and Benefits system. The ability to remove the discount and add a premium to the council tax bills has been tested. It is recommended that the discount is removed from 1st April 2024, and any premium applicable is added from 1st April 2024 at the earliest, allowing appropriate time for engagement with owners as required.

Empty homes status

19. In 2022 there were 42,865 long-term empty properties in Scotland, and as noted above at section 17, 124 long-term empty properties are within East Renfrewshire.

20. Housing Services currently provide a limited reactive empty homes service, where enquiries or complaints are responded to by the private sector housing team on an ad hoc basis. Available resources do not allow the team to dedicate the time required for working with empty home owners and encouraging them to bring their properties back into use.

21. However, the local authority, through an Empty Homes Officer (EHO), could support owners to bring homes back into use, by offering information and advice. Critical success factors in the EHO's role are the importance of understanding local housing markets, and taking a bespoke approach, responsive to individual empty homeowners' needs to build trust and persuade.

22. The Scottish Empty Homes Partnership (SEHP) recommends using a 'carrot and stick' approach to tackling empty homes, with the stick being the council tax levy and the carrot being an Empty Homes Officer with the ability to apply discretion, where an owner is actively trying to bring a property back into use.

23. It is recommended that a part time Empty Homes Officer (Grade 8) is recruited, funded through the removal of the council tax discount for long-term empty and second homes. This

post would work jointly between Revenue Services and Housing Services to maximise council tax recovery and provide a support mechanism to owners of empty property with the aim of bringing empty homes back into use locally.

24. There is further potential for the Empty Homes Officer to determine whether initiatives such as an Empty Homes Loan Fund or Grant scheme could be beneficial. Other Local Authorities, such as Perth and Kinross have a budget to provide owners of long term empty properties a grant to help bring properties up to the Repairing Standard as outlined in the Housing (Scotland) Act 2006. It is recommended that the Empty Homes Officer reviews this as part of their remit and brings any further proposals to Cabinet for approval.

FINANCE AND EFFICIENCY

25. Discounts for long-term empty homes and second homes currently cost East Renfrewshire Council £33,000 per annum. If the discount was to be removed and an Empty Homes Officer recruited, there would be support to bring long-term empty properties back into use. It should be noted, there is no obligation set in legislation to use the funds for this purpose.

26. If a premium of up to 100% was added to long-term empty properties this could strengthen the move to encourage long-term empty properties into use, it could fund loans or grants to allow owners to bring properties back into use, and potentially generate a maximum income of up to £100,000 per annum for the council.

27. If legislation is approved and a premium of up to 100% was added to second homes, this could further strengthen the move to encourage properties into use and could potentially generate further additional income of up to £100,000 per annum for the council.

28. It would however be prudent to set more conservative income targets for the first year due to potential difficulties in recovering this income and potential for a delay in the start date if national legislation is not passed for 1 April 2024.

CONSULTATION & PARTNERSHIP WORKING

29. Consultation with Housing, Legal and Accountancy has taken place and with the NEC system supplier externally.

30. A consultation was carried out with 115 empty and second home owners in East Renfrewshire between May and August 2023. 57 people responded to this consultation, and whilst the proposal of additional council tax was not welcomed, 18 (32%) of respondents indicated that they would benefit from an empty homes advice service.

IMPLICATIONS OF THE PROPOSALS

31. An Equality Fairness and Rights Impact Assessment (EFRIA) highlights that these changes are expected to have a positive impact by encouraging long-term empty and second homes back into use by the local community, reducing levels of homelessness and improving wellbeing of residents, including children and young people. The proposed changes do not alleviate or entrench inequalities, however removing the discount and increasing council tax charges, could potentially deepen poverty for those residents already experiencing socio-economic disadvantage. This would be mitigated by the recruitment of an Empty Homes Officer, with additional support available from Money Advice and Rights Team (MART) or Citizens Advice Bureau (CAB).

CONCLUSIONS

32. Given that East Renfrewshire are now one of only a small number of councils providing a discount for long-term empty and second homes, and the demand for housing within Scotland and locally, it is proposed that the discount is removed from 1st April 2024. A premium of up to 100% is proposed (subject to legislation being approved on second homes) from 1st April 2024 at the earliest, allowing appropriate time for engagement with owners as required. This will provide support to bring long-term empty homes back into use.

RECOMMENDATIONS

33. Cabinet is asked to:

- a) Note the consultation on changes to Council Tax proposed by Scottish Government and the expected impact for East Renfrewshire Council;
- b) Agree the proposal to remove the 10% discount for long-term empty and second homes;
- c) Agree the proposal to add a premium of up to 100% for long-term empty properties and second homes from 1st April 2024 (subject to legislative approval on second homes);
- d) Agree the proposal that an Empty Homes Officer is recruited.

Director of Business Operations & Partnerships
louise.pringle@eastrenfrewshire.gov.uk

Director of Environment
caitrona.mcauley@eastrenfrewshire.gov.uk

REPORT AUTHOR

Alison Ballingall, Senior Revenues Manager Alison.ballingall@eastrenfrewshire.gov.uk

Rebecca Astin, Michelle McCarrol and Jillian McGrain, Housing Services

BACKGROUND PAPERS

[Consultation by Scottish Government on second and empty homes](#)



Council Tax – Empty Properties Policy

Draft November 2023

Approved: To be considered by Cabinet 14/12/23

Owner: Alison Ballingall, Senior Revenues Manager

Version: 1, November 2023

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1. Introduction & Context

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

We work together with our partners to achieve the best outcomes for our 95,000 residents in terms of early years and vulnerable young people; learning, life and work; the economy and environment; to deliver safe and supportive communities and for older people and people with long term conditions.

For the purposes of this policy, Outcome 3 – East Renfrewshire is a thriving, attractive and sustainable place for business and residents and our Efficiency outcome (Our physical, information and financial assets are efficiently managed) are most relevant.

We achieve these outcomes by focusing on 3 capabilities: prevention, empowering communities, digital change.

And in everything we do, we seek to live by our values of Ambition, Kindness and Trust.

2. Background

In Scotland, the definitions of empty homes are generally determined by Council Tax definitions, as follows:

- Long-term empty properties – properties which have been empty for more than 6 months and are liable for council tax. A 100% premium (double the full rate) can be applied to homes empty for more than 12 months
- Unoccupied exemptions – generally properties which are empty and unfurnished for less than 6 months and exempt from paying council tax
- Second homes – homes which are furnished and lived in for at least 25 days in a 12-month period but not as someone's main residence

East Renfrewshire reduced the discount on second homes from 50% to 10% in 2009/10, with the additional income credited to the Housing Revenue Account. This was a result of changes in legislation, with the treatment of this revenue determined by legislation. The revenue is used by the Housing team for the provision of new-build affordable social housing to meet locally determined priorities, this can include work related to empty homes.

Scottish Government introduced further legislation which allows discounts on long-term empty and second homes to be removed. The legislation allowing this is the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013 for long-term empty properties and The Council Tax (Variation for Unoccupied Dwellings) (Scotland) Amendment Regulations 2016 for second homes.

Long-term empty properties can be charged a 100% premium. Second homes can currently be charged the full rate of council tax. During summer 2023 Scottish Government carried out a consultation on second and empty homes and non-domestic rates. Their aim is for everyone in Scotland to live in safe, secure and warm homes. They asked for views on how local taxation and existing housing can help this. The results of the second and empty homes and non-domestic rates consultation was published on 24th October 2023, and provided views from individuals and organisations on various questions including

changes to council tax charges for second homes, and further changes to charges for long-term empty properties. On 8th November 2023, Scottish Government announced that draft regulations allowing a 100% premium on second homes was laid before the Scottish Parliament. Subject to approval, this will bring second homes into line with long-term empty homes from 1st April 2024.

The greater flexibility provided by the legislation is intended as an additional tool to help local authorities encourage owners to bring empty properties back into use. The intention is both to increase the supply of housing for those who need homes and to reduce the blight on communities caused by houses being left empty and allowed to fall into disrepair. The council tax increase can be used as part of a wider approach to tackle long-term empty homes including support and guidance to owners and provision of loans and grants if available.

From 1st April 2024 changes to the discounts/charges for empty and second homes will be phased in by East Renfrewshire Council. Empty properties which meet the criteria, will receive a 100% exemption for a period of 6 months, and then be charged the full council tax levy for the next 6 months, moving to an additional 100% levy after 1 year. Second homes will be charged the full council tax levy, and consideration will be given to charging an additional 100% premium (subject to approval of Scottish Government legislation).

There may be discretion applied, when considering the additional levy, for example, if the property is being actively marketed for sale or rent or if the owner engages with the Empty Homes Officer.

3. Policy Purpose, Commitments & Objectives

3.1 Policy Purpose

The purpose of this policy is to

- specify how the Council's Revenues Team will operate the legislation, detailed in section 2.
- detail the appropriate exemption/discount and/or increased Council Tax charge for empty properties.
- highlight that discretion can be considered and awarded in appropriate cases.

(the policy does not set rigid, pre-defined criteria as this would prevent the council from exercising discretion properly)

Procedures will be prepared for Officers to support the operation of this Policy. This guidance will also describe the discretion and flexibility which can be used in appropriate, individual circumstances.

3.2 Policy Commitments

- All decisions will be made in a manner that is consistent with the ordinary principles of good decision making as described by Administrative Law (refer to section 11)
- The council will endeavour to act fairly, reasonably and consistently.

- Discretion will be used reasonably and lawfully and will not extend to giving more weight to certain groups and/or claimant because they are seen as more deserving than others.

3.3 Policy Objectives

The objectives of this policy are to:

- Encourage owners to return long term empty properties back into use and maintain the supply of affordable housing in East Renfrewshire
- Ensure the correct levels of reductions are awarded and the 100% increase is applied appropriately and for the correct period
- Raise awareness that discretion can be applied in appropriate, individual cases.
- In partnership with the Empty Homes Officer (refer to section 7) support customers by ensuring that, where appropriate, help to sell or let a home is given. In addition information can be provided on initiatives which may help empty homeowners bring their properties back into use is provided.

4. Council Tax Charges

4.1 Empty Properties

- Properties (refer to note section 11.3) deemed to be unoccupied and unfurnished meeting specified criteria, will attract a maximum 6 month 100% exemption, followed by the full council tax levy for the next 6 months. Thereafter, a 100% increase will be applied to the council tax charge.
- If a property is classed as unoccupied but furnished, a maximum 6 month 10% discount will be awarded, followed by the full council tax levy for the next 6 months. Thereafter a 100% increase will be applied to the council tax charge.

4.2 Second Homes

- The legislation, referred to in section 2, aims to ensure that only homes that are well maintained and which the owner is likely to visit regularly, therefore making some contribution to the local economy, can qualify as a second home. It defines a second home as being, furnished and lived in for at least 25 days in any 12 month period.
- Properties deemed to be second homes will be charged the full council tax levy, and consideration will be given to charging an additional 100% premium (subject to approval of Scottish Government legislation)

Exclusions from increased charge

5.1 Other appropriate exemption

The legislation will not affect a council tax payer's eligibility to claim council tax exemptions/discounts under the Council Tax (Exempt Dwellings) (Scotland) Order 1997.

These exemptions include:

- Occupant in long-term residential care
- Occupant in hospital long term
- Occupant in prison
- Where a property has been repossessed by a lender
- Where a property is being structurally repaired (for up to one year after it becomes unoccupied)
- Where the council tax payer has died (in which case the exemption is up to 6 months after grant of Confirmation).

Where a property is no longer eligible for an exemption detailed above, but it remains unoccupied, it will become eligible for the council tax increase after 1 year, if no other appropriate exemption applies

5.2 Properties being marketed for sale or rent

Properties being marketed for sale or rent will be excluded from the increased council tax charge, detailed in section 3, for a further 12 months following the initial 6 month exemption and 6 month full council tax charge. Thereafter a 100% increase will be applied to the council tax charge, as detailed in section 4.

This exclusion is conditional on the property being genuinely marketed for sale or let at a realistic market price. In considering whether a home is genuinely being marketed for sale or let, the Council will have regard to any unduly restrictive conditions being attached to the sale or let as well as the sales price/rent level.

In coming to a decision on whether or not the dwelling is being genuinely marketed for sale or let, the Council can request and take into account additional evidence. The procedures prepared for Officers, will detail examples of the type of evidence which can be requested.

6.0 Use of Discretion

The legislation, allows the Council to "make different modifications for different cases or different classes of case, including different areas".

This policy does not impose any variance to the application of the increased charge, other than by discretion on a case by case basis.

- The Council will consider requests for discretion to be applied in relation to the charge or discount being applied.
- The Council will proactively consider the use of discretion in circumstances described in section 11.3.

- Requests should be made in writing or email detailing the reasons for the request.
- Each request will be considered on a case by case basis
- The Council will aim to respond to these requests within 10 working days
- Should further evidence or property visit be required the 10 working day deadline may be extended
- All requests for the application discretion will be logged and the decision recorded.
- The discretion request log will be monitored and reviewed by Senior Officer(s) to ensure consistency is applied.

7.0 Empty Homes Officer

The Empty Homes Officer's role will support bringing private sector empty homes which have been lying empty for more than 6 months back into use. They can provide additional support to customers. Advice on letting, selling, renovations can be provided along with one to one support through the selling/letting processes.

The Council will hold regular liaison meetings with Housing and Revenue officers, the aim of this work is to ensure that discounts are applied appropriately and ensure that the empty status of a property is correct. Review checks may include visits to properties.

The Empty Homes Officer will review whether loans would help empty homeowners bring their properties back into use. Any loan would be considered on a case by case basis and only where budget provision allows.

8.0 Dispute Process

There is no formal right of appeal in relation to the level of discount awarded or the 100% increase added to the council tax charge. It is proposed however that customers are provided with the opportunity to seek a review of decisions, and the appropriateness of discretion being applied in the specific circumstances of individual cases.

Any disputes received regarding the level of discount or the 100% council tax increase will be dealt with as a request for discretion. If a customer does not agree with the initial decision they can ask for it to be reviewed by another officer, seeking the application of discretion based on the specific circumstance of the individual case.

9.0 Complaints

Any complaints received concerning this policy will be logged, investigated and responded to in accordance with the Council's Complaints Handling Procedure.

10.0 Debt Recovery Action

The Council's normal recovery action will be taken, where appropriate.

The Debt Recovery Team will work in partnership with the Empty Homes Officer, as detailed in section 7, with the aim of bringing the property back into use and avoiding arrears.

11.0 Notes

11.1 Scots administrative law

Where there is discretion in the decision-making process referred to in this document the exercise of that discretion will be subject to the general principles of administrative law. This requires that the Council will act reasonably when considering cases, by taking all relevant material considerations into account and not applying irrational considerations. All decisions involving the use of discretion will be measured by the reasonableness standard which is applied to administrative bodies including the Council.

11.2 Scottish Water

The changes detailed in this policy are relating only to Council Tax and have no effect on the charges for Water and Sewerage, imposed by Scottish Water, billed and collected by the Council

11.3 Initial Six Month Exemption

Section 4 describes that all properties deemed to be unoccupied and unfurnished will attract a maximum 6 month 100% exemption, followed by the full council tax levy for the next 6 months. Liable parties e.g. a new owner will not be entitled to the initial 6 month exemption if a previous award of six months has been granted and the property has not subsequently been occupied for 3 months.

In the circumstances described above the Council will proactively make contact with customers to discuss their individual circumstances and consider the appropriateness of applying discretion.

Ownership and Control

Owner:	Alison Ballingall, Senior Revenues Manager
Review date:	Ongoing and minimum formal review every 5 years
Updates and Changes:	Version 1, November 2023

EAST RENFREWSHIRE COUNCILCABINET14 December 2023Report by Director of Business Operations & PartnershipsCommunity Learning and Development
Progress Update**PURPOSE OF REPORT**

1. The purpose of this report is to advise Cabinet of the positive impact of Year One and Two of the [2021-24 Community Learning and Development \(CLD\) Plan](#); seek approval for the Year Three plan; set out the timeline for developing the 2024-27 plan; and advise of Education Scotland's recent progress visit.

RECOMMENDATIONS

2. Cabinet is asked to:

- a) note the positive impact on communities from Years 1 and 2 of the Community Learning and Development Plan 2021 – 24 which had a flexible, tactical focus on pandemic response and recovery work (Annex 1);
- b) agree Year 3 of the plan (Annex 2);
- c) note the requirement to publish an updated CLD Plan for 2024-27 by September 2024; and
- d) note the positive findings from Education Scotland's progress visit in October 2023 (Annex 3)

BACKGROUND

3. Community Learning and Development (Scotland) Regulations (2013) require the production and publication of a 3 yearly plan of how youth work, adult learning and community capacity building/development services will be delivered by core CLD services and the wider Community Learning and Development Partnership.

4. The development of the 2021-24 CLD Plan was complicated by the pandemic. In light of the rapidly changing situation, it was agreed that the CLD services and partners would adopt a flexible approach to years one and two of the plan as part of the Council's approach to response and recovery, approved by Corporate Management Team. Operational yearly action plans identified how partners would adopt a universal and targeted approach to meeting the needs of residents in East Renfrewshire. Ongoing engagement and regular monitoring of the Action Plans has allowed the CLD plan to continually evolve, reflect and respond to the changing circumstances, needs and priorities of our communities.

5. While the impact of the pandemic is still ongoing, the position on the ground is now allowing CLD services and partners to resume strategic planning with greater certainty.

REPORT

Progress to Date

6. Annex 1 shows that the CLD Plan has had a strong and positive impact on communities over the last 2 years. Over 2022-23 it became clear that, while the impact of the pandemic is still being felt, increasingly services were beginning to return to business as usual. CLD partners continue to work together to deliver services which target those most in need.

Year 3 Plan & Next Steps

7. Annex 2 contains a draft Year 3 action plan for approval. The initial targets set for Year 3 of the plan were developed as a result of consultation and engagement with our communities and recognise the implications of the fragile and temporary nature of the funding environment for many of these services.

8. The existing CLD plan comes to an end in September 2024. Over the coming months consultation and engagement with communities, partners and staff will be undertaken to inform the focus (including the themes, priorities, and improvement actions) for the new CLD plan. The new plan will be aligned with Vision for the Future as well as key Education, HSCP and partner plans and strategies.

Education Scotland Progress Visit

9. To support improvement and provide external assurance of the quality of CLD provision in Scotland a three-day "Progress Visit" inspection model was introduced by Education Scotland (HM Inspectors of Education (HMIE)) in September 2023.

10. All 32 local authorities will be inspected using this model during 2023-24 and findings and feedback will be used to shape the establishment of the new, more detailed, five-day CLD Inspection process. This round of progress visits focuses on the extent to which local authorities are fulfilling their statutory duties in relation to CLD and includes their leadership, effectiveness, use of data, strategic focus and capacity to improve.

11. East Renfrewshire's progress visit took place in October 2023. HMIE published their findings in November 2023 highlighting areas of positive progress across all quality indicators (Annex 3). During the inspection they identified two areas of highly effective practice: Youth work in partnership with Barrhead High School and the Linking Communities approach used to oversee the Participatory Budgeting process. These case studies will be published by Education Scotland in due course.

12. During these visits 3 confidence statements are used to measure progress with East Renfrewshire CLD receiving the most positive statement rating. Education Scotland found that *"the local authority and their CLD partners are making sufficient progress with their CLD plan and have the capacity to continue to improve. As a result, HM Inspectors will take no further action in relation to this progress visit. During the inspection, we identified aspects of highly effective practice which we would like to explore further."*

CONSULTATION

13. Ongoing consultation and engagement with local residents including young people, partners and staff influenced the key themes and strategic focus for the current plan and work will begin in spring to identify the themes, priorities and focus for the new CLD Plan 2024-27.

PARTNERSHIP WORKING

14. CLD work involves partnership working between public bodies, community groups, individuals and the voluntary sector. CLD is always voluntary and learner led. The CLD Partnership has guided the development of the plan and subsequent yearly action plans and will continue to work together to further develop, strengthen and monitor the delivery of the plan over its life.

15. The current CLD Partnership membership includes:

- Voluntary Action East Renfrewshire (VAER)
- Community Learning and Development (CLD) (Business Operations and Partnerships)
- Adult Learning Services (Education)
- Education Department
- Economic Development & Inclusive Growth (Environment)
- Work EastRen Employability Services (Environment)
- East Renfrewshire Health and Social Care Partnership (HSCP)
- East Renfrewshire Culture and Leisure Trust (ERCL)
- West College Scotland
- Glasgow Clyde College
- East Renfrewshire Carers Centre
- Barrhead Housing Association (BHA)
- Include Me 2 (IM2C)
- Recovery Across Mental Health (RAMH)
- CORRA (Formerly Lloyds TSB Foundation)

16. Whilst each member continues to have its own specific purpose, the CLD Partnership aims to bring stakeholders together, as equal partners, to jointly assess needs, plan services, review outcomes and develop practice for the benefit of local learners and participants.

IMPLICATIONS OF THE PROPOSALS

17. Outcomes from year two of the action plan and ongoing engagement will influence the development of the action plan for year 3 that are responsive to the needs of the community.

18. A full Equality Impact Assessment (EQIA) was carried out in 2021 to ascertain and address any potential equality issues and a further EQIA will be prepared for the new plan in 2024.

19. CLD services have faced significant budget pressures and cuts over the last 14 years. This has resulted in a reduction in FTE and service delivery costs. During the pandemic, short term funding became available to recruit CLD staff and provide additional services to respond to the immediate impacts of Covid. The pandemic harms are still evident in our communities but there has been limited additional funding to continue to address these harms. As a result CLD will continue to face challenges which will have an impact on service delivery.

CONCLUSIONS

20. The CLD Plan and yearly Action Plans outline the themes identified by residents, partners, and CLD staff. By identifying the needs of our communities, along with the use of

high quality, robust, data and background information, the CLD Partnership will aim to target resources at those requiring most support. Where continued needs or trends have been identified, the partnership will work over the duration of this plan and future plans to put in place early intervention provision to reduce longer-term barriers for individuals, families and communities.

21. The key focus for CLD for Year 3 of the plan will be to continue to focus on:

- Working with strategic and operational partners to address the ongoing anti-social behaviour and risk taking behaviours that can lead to negative life outcomes.
- Continuing to provide accreditation opportunities for young people which will contribute to closing the poverty related attainment gap.
- Working alongside local communities to co-design processes which make our communities more inclusive and sustainable and enable residents to influence decisions.

RECOMMENDATIONS

22. Cabinet is asked to:

- a) note the positive impact on communities from Years 1 and 2 of the Community Learning and Development Plan 2021 – 24 which had a flexible, tactical focus on pandemic response and recovery work (Annex 1);
- b) agree Year 3 of the plan (Annex 2);
- c) note the requirement to publish an updated CLD Plan for 2024-27 by September 2024; and
- d) note the positive findings from Education Scotland's progress visit in October 2023 (Annex 3)

Director of Business Operations & Partnerships

REPORT AUTHOR

Susan Craynor, CLD Manager, Business Operations and Partnerships
susan.craynor@eastrenfrewshire.gov.uk

BACKGROUND PAPERS

CLD Plan Link

[Com Learning Dev Plan.pdf \(eastrenfrewshire.gov.uk\)](#)

CLD PARTNERSHIP RECOVERY IMPACT OVERVIEW

Year 1 – Recovery

Through the Requirements for Community Learning and Development (Scotland) Regulations, 2013 - Local authorities have statutory duties to work with partners and engage with communities to identify CLD need and secure 'adequate and efficient' CLD in their area.

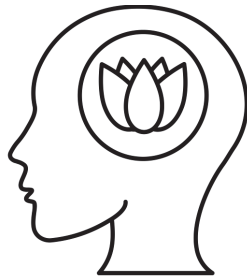
The aim of these duties is to:

- Ensure that communities across Scotland – particularly those that are disadvantaged – have access to the CLD support they need;
- Strengthen coordination between CLD providers at a local level
- Reinforce the role of communities and learners to shape CLD provision
- Articulate the important role and contribution of CLD

In line with Scottish Government and Education Scotland guidelines, this year one Action Plan will focus solely on recovery and renewal.

Health & Wellbeing

Over 1400 residents accessed health and wellbeing specific support which met their needs during 2021-22.



700 local residents re engaged with CLD provision in response to communities' aspirations to reconnect, come together and reduce social isolation.

CLD Partners delivered over 70 opportunities for more than 700 local residents to access social, recreational and learning opportunities through group work programmes.

Learning, Life & Work

Resident's employment status/opportunities were adversely impacted due to Covid – 19. CLD partners provided a range of employability supports to 957 individuals to enable them to meet employability learning needs and goals.

High levels of participants are reporting progress towards personal goals including: volunteering, accreditation, vocational training, employment and further activity programmes.

Over 170 residents participated in lifelong learning opportunities.

During the pandemic, the focus of youth work activity was to support the return to education and group work and focus on

improving mental health & wellbeing, this created fewer opportunities for young people to be accredited for their participation in youth work activities. However, 281 young people achieved 473 through accredited awards in 2021-22, this is a significant rise in figures from 2020-21 and shows steady progress in CLD's contribution to closing the attainment gap.

Strong & Resilient Communities

Grant making participatory budgeting events delivered and supported by CLD Partners has increased the opportunities for local decision making in East Renfrewshire. As a result 91 groups were successful in securing their share of £103,866 to deliver grass root community activities.



Our first ever youth led PB saw 14 youth groups access funding to provide them with new opportunities as they took steps to recover from the pandemic.

180 local residents in locality planning areas have engaged with the CLD Team about their communities as we recover from the pandemic. Early indications suggest a shift in local priorities, with a current focus on: cost of living crisis, opportunities for social interaction and health & wellbeing.

Over 90 new and existing community groups/organisations have been supported by CLD partners in 2021-22 to provide services in their local community.

Diversiory

Throughout 2021-22 detached youth work and targeted groups remained the focus for CLD team. In year 1, detached youth work staff made 3089 contacts with young people, supporting them on a range of issues including; alcohol & drugs, school transition and risk taking behaviour.

202 young people participated in diversionary activities telling us that these activities kept them from being bored, allowed them to socialise with friends, learned new things and pushed them outwith their comfort zones and provided an alternative to hanging about the streets.

Anecdotally involvement in diversionary activity and detached youth work is having a positive impact on the number of youth disorder calls to the police and community safety.

47 young people participated in pilot programme of group work exploring and challenging their risk taking behaviour and supporting them to make informed choices

Equality & Equity

289 local residents with protected characteristics have participated in 15 different group work programmes which have been designed and delivered by CLD partners to meet their needs

Digital

137 adult learners engaged in remote or blended learning opportunities in order to further develop their skills and progress their learning. CLD Partners have distributed 190 devices with ongoing support via digital champions available when required.

Early Years

143 parents have participated in a range of CLD programmes which provides access to peer support, literacy and numeracy learning and social interaction. Bookbug and other similar library based family activities have attracted over 5500 attendances at sessions.

137 have participated in targeted early intervention and prevention opportunities focusing on sexual health and wellbeing, healthy relationships and gender based violence.

Other Highlights

This year young people through their involvement in the Duke of Edinburgh programme completed 9,802 hours of volunteering which has a social value of £45285.24



Include Me 2 delivered a Community event to mark the Queen's Jubilee providing members of the public the opportunity to reconnect with their community through a range of activities, services and signposting with over 7000 people in attendance.

When asked what they got from taking part in ER Culture and Leisure's Holiday Sports Camps in the summer 95% of young people reported that they tried new a activity with 92% making new friends and 99% saying they enjoyed it and had fun.

Barrhead Housing Association (BHA) delivered food waste cooking workshops to 73 households with a household membership of 236.

93% of participants in Adult Learning Services/Clyde College/ West College Scotland employability related learning programmes reported progress towards their work related learning goals. Courses included Core Skills for Work, ESOL for Work, Adult Literacies for Work, SQA ESOL, SQA IT and Working in Early Learning & Childcare.

Voluntary Action East Renfrewshire (VAER) provided one – one support to almost 70 groups and organisations to provide services in their local community.

Work East Ren supported 218 residents into vocational training and or employment.

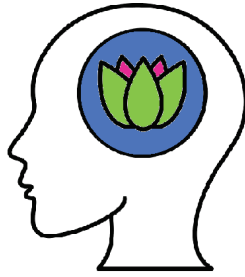


CLD PARTNERSHIP IMPACT OVERVIEW

Year 2

Health & Wellbeing

In response to the findings outlined in the Pandemic Impact Social Research and in dialogue with local people there has been a continued growth in health and wellbeing opportunities, with more than double the number of activities delivered by CLD partners in 22/23. Over **5000** local people have participated in meaningful activities which are needs led and responsive. Consistent and regular participation is resulting in the development of positive relationships, improved community connections and reducing social isolation and in turn is having a positive impact on the physical and mental wellbeing of local people.



The CLD team have contributed to the Personal Social Health Education (PSHE) curriculum in secondary schools with over **1000** young people have participating in bespoke health and wellbeing sessions designed and delivered by CLD staff.

Building on the 2022 Queens Jubilee Event, the Include Me 2023 Family Fun Day, and Festival of Cycling provided a fun filled community event attracting **8379** people. Attractions included live music, fairground rides, activity and information stalls. Feedback throughout the day highlighted the importance of community activities and the opportunity for local residents to come together and connect with organisations and activities in their local area.

Adult Learning Services responded to changing global situations and provided English language and literacy programmes for people arriving in East Renfrewshire from Ukraine, Hong Kong and Afghanistan. We provided a range of learning programmes and integration activities for adults and families including SQA ESOL, ESOL for Work, a STEM Café and Board Game Café that led to positive outcomes across different areas of their lives.

Learning, Life & Work

More than double the number of residents have participated in a range of lifelong learning and employability opportunities in 22/23. These person centred programmes targeted people from priority groups including care experienced young people, disabled parents, and those furthest away from the employment market.

Participants are progressing towards personal goals and increasing their knowledge and skills in a range of areas including literacy and numeracy, ESOL, sector specific vocational training and learning for personal development and fun. Achievements include;

774 young people gaining **1408** awards in school and in the community, recognising their learning and achievements. This is a significant increase in the number of awards being achieved through youth work including young people achieving 3 or more awards and are close to returning to pre pandemic figures.

627 people engaging with employability services throughout 2022-2023 with **125** people gaining a qualification.

153 adult learners working towards their personal learning goals with 98% reporting improved skills and confidence. There has been an increase in the number of participants engaging in opportunities which enhance their skills for learning life and work.

Strong & Resilient Communities

In 22/23 more than **7000** people have influenced how local budgets and grants are allocated. This includes over **3700** people casting their votes for grant making Participatory Budgeting (PB) which has resulted in more than **£300,000** being distributed to local community groups and voluntary organisations. This is a significant increase in the amount of funding allocated for grant making PB since 21/22.



This year there has been over **6000** contributions made by local residents to identify issues and priorities in their communities. Consultation and engagement has identified emerging themes including health and wellbeing, transport, activities for young people, cost of living, and local pride. These themes will directly influence the development of Locality Plans and Local Action Plans.

Over **100** new and existing community groups and organisations have received support in a range of topics including funding, governance and committee skills. As a result groups are developing their capacity to address issues that are important to them and their communities.

Diversionsary

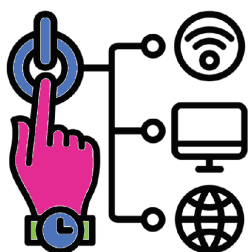
In 22/23 diversionsary youth work remained a priority for CLD with more than:

- **3100** contacts made with young people across East Renfrewshire through detached youth work. Young people have accessed support on a range of issues including harm reduction, dangers of weapons and sexual health information and consent.
- **300** young people have taken part in holiday programmes, group work activities and youth clubs. This has provided them with the opportunity to socialise with peers, learn new skills, have new experiences and provide an alternative to hanging about the streets.
- **100** young people participated in our Safer Choices programme in school and in the community. This allowed them to explore and challenge their own and others risk taking behaviours and make informed choices.

As a result of increased concerns in relation to young people and antisocial behaviour in the Barrhead area, CLD have worked alongside a range of community safety partners to provide a targeted response to concerns. This has included an increased detached youth work presence, changes to opening times of youth work facilities and targeted interventions for young people involved in or on the fringes of this behaviour. Feedback from partners tells us that this approach has had a positive impact on young people and the wider community. Young people and their parents report that through their involvement young people feel supported and more able to make positive decision about their lives.

Equality & Equity

674 local residents from priority groups have benefitted from needs-led community activities. These opportunities include activities for those with additional support needs, those from the LGBTi community and a new group for unaccompanied young people. These opportunities target some of our most excluded members of our community and are resulting in reduced social isolation, safe spaces and developing new relationships.



Digital

Over **1000** residents have improved their skills and confidence in using digital devices for personal, family, work and community related activities through a variety of learning programmes.

Early Years

The partnership is reaching more children, young people and families through a variety of different programmes including Imagination Library, Bookbug and local community events. Participation in



Bookbug sessions across East Renfrewshire have more than doubled with almost **22,000** attendances in 22/23.

There has been an increase in the number of young people supported in prevention and early intervention programmes. **214** young people have developed their knowledge and understanding of sexual health, parenting, relationships and gender based violence.

Other Highlights

West College Scotland and Adult Learning Services brought about a positive return to face to face SQA courses within East Renfrewshire.

Barrhead Housing Association delivered a Tenancy Sustainment course to **250** young people. This course included information on budgeting, utilities, shopping, cooking on a budget, housekeeping and home safety.

Voluntary Action East Renfrewshire (VAER) provided one – one support to almost **70** groups and organisations to provide services in their local community.

Work East Ren supported **218** residents into vocational training and or employment.

Three hundred and seventy five local residents attended the summer events held by Happy Dunterlie. This community led partnership provided activities for children, young people and their families which developed new skills and provided new experiences.

RAMH Recovery College had a significant Impact on their participants with **83 %** of those completing evaluations stating that they saw an improvement in their mental health and wellbeing.



**Community Learning & Development Partnership
Year 3 Action Plan
(2023-2024)**

CLD Partnership Action Plan Year 3 (2023-2024)

CLD Requirements

Through the Requirements for Community Learning and Development (Scotland) Regulations, 2013 - Local authorities have statutory duties to work with partners and engage with communities to identify CLD need and secure ‘adequate and efficient’ CLD in their area. The aim of these duties is to:

- Ensure that communities across Scotland – particularly those that are disadvantaged – have access to the CLD support they need
- Strengthen coordination between CLD providers at a local level
- Reinforce the role of communities and learners to shape CLD provision
- Articulate the important role and contribution of CLD.

All local authorities are required to develop 3 year strategic CLD Plans.

CLD Partnership

There is an established CLD Partnership who are responsible for delivering the plan. The partnership meet regularly to develop and monitor yearly Action Plans and report on performance on each of the priorities. Membership of the CLD Partnership includes:

Voluntary Action East Renfrewshire	CORRA Foundation	Education Department
Community Learning and Development	Adult Learning Services	West College Scotland
Economic Development & Inclusive Growth	Work EastRen Employability Services	East Renfrewshire Carers Centre
East Renfrewshire Health and Social Care Partnership	Barrhead Housing Association	Include Me 2
East Renfrewshire Culture and Leisure Trust	Glasgow Clyde College	Recovery Across Mental Health

Year 3 Priorities

In Year 3 of the plan the CLD Partnership will continue to deliver services and activities across the 7 identified priorities. To ensure that services meet the needs of communities the partnership will also continue identify gaps and opportunities for joint working.

We will also begin to undertake consultation and engagement with the community, partners and staff to inform the development of the CLD plan 2024 – 2027.

Priorities and Critical Activities

Priority – Health & Wellbeing

Critical Activity 1: Enhancing opportunities for local people to come together in a range of settings which fosters community connections, reduces social isolation and allows residents to socialise, learn and participate.

Critical Activity 2: Delivering a range of programmes and activities to groups and individuals that support and promote positive health and wellbeing including mental health.

Priority – Learning, Life & Work

Critical Activity 1: Providing a range of opportunities to meet the employability related learning needs of local residents including skills development, accreditation and volunteering.

Critical Activity 2: Working with a range of partners to ensure that lifelong learning opportunities are available and accessible and meet the needs and aspirations of local residents.

Critical Activity 3: Supporting residents to identify their own learning goals and where appropriate access wider accreditation opportunities to recognise their achievements.

Priority – Strong & Resilient Communities

Critical Activity 1: Supporting communities to build the skills, confidence and expertise of local people to participate as equal partners in a range of community led decision-making processes, including Participatory Budgeting and Locality Planning.

Critical Activity 2: Working with a range of community planning partners to ensure communities are involved in the planning, design and delivery of local services and can influence decision making on matters that are important to them.

Critical Activity 3: Supporting community groups and organisations to restart and re-establish as part of the Covid recovery and renewal.

Critical Activity 4: Working alongside community organisations and local residents to identify new and emerging needs and support for the community and voluntary sector to build back from the pandemic.

Critical Activity 5: Empowering young people to influence the implementation of the UNCRC across all areas of the councils work.

Priority – Diversionary

Critical Activity 1: Providing community based youth work across East Renfrewshire which is informed by local data and meets the needs of young people (ODP 4.2).

Critical Activity 2: Delivering a targeted street work programme including a new problem solving detached youth work response to engage young people and help address anti-social and risk taking behaviour (ODP 4.2).

Critical Activity 3: Strengthening links with partners to support the planning and delivery of youth work opportunities.

Critical Activity 4: Providing opportunities for young people to explore and challenge their risk taking behaviours and support them to make informed choices

Priority – Equality & Equity

Critical Activity 1: Strengthening partnerships to connect and engage with priority groups and those with protected characteristics, to establish a role for CLD.

Critical Activity 2: Connecting and engaging with priority groups and those with protected characteristics to ensure that the needs of these groups are understood and met.

Critical Activity 3: Supporting priority groups and those with protected characteristics to influence change.

Critical Activity 4: Providing targeted CLD support for priority groups and those with protected characteristics which provide peer support and opportunities to socialise, learn and participate.

Priority – Digital

Critical Activity 1: Continuing to develop the CLD learning offer using remote and blended approaches to meet the needs of residents.

Critical Activity 2: Identifying residents who are digitally excluded and source opportunities to meet their digital needs.

Critical Activity 3: Providing support to those who receive devices to ensure they can maximise its full potential.

Critical Activity 4: Delivering a range of accessible digital learning opportunities which meet resident's needs, goals and aspirations, including, engaging with and accessing services.

Priority – Early Years & Family Learning

Critical Activity 1: Working in partnership with a range of services to plan and deliver needs led programmes for parents, parents to be, and families.

Critical Activity 1: Providing opportunities for families to learn together and for parents to develop the skills and knowledge required to support their children's learning.

Critical Activity 3: Providing support to targeted young people around unplanned or underage pregnancy.

Critical Activity 4: Working alongside local groups and individuals to identify the need for community led groups and peer support networks.

Critical Activity 5: Supporting local groups and individuals to build their skills and capacity to deliver community led groups for parents and carers in their area.

Priority – Health & Wellbeing

Critical Activity 1: Enhancing opportunities for local people to come together in a range of settings which fosters community connections, reduces social isolation and allows residents to socialise, learn and participate.

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Provide activities to bring local residents together for social, recreational and learning opportunities.	Community Learning and Development <i>Lead officer/s</i> Susan Craynor Emma Ball Kelly Giudici	No. of groups and opportunities No. of participants	16 groups 258 participants	26 groups 393 participants	28 groups 483 participants	28 groups 500 participants
	Adult Learning Services <i>Lead officer</i> Jennifer Nicol		15 groups 155 participants	17 groups 141 participants	23 groups 156 participants	30 groups 200 participants
	Clyde College <i>Lead officer</i> Sheila White		11 groups 55 participants	11 groups 80 participants	11 groups 80 participants	11 groups 80 participants
	West College Scotland <i>Lead officer</i> Paul Martin		5 groups 15 participants	5 groups 15 participants	6 groups 19 participants	5 groups 25 participants
	Voluntary Action East Renfrewshire <i>Lead officer</i> Linda McCullagh		0 <i>(Venues Closed during pandemic)</i>	11 groups 68 participants 25 volunteers	21 groups 574 participants 20 volunteers	23 groups 600 participants 20 volunteers
	ER Carers Centre <i>Lead officer</i> Lorraine Nelson		3 groups 50 participants <i>(online support due to pandemic restrictions)</i>	5 groups 10 courses 140 participants	8 groups 12 courses 190 participants	6 groups 12 courses 182 participants

140

	Include Me 2 <i>Lead officer</i> <i>Paul McIlvenny</i>		0 <i>(No event)</i>	1 event 7000 participants	1 events 8379 participants	2 events
	CORRA <i>Lead officer</i> <i>Gordon McLean</i>	No. of groups No. of activities becoming community-led	0 <i>(Venue Closed during pandemic)</i>	6 groups 3 groups	6 groups	3 Groups 3 Activities/Events
	RAMH Causeway & ER Recovery College facilitated by RAMH <i>Lead officer</i> <i>Lee Millar</i>	No. of groups Causeway	Groups varied dependent on the restrictions. If in full restrictions then membership fell as people either could not or did not want to engage online	14 groups	24 groups	30 groups Recovery college funding ended 2022
		Use of Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWEBS) to measure increase to wellbeing after participating in Causeway Supports or ER Rec College course	Use of Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWEBS) to measure increase to wellbeing after participating in Causeway Supports or ER Rec College course	In a snap shot of beginning and mid SWEMWBS scores for Aug 22 there was a 6 % improvement in wellbeing from beginning of support to week 6 of physical activity	SWEMWBS embedded into assessments and reviews	175 participants
		Increase in no. of peer trainees within the college that allow for those with lived experience to share their recovery and inspire others	<i>Information not available</i>	5 peer trainees	5 peer trainees	Recovery college funding ended 2022
	“Root Cause” <i>Lead officers</i> <i>Gary Morton</i>	No. of participants, schools and community uptake.	0 <i>(New project 2021/22)</i>	Funding Secured	168 participants	<i>Awaiting confirmation of targets</i>

				Participation by all Thorliebank Primary School Classes			
Critical Activity 2: Delivering a range of programmes and activities to groups and individuals that support and promote positive health and wellbeing including mental health.							
Actions	Lead(s)	Success Measures	2020-2021 Results	2021 – 2022 Results	2022 – 2023 Results	2023 -2024 Targets	
Provide HWB activities in local communities that respond to needs and interests.	CLD <i>Lead officer/s</i> Susan Craynor Emma Ball Kelly Giudici	No. of opportunities No. of participants	16 groups 381 participants <i>(figures are higher due to one off events targeting full school year groups on their return to school and 2nd lockdown)</i>	12 groups 126 participants	37 opportunities 304 participants <i>(in addition 953 young people have participated in one off learning activities through PSHE)</i>	36 opportunities 305 participants	
	ER Carers Centre <i>Lead officer</i> Lorraine Nelson		<i>No information available</i>	6 groups	6 groups	157 participants	6 groups 85 participants
	Adult Learning Services <i>Lead officer</i> Jennifer Nicol		1 groups 8 participants	1 group 6 participants	3 groups 12 participants	3 groups 15 participants	
	Education (No One Left Behind) <i>Lead officer</i> David Gordon		2 groups <i>No information available</i>	2 groups <i>No information available</i>	2 groups 4 participants	3 groups	
	Include Me 2 <i>Lead officer</i> Paul McIlvenny	No. of sessions No. of participants No. of opportunities for children, young people, adults to participate in programmes that focus on health and wellbeing.	<i>No information available</i>	446 sessions 183 participants 7 programmes	1117 sessions 596 participants 22 programmes	1117 sessions 596 participants 22 programmes	
	East Renfrewshire Culture and Leisure Libraries Core Library Programme <i>Lead officer</i>	No. of participants	<i>No information available</i>	71 participants (Apr – Jun 2022)	Children 3922 Adults 2579	<i>Awaiting confirmation of targets</i>	

	<i>Gary Morton</i>				Total 6501 (During 22/23 there has been a change to how this data is gathered. This measure is now focused on attendances).	
	ERCL Holiday Sports Camps <i>Lead officers</i> <i>Gary Morton</i>	No. of participants Participants have tried a new activity, feel more confident, had fun, and made new friends.	183 individuals (Easter) 331 individuals (Summer) <i>No information available</i>	Individuals 21/22 Easter - 276 Summer – 445 Outcomes: <i>Tried a new activity</i> Spring (84%) Summer (95%) <i>More confident trying new activities</i> Spring (84%) Summer (91%) <i>Made new friends</i> Spring (84%) Summer (92%) <i>Enjoyed & had fun</i> Spring (100%) Summer (99%)	Individuals 22/23 April - 302 Summer - 673 October – 83 Outcomes: <i>Tried a new activity</i> April (91%) Summer (92%) October – pending <i>More confident trying new activities</i> April (90%) Summer (82%) October – pending <i>Enjoyed & had fun</i> April (97%) Summer (95%) October - pending	Spring - 300 Summer - 670 October – 80 All camps ay 90% capacity
	CORRA <i>Lead officer</i> <i>Gordon McLean</i>	No. of community led groups No. of participants	<i>No information available</i>	2 groups 15 participants	3 groups 20 participants	2 groups 20 participants

	RAMH Causeway <i>Lead officer Lee Millar</i>	No. of community supports No. of participants No. of participants demonstrating an increase in wellbeing using SWEMWEBS	<i>No information available</i>	19 supports 199 participants 6% improvement for people who used physical activity and had a beginning and mid score recorded	25 supports 328 referrals to Community service 368 referrals to Counselling 1/9/22 – 31/8/23 Can be difficult to get reliable change as not everyone completes reviews.	25 supports 650 participants Increase in end scores captured and better way to demonstrate impact.
BHA Community Investment Projects	Barrhead Housing Association <i>Lead officer Bryan Dando</i>	No. of sessions No. of participants	No Baseline – new project 2021/22	140 sessions 164 participants	221 participants	300 participants
Work in partnership with organisations to signpost and deliver programmes, supports and/or activities that improve young people's mental health.	Community Learning and Development <i>Lead officer/s Susan Craynor Emma Ball Kelly Giudici</i>	No. of young people supported in CLD programmes through Healthier Minds Screening Hub	No Baseline – new project 2021/22	41 young people	29 young people	CLD are unable to influence or predict the number of young people referred to them
	East Renfrewshire Culture and Leisure/Health and Social Care Partnership <i>Lead officer Gary Morton</i>	No. of young people in care registered in the "For Your Entertainment" programme	54 registered participants accessed activities (2019/20)	115 participants	295 participants	<i>Awaiting confirmation of targets</i>
	ER Carers Centre <i>Lead officer Lorraine Nelson</i>	No. of young people accessing support	<i>No information available</i>	100 young people	108 young people	120 young people

Priority – Learning, Life & Work

Critical Activity 1: Providing a range of opportunities to meet the employability related learning needs of local residents including skills development, accreditation and volunteering.

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Building on existing learning opportunities, further develop and create appropriate opportunities to meet local needs.	Work EastRen <i>Lead officer Emma Aepli</i>	No. of people engaging with keyworker employability services (Work EastRen) No. of people in employment including self-employment following support No. of people supported to gain a qualification or complete a course No. of people into volunteering	<i>No information available</i>	26 people 192 people 26 people N/A	627 people 237 people 125 people 21 people	600 people 200 people 125 people 30 people
	Adult Learning Services, Clyde College and West College Scotland <i>Lead officer Jennifer Nicol Sheila White Paul Martin</i>	Percentage of participants reporting improved skills and confidence in relation to identified work related learning goals as a result of participation.	100% participants reported progress towards their work related goals	93% participants reported progress towards their work related goals	95% of participants reported progress towards their work related goals	95% of participants reporting progress towards their work related goals
	Include Me 2 <i>Lead officer Paul McIlvenny</i>	No. of people accessing vocational training and into employment.	<i>No information available</i>	38 trainees 100% progressed towards their personal goals.	75 trainees 100% progressed towards their personal goals.	75 trainees 100% progressing towards their personal goals

<p>Support local residents to access and successfully participate in volunteering opportunities.</p>	<p>Voluntary Action East Renfrewshire <i>Lead officer Linda McCullagh</i></p>	<p>No. of volunteers registered.</p>	887 people	222 people	155 people	200 people
		<p>No. of volunteers suitably matched</p>	435 volunteers	206 volunteers	128 volunteers	180 volunteers
	<p>East Renfrewshire Culture and Leisure (Library Volunteering) <i>Lead officers Gary Morton</i></p>	<p>No of volunteers</p>	<p>Summer Reading Challenge Volunteers (12-16 y/o)</p> <p>17 volunteers (2019/20)</p> <p>Library Housebound Service Volunteers - New initiative</p> <p>Macmillan Project East Ren 30 volunteers recruited & trained in 2019/20 (10 not deployed due to Lockdown)</p>	<p>30 volunteers (2021/22)</p> <p>10 volunteers delivering books to residents as of Jul-22</p> <p>17 volunteers recruited & trained by 2021/22</p>	<p>Numbers pending</p> <p>10 volunteers delivering books to residents as of Aug-23</p> <p>As of August '23: - 9 cancer information and support volunteers - 3 gentle movement volunteers - 1 complementary therapies volunteer (new role)</p>	<p>60 volunteers</p>
<p>RAMH Causeway <i>Lead officer Lee Millar</i></p>	<p>New target 2023/24</p>		<p>New target 2023/24</p>	<p>New target 2023/24</p>	<p>3 volunteers</p>	
<p>DYW School Coordinators and partners support to young people to meet their aspirations and reach a positive destination</p>	<p>Education NOLB/ Developing Young Workforce/Vocational Education <i>Lead officer David Gordon</i></p>	<p>No. of young people who reach a positive destination</p>	<p><i>No information available</i></p>	<p>DYW wider opportunities reported through RUBI</p> <p>Destinations reported via SDS through National</p>	<p>97.7% of young people aged 16 – 19 years, currently in education, employment or training</p>	<p>At least 97.7% of 16-19 year olds will be participating in 2024 as recorded in the APM.</p>

				Data Hub Annual Participation Measure and Initial Leaver Destination report		At least 95.5% of 16-19 year olds in Quintile 1 will be participating. At least 98.5% of 16-19 year olds in Quintile 5 will be participating.
Continue to develop opportunities for young people obtain wider accreditation and contribute to closing the poverty related attainment gap	Community Learning and Development <i>Lead officer/s</i> <i>Susan Craynor</i> <i>Emma Ball</i> <i>Kelly Giudici</i>	No. of awards No. of young people achieving an accredited award No. of young people achieving 3 or more awards No. of young people achieving awards who reside in SIMD 1 -3 No. of awards achieved by care experienced young people	230 awards 150 young people 16 young people 3+ awards 2 young people from SIMD 1-3 7 awards	473 awards 281 young people 35 young people 3+ awards 28 young people from SIMD 1-3 9 awards	1408 awards 774 young people 227 young people 3+ awards 46 young people from SIMD 1-3 10 awards	1425 awards 775 young people 230 young people 3+ awards 45 young people from SIMD 1-3 10 awards
BHA Our Brighter Futures programme	Barrhead Housing Association <i>Lead officer</i> <i>Bryan Dando</i>	No. of people accessing training	<i>No information available</i>	10 participants	22 participants	20 participants
To develop an 'Employability Hub' in the Dunterlie area to support residents to access training and/or employment opportunities	Economic Development & Inclusive Growth <i>Lead officer</i> <i>Michael McKernan</i>	No. of people using the centre. No. of people accessing training/ in work opportunities	New project 22/23	New project 22/23	Take up has been limited	<i>Awaiting confirmation of targets</i>

Critical Activity 2: Working with a range of partners to ensure that lifelong learning opportunities are available and accessible and meet the needs and aspirations of local residents.						
Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Building on existing lifelong learning opportunities, further develop and create appropriate learning opportunities to meet local needs.	Adult Learning Services, Clyde College and West College Scotland <i>Lead/s</i> <i>Jennifer Nicol</i> <i>Sheila White</i> <i>Paul Martin</i>	No. of participants reporting improved skills and confidence in relation to identified personal learning goals.	146 participants	131 participants	153 participants	200 participants
	Multiply Adult Learning Services, Clyde College, RAMH, Voluntary Action East Renfrewshire, Money Advice and Rights Team <i>Lead officer</i> <i>Jennifer Nicol</i>	No. of adult numeracy courses run in a local area through Multiply (numerical value). / Courses set up to increase confidence/ number of people engaged in courses	New project 23/24	New project 23/24	New project 23/24	12 courses
	No. of people participating in Multiply funded courses (numerical value)	130 participants				
	No. of people achieving a qualification (numerical value)	45 participants				
Increased adult numeracy (by supporting learners to improve their understanding and use of maths in their daily lives, at home and at work)	130 participants					
	People & Skills Adult Learning Services,	No. of people supported to access basic skills.				20 participants

	West College Scotland <i>Lead Officer</i> <i>Jennifer Nicol</i> <i>Paul Martin</i>	No. of people gaining a qualification following support	New project 23/24	New project 23/24	New project 23/24	10 participants
	Voluntary Action East Renfrewshire <i>Lead officer</i> <i>Linda McCullagh</i>	No. of participants	New project	14 participants	252 participants	332 participants
	CORRA Foundation <i>Lead officer</i> <i>Gordon McLean</i>	No. of participants	<i>No information available</i>	14 participants	21 participants	20 participants
	Community Learning and Development Health Issues in the Community (HIIC) <i>Lead officer/s</i> <i>Susan Craynor</i> <i>Emma Ball</i> <i>Kelly Giudici</i>	No. of participants No. of awards	New project 22/23	New project 22/23	7 Participants 35 awards	5 participants 5 awards (this is a progression to HIIC Part 2 which is a higher level award and therefore more time required for participants to complete)
	Barrhead Housing Association Tenancy Sustainment Course <i>Lead officer</i> <i>Bryan Dando</i>	No. of participants	New project 22/23	New project 22/23	250 participants	250 participants

Critical Activity 3: Supporting residents to identify their own learning goals and where appropriate access wider accreditation opportunities to recognise their achievements.

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Continue to further embed processes that ensure residents can identify and negotiate goals, review progress, and shape provision.	Adult Learning Services, Clyde College, West College Scotland <i>Lead officer</i> <i>Jennifer Nicol</i> <i>Sheila White</i> <i>Paul Martin</i>	Percentage of participants who are offered opportunities to identify and negotiate learning goals and receive guidance.	100% of participants offered opportunities to identify and negotiate learning goals and receive guidance	100% of participants offered opportunities to identify and negotiate learning goals and receive guidance	100% of participants offered opportunities to identify and negotiate learning goals and receive guidance	100% of participants offered opportunities to identify and negotiate learning goals and receive guidance
		Percentage of participants offered accreditation opportunities.	19% of participants offered accreditation	19% of participants offered accreditation		35% of participants offered accreditation

Priority - Strong and Resilient Communities

Critical Activity 1: Supporting communities to build the skills, confidence and expertise of local people to participate as equal partners in a range of community led decision-making processes, including Participatory Budgeting and Locality Planning.

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Support to Youth Voice to deliver Participatory Budgeting (PB) for young people.	Community Learning and Development <i>Lead officer/s</i> Susan Craynor Emma Ball Kelly Giudici	No. of groups receiving funding through Youth PB No. of youth voice participants reporting improved confidence and increased skills.	New Project 2021/22	14 groups 12 participants	30 groups have applied with voting to take place in October 2023 15 participants	18 groups 12 participants
Support to partners (council & community) to deliver Participatory Budgeting.	Community Learning and Development Community-led Grant Making Participatory Budgeting <i>Lead officer/s</i> Susan Craynor Emma Ball Kelly Giudici	No. of groups receiving funding through grant making PB No. of local residents involved in developing and delivering Grant Making PB No. of services supported by CLD to deliver mainstream PB opportunities.	This event did not take place during 2020/21 This event did not take place during 2020/21 This event did not take place during 2020/21	59 groups 5 participants 2 services	51 groups 7 participants 6 services	80 groups 12 participants 6 services
	Education <i>Lead officer</i> David Gordon	No. of schools using parts of budgets such as PEF to adopt a participatory budget approach	Individual school PB did not take place 2020/21	A number of schools participated in PB CLPL	Schools and the education dept allocated approx £167k via PB in 2022-23, of which £88k was allocated by schools. The est. no. of stakeholder participants across these activities was 2569.	All schools to adopt a participatory budgeting approach

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<p>Provide PB opportunities for local residents to influence how Humanitarian funds are distributed in local communities.</p>	<p>Voluntary Action East Renfrewshire <i>Lead officer Linda McCullagh</i></p>	<p>No. of groups receiving funding through grant making PB</p>	<p>VAER did not deliver PB in 2020/21</p>	<p>VAER did not deliver PB in 2021/22</p>	<p>36 groups received funding via PB</p>	<p><i>Awaiting confirmation of targets</i></p>
<p>Barrhead Housing Community Fund</p>	<p>Barrhead Housing Association <i>Lead officer Bryan Dando</i></p>	<p>Value of funds distributed to communities</p> <p>No. of groups receiving funding</p>	<p>BHA did not deliver PB in 2020/21</p>	<p>£15,938</p> <p>18 groups</p>	<p>A PB event was planned for this year but rolled into next year due to the number of other PB opportunities available in the Barrhead area</p>	<p>£5000 to distribute</p>
<p>Raise awareness of and create opportunities to increase communities' involvement and re-establish Locality Planning post Covid.</p>	<p>Community Learning and Development <i>Lead officer/s Susan Craynor Emma Ball Kelly Giudici</i></p>	<p>No. of opportunities for involvement</p> <p>No. of participants</p>	<p>3 online sessions</p> <p>33 participants</p>	<p>11 sessions</p> <p>180 participants</p>	<p>17 sessions</p> <p>180 participants</p>	<p>Opportunities to raise awareness will continue however priority will now be given to the establishment of steering groups in each of the locality planning areas.</p>
<p>Work alongside local residents to establish Locality Planning Steering Groups</p>	<p>Community Learning and Development <i>Lead officer/s Susan Craynor Emma Ball Kelly Giudici</i></p>	<p>No. of steering groups</p> <p>No. of participants</p>	<p>Due to Covid restrictions this was unable to progress</p>	<p>Focus for CLD was to establish contact and raise awareness with residents as per previous action.</p>	<p>Focus for CLD was to establish contact and raise awareness with residents as per previous action.</p>	<p>4 steering groups</p> <p>20 participants</p>
<p>Community led Local Action Plans to identify future capital infrastructure and investments in town centre and neighbourhood.</p>	<p>Economic Development and Inclusive Growth <i>Lead officer Michael McKernan</i></p>	<p><i>No Information available</i></p>	<p><i>No Information available</i></p>	<p><i>No Information available</i></p>	<p>Economic Development team undertook public consultations to shape the development of Local Actions Plans. These surveys generated over 6000 contributions</p>	<p><i>Awaiting confirmation of targets</i></p>

Critical Activity 2: Working with a range of community planning partners to ensure communities are involved in the planning, design and delivery of local services and can influence decision making on matters that are important to them.

Action	Lead	Success measure	2020-21 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Stakeholders and services are involved in creation of local action plans	Economic Development and Inclusive Growth Lead officer Michael McKernan	No Information available	No Information available	No Information available	No Information available	Awaiting confirmation of Targets

Critical Activity 3: Supporting community groups and organisations to restart and re-establish as part of the Covid recovery and renewal process (ODP 4.4)

Action	Lead	Success measure	2020-21 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Support existing community organisations to provide services in their local community.	Community Learning and Development Lead officer/s Susan Craynor Emma Ball Kelly Giudici	No. of groups supported	3 groups	3 groups	11 groups	20 groups
	Voluntary Action East Renfrewshire Lead officer Linda McCullagh		45 groups	69 groups	71 groups	This is dependent on the needs of the community.
	Corra Foundation Lead officer Laura Mathieson	No. of groups No. of participants	No information available	2 groups 12 volunteers (Foodshare) 15 adults 18 children (Parent & Toddlers)	5 groups	6 Groups 20 Participants
	East Renfrewshire Community and Leisure Trust Community Sports Hubs Lead officer Gary Morton	No. of active hubs/clubs.	6 Community Sport Hubs	Number of hubs reduced to 5 with the merger of Whitecraigs and Eastwood Community Sport Hubs under the name of "Newton Mearns"	5 Community Sport Hubs	6 Community Sports Hubs

Critical Activity 4: Working alongside community organisations and local residents to identify new and emerging needs and support for the community and voluntary sector to build back from the pandemic.

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Working with partners to further embed the Community Hub initiative to provide support to local communities.	Community Learning and Development/Voluntary Action East Renfrewshire/ Health and Social Care Partnership (Talking Points) <i>Lead officer</i> <i>Kelly Giudici</i> <i>Alan Campbell</i> <i>Alan Stevenson</i>	No. of residents signposted to services and supported through Community Hub	New project 2021/22	203 residents	855 calls to community hub	This is dependent on community need
Work alongside communities to support the development of new community groups/ organisations	Voluntary Action East Renfrewshire <i>Lead officer</i> <i>Linda McCullagh</i>	No. of new groups supported to establish	Information not available – community groups unable to meet due to Covid restrictions	5 new groups	7 new groups	<i>Awaiting confirmation of target</i>
	Corra Foundation <i>Lead officer</i> <i>Gordon McLean</i>		Information not available - community groups unable to meet due to Covid restrictions	4 groups	4 groups	2 groups
	Community Learning and Development <i>Lead officer/s</i> <i>Susan Craynor</i> <i>Emma Ball</i> <i>Kelly Giudici</i>		New targets for CLD in 2022/23	New targets for CLD in 2022/23	2 groups	8 groups

Critical Activity 5: Empowering young people to influence the implementation of the UNCRC across all areas of the councils work.						
Action	Lead	Success measure	2020-21 Results	2021-2022 Results	2022-2023 Results	2023 – 2024 Target
Creation of a Children’s Rights Committee to include representatives from various children and young people groups to influence decisions on matters related to UNCRC	UNCRC Implementation Group (Community Learning and Development, Education, Health and Social care Partnership, Children First, East Renfrewshire Culture and Leisure)	No. of young people reporting they influence decision-making. UNCRC evident in Policies	New project 2022/23	New project 2022/23	12 young people part of UNCRC planning group Over 70 young people attended Youth Assembly 53 young people who attended the Youth Assembly have expressed an interested in participating in the next stages of implementation.	40 young people

Priority – Diversionary

Critical Activity 1: Providing community based youth work across East Renfrewshire which is informed by local data and meets the needs of young people (ODP 4.2)

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Provide a range of targeted opportunities to young people most in need.	Community Learning and Development <i>Lead officer/s</i> Susan Craynor Emma Ball Kelly Giudici	No. of opportunities	2 opportunities	6 opportunities	12 opportunities	12 opportunities
		No. of young people participating	228 young people	202 young people	307 young people	300 young people
	CORRA Foundation <i>Lead officer</i> Gordon McLean	No. of opportunities	No opportunities during pandemic	8 per week during holiday programme	3 events (Summer)	<i>Awaiting confirmation of targets</i>
		No. of participants		100 participants	375 participants	

Critical Activity 2: Delivering a targeted street work programme including a new problem solving detached youth work response to engage young people and help address anti-social and risk taking behaviour (ODP 4.2)

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Delivering a targeted street work programme including a new problem solving detached youth work response to engage young people and help address anti-social and risk taking behaviour	Community Learning and Development <i>Lead officer/s</i> Susan Craynor Emma Ball Kelly Giudici	No. of interactions with young people.	August 20-July 21 4822 contacts 66% contacts made 12-15 years old 501 shifts – 1252.50 hours	August 21-July 22 3089 contacts 70 % contact made 12-15 years old 387 shifts – 967.50 hours	August 22 – July 23 3107 contacts 73% contacts made 12 – 15 year olds 263 shifts -657.5 hours	3000 contacts with young people

Critical Activity 3: Strengthening links with partners to support the planning and delivery of youth work opportunities.		
Action	Lead	2022-2023/2023-2024
Use shared data and intelligence to plan and deliver youth work opportunities which respond to the needs of partners, young peoples and communities.	Community Learning and Development Lead officer/s Susan Craynor Emma Ball Kelly Giudici	<p>CLD work with a range of community safety partners at strategic and operational levels to share data and information in relation to crime and anti-social behaviour. This is allowing us to target our resources effectively and work together to ensure a proactive approach to targeting ASB in communities and that young people are safe (and enjoying themselves!)</p> <p>As a result of increased concerns in relation to young people and antisocial behaviour in the Barrhead area, CLD have worked alongside a range of community safety partners to provide a targeted response to concerns. This has included an increased detached youth work presence, changes to opening times of youth work facilities and targeted interventions for young people involved in or on the fringes of this behaviour. Feedback from partners tell us that this approach has had a positive impact on young people and the wider community. Young people and their parents report that through their involvement young people feel supported and more able to make positive decision about their lives.</p> <p>This action will carry in to 23/24.</p>

Critical Activity 4: Providing opportunities for young people to explore and challenge their risk taking behaviours and support them to make informed choices.						
Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Deliver a range of group work interventions.	Community Learning and Development Lead officer/s Susan Craynor Emma Ball Kelly Giudici	<p>No. of schools participating in the programme</p> <p>No. of young people participating in school programmes.</p> <p>No. of young people taking part in community based programme</p>	New project in 21/22	<p>3 schools</p> <p>47 young people</p> <p>10 young people</p>	<p>6 schools</p> <p>84 young people</p> <p>1 group 12 young people 6 one to one longer term supports to young people</p>	<p>5 schools <i>(targets set in September, school requests for this programme come throughout the academic year)</i></p> <p>50 young people</p> <p>2 groups 15 young people</p>

Priority – Equality & Equity

Critical Activity 1: Strengthening partnerships to connect and engage with priority groups and those with protected characteristics, to establish a role for CLD

Action	Lead	2022-2023/2023-2024
<p>To coordinate networking opportunities for organisations who provide support to children, young people and adults with additional support needs.</p>	<p>Community Learning and Development <i>Lead officer/s</i> Susan Craynor Emma Ball Kelly Giudici</p>	<p>CLD regularly bring together a range of partners through the Additional Needs Partnership to share information, provide support, facilitate training and when appropriate share resources. The aim of this partnership is to provide opportunities to work collaboratively and avoid duplication of services. CLD continues to engage with organisations to ensure that the membership is representative and current.</p>

Critical Activity 2: Connecting and engaging with priority groups and those with protected characteristics to ensure that the needs of these groups are understood and met

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
<p>Provide a range of opportunities in the community for people with protected characteristics.</p>	<p>Include Me 2 <i>Lead officer</i> Paul McIlvenny</p>	<p>No. of groups</p>	<p><i>No information available</i></p>	<p>7 groups</p>	<p>22 groups</p>	<p>22 groups</p>
	<p>ER Carers Centre Including BAME worker <i>Lead Officer</i> Lorraine Nelson</p>	<p>No. of sessions</p>	<p><i>No information available</i></p>	<p>446 sessions</p>	<p>1117 sessions</p>	<p>1117 sessions</p>
	<p>Community Learning and Development <i>Lead officer/s</i> Susan Craynor Emma Ball Kelly Giudici</p>	<p>No. of participants</p>	<p><i>No information available</i></p>	<p>183 participants</p>	<p>596 participants</p>	<p>596 participants</p>
		<p>No. of participants</p>	<p><i>No information available</i></p>	<p>1 group</p>	<p>3 groups</p>	<p>4 groups</p>
		<p>No. of participants</p>	<p><i>No information available</i></p>	<p>15 participants</p>	<p>30 participants</p>	<p>35 participants</p>
		<p>No. of groups</p>	<p>New project 2023/24</p>	<p>New project 2023/24</p>	<p>New project 2023/24</p>	<p>3 groups</p>

Critical Activity 3: Supporting priority groups and those with protected characteristics to influence change.						
Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Members Mingle and Forum	Include Me 2 <i>Lead officer</i>	No. of participants	<i>No information available</i>	30 participants	15 participants	<i>Awaiting confirmation of targets</i>
Critical Activity 4: Providing targeted CLD support for priority groups and those with protected characteristics which provide peer support and opportunities to socialise, learn and participate						
Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Provide a range of targeted opportunities to young people most in need.	Community Learning and Development <i>Lead officer/s</i> <i>Susan Craynor</i> <i>Emma Ball</i> <i>Kelly Giudici</i>	No. of groups	6 groups	7 groups	10 groups	10 groups
		No. of participants	<i>71 participants</i>	66 participants	77 participants	80 participants
Provide a range of opportunities in the community for people with protected characteristics.	Include Me 2 <i>Lead officer</i> <i>Paul McIlvenny</i>	No. of opportunities No. of sessions No. of participants No. of participants that report their needs are being met	<i>No information available</i>	7 opportunities 446 sessions 183 participants 100% of participants report needs being met.	26 opportunities 2056 sessions 662 participants 100% of participants report needs being met.	26 opportunities 2056 sessions 662 participants 100% of participants will report needs being met.

Priority – Digital

Critical Activity 1: Continuing to develop the CLD learning offer using remote and blended approaches to meet the needs of residents.

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Provide a range of options for residents to choose how they participate in social, recreational and learning opportunities.	Adult Learning Services <i>Lead officer</i> <i>Jennifer Nicol</i>	No. of participants engaged in remote or blended opportunities Percentage of participants who are offered remote or blended opportunities	140 participants 100% offered remote or blended opportunities	131 participants 97% offered remote or blended opportunities	35 participants 50% offered remote or blended opportunities	We will continue to offer blended learning opportunities but this no longer needs to be a critical activity for Adult Learning Services. Any remote or blended learning will be included in our digital skills learning offer outcomes.
	Include Me 2 <i>Lead officer</i> <i>Paul McIlvenny</i>	No. of participants in the Online Digital Programme, Digital Champions and Get Online Support Group	12 participants 9 Digital Champions	25 participants 9 Digital Champions	18 participants 9 Digital Champions	18 participants 9 Digital Champions

Critical Activity 2: Identifying residents who are digitally excluded and source opportunities to meet their digital needs

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Working in partnership with the Digital Inclusion Partnership to co-ordinate access to devices, venues with devices and internet access.	Adult Learning Services <i>Lead officer</i> <i>Jennifer Nicol</i>	No. of devices issued No. of MiFi devices issued	40 devices 40 MiFi	18 devices 18 MiFi	No requests received for this support.	This is no longer a priority that we see in the community. We will support any initiatives if they arise but can't set targets and won't be planning around this outcome.
	Voluntary Action East Renfrewshire <i>Lead officer</i> <i>Linda McCullagh</i>		No devices distributed	2 Chromebook 5 MiFi devices	No requests received for this support.	

	Barrhead Housing Association <i>Lead officer</i> <i>Bryan Dando</i>		No devices distributed	75 devices 75 MiFi devices	10 residents supported by our Digital Drop ins Digital lending library established for BHA residents.	Continue to run lending library
	Include Me 2 <i>Lead officer</i> <i>Paul McIlvenny</i>		No devices distributed	95 devices 95 Mifi devices	Digital support is available as and when required for recipients of devices	Digital support will be available as and when required for recipients of devices

Critical Activity 3: Providing support to those who receive devices to ensure they can maximise its full potential

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
To provide support to residents through Digital Champions role and other programmes.	Adult Learning Services <i>Lead officer</i> <i>Jennifer Nicol</i>	No. of participants offered access to ongoing support to use the devices received through Connecting Scotland and other local initiatives.	40 participants	62 participants	62 participants	There isn't a need for this specific project moving forward. We will continue to provide this support through our digital learning courses
	Voluntary Action East Renfrewshire <i>Lead officer</i> <i>Linda McCullagh</i>		New project 2021/22	8 participants	We continue to provide face to face support through our digital support volunteer.	We will continue to provide face to face support through our digital support volunteer.
	Community Learning and Development <i>Lead officer/s</i> <i>Susan Craynor</i> <i>Emma Ball</i> <i>Kelly Giudici</i>		New project 2021/22	90 participants	90 offered continuous support 1 person accessed support through established support offer to those who received devices.	CLD will continue to offer support if required
	Barrhead Housing Association <i>Lead officer</i> <i>Bryan Dando</i>		New project 2021/22	75 participants	75 offered support	10 participants 3 digital drop ins

					10 participants supported part of a lending library	
	Include Me 2 <i>Lead officer</i> <i>Paul McIlvenny</i>		New project 2021/22	12 participants	24 participants	24 participants
Critical Activity 4: Delivering a range of accessible digital learning opportunities which meet resident's needs, goals and aspirations, including, engaging with and accessing services.						
Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Building on existing digital learning opportunities, further develop and create appropriate opportunities to meet local needs including opportunities for accreditation.	Adult Learning Services <i>Lead officer</i> <i>Jennifer Nicol</i>	Percentage of participants reporting improved skills and confidence in relation to identified digital learning goals.	94% participants reported improved skills and confidence.	94% participants reported improved skills and confidence.	98% participants reported improved skills and confidence.	98% participants will report improved skills and confidence
	Include Me 2 <i>Lead officer</i> <i>Paul McIlvenny</i>	No. of Digital Champions	New project 2021/22	9 digital champions	9 digital champions	9 digital champions
	Voluntary Action East Renfrewshire <i>Lead officer</i> <i>Linda McCullagh</i>	No. of participants supported to access digital learning to access services.	New project 2021/22	228 participants	360 participants	360 participants
	East Renfrewshire Culture & Leisure Trust (Libraries Digital Inclusion) <i>Lead officer</i> <i>Lynsey Ng</i>	No. of participants through Libraries Digital Inclusion programme	2019/20 623 participants <i>(included numbers from several one-off projects delivered that year)</i>	219 participants	350 participants	720 participants

Priority – Early Years & Family Learning

Critical Activity 1: Working in partnership with a range of services to plan and deliver needs led programmes for parents, parents to be, and families.

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Support to parents to provide opportunities for them to socialise, develop new skills and provide peer support.	Community Learning and Development <i>Lead officer/s</i> <i>Susan Craynor</i> <i>Emma Ball</i> <i>Kelly Giudici</i>	No. of participants involved	5 participants	4 participants	7 participants	12 participants

Critical Activity 2: Providing opportunities for families to learn together and for parents to develop the skills and knowledge required to support their children's learning.

Action	Lead	Success Measure	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Deliver a range of ESOL for Parents and Adult Literacy and Numeracy Support programmes for Parents.	Adult Learning Services and Clyde College <i>Lead officer/s</i> <i>Jennifer Nicol</i> <i>Sheila White</i>	No. of participants with identified family learning goals.	56 participants	48 participants	60 participants	60 participants
		Percentage of participants reporting improved skills and confidence in relation to their goals.	95% have reported improved skills and confidence	93% have reported improved skills and confidence	98% have reported improved skills and confidence	98% reporting improved skills and confidence
	Multiply Adult Learning Services Glasgow Clyde College Voluntary Action East Renfrewshire <i>Lead Officer</i> <i>Jennifer Nicol</i>	No. of parents taking part in Numeracy for Parents courses.	Year 3 project	Year 3 project	Year 3 project	20 participants
		No. of parents gaining accreditation for their learning.	Year 3 project	Year 3 project	Year 3 project	10 participants
	East Renfrewshire Culture and Leisure Trust (Library Family Programme)	No. of Bookbug locations (including SIMD 1 – 3)	8 libraries	8 libraries	8 libraries	<i>Awaiting confirmation of targets</i>

Delivery of parent and child activities delivered in local communities	<i>Lead officer Gary Morton</i>	No. of attendances	39,334 attendances	4,674 attendances	21,979 attendances	
	Barrhead Housing Association Community Investment Projects <i>Lead officer Bryan Dando</i>	No. of participants	New Project for BHA in 2021-22	54 participants	<i>No information available</i>	<i>Awaiting confirmation of targets</i>
		No. of children receiving books		44 children	18 children	
		No. of books distributed		500 books distributed	216 books distributed	
	Corra Foundation <i>Lead officer Gordon McLean</i>	No. of participants	<i>No information available</i>	15 adults 18 children	4 Young Volunteers 4 Families engaged in planning and delivering activities. 2 new groups supported 2 Family events	<i>Awaiting confirmation of targets</i>

Critical Activity 3: Providing support to targeted young people around unplanned or underage pregnancy.

Action	Lead	Success Measures	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Provide group work opportunities to targeted groups of young people with a focus on sexual health and wellbeing, healthy relationships and gender based violence to enable informed decision making	Community Learning and Development/Education <i>Lead officer/s Susan Craynor Emma Ball Kelly Giudici</i>	No. of programmes delivered No. of young people participating in RespectER, PSHE programmes and Mentors in Violence Prevention	4 programmes 41 participants	9 programmes 137 participants	11 programmes 214 participants	14 programmes 250 participants

Critical Activity 4: Working alongside local groups and individuals to identify the need for community led groups and peer support networks.						
Action	Lead	Success Measures	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Support to local residents to identify the need for male parent-led support groups in the local community	Community Learning and Development <i>Lead officer/s</i> Susan Craynor Emma Ball Kelly Giudici	Conduct local mapping exercise to establish community need.	New project 2023/24	New project 2023/24	New project 2023/24	Complete mapping exercise in Barrhead area
Critical Activity 5: Supporting local groups and individuals to build their skills and capacity to deliver community led groups for parents and carers in their area						
Action	Lead	Success Measures	2020-2021 Results	2021-2022 Results	2022-2023 Results	2023-2024 Targets
Provide training and support to groups and individuals to increase community capacity	Community Learning and Development <i>Lead officer/s</i> Susan Craynor Emma Ball Kelly Giudici	No. of groups supported No. of participants supported No. of training opportunities provided	New project 2023/24	New project 2023/24	New project 2023/24	This will be developed to respond to identified need through mapping exercise.

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EAST RENFREWSHIRE COUNCILCABINET14 December 2023Report by Director of Business Operations and PartnershipsSTRATEGIC MID-YEAR COUNCIL PERFORMANCE REPORT 2023-24**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Council performance at the mid-year point for 2023-24, based on performance indicators and action updates in the [Outcome Delivery Plan 2023-24](#). The report also includes an update on complaints handling.

RECOMMENDATIONS

2. It is recommended that Cabinet:
- (a) Scrutinises and comments on the summary of the Council's performance at mid-year 2023-24 at Annex 1 and;
 - (b) Scrutinises and notes the mid-year complaints report attached at Annex 2.

BACKGROUND AND CONTEXT

3. 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. 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 each department, ERCLT and HSCP.

4. Annex 1 outlines graphs showing a three-year data series, targets and performance updates on the strategic performance measures. For most of the indicators the latest update will be for mid-year 2023-24. Some indicators have a time-lag, and the latest data will be for 2022-23 e.g. educational attainment, or occasionally more historic for some care related indicators.

5. The refreshed national Scottish Attainment Challenge aims to accelerate progress in closing the poverty related attainment gap. All councils are tasked with identifying aspirational 'stretch aims' for attainment. In August 2023, the Education Committee considered the stretch aims which informed new educational attainment targets for 2023-24 onwards. For the current academic year 2022-23, attainment results are reported to demonstrate the direction of travel. Performance against the new targets will be reported in November next year.

6. Reporting on our performance against the strategic indicators and key actions in the ODP alone does not capture the challenges the Council continues to face, including budget pressures and supporting communities to navigate cost-of-living impacts. We are currently at a transitional point in terms of our strategic planning with a refreshed Vision for the Future setting out the ambitions for what we want to achieve together with our partners and communities. We remain committed to taking forward new approaches that are delivering positive outcomes for local people. Our [annual performance report](#) 2022-23 provides details on some of the stories and the impact of our actions on people and places across East Renfrewshire.

OTHER STATUTORY REPORTING





7. We have a statutory duty to report on complaints. A mid-year summary report on complaints is attached at Annex 2.

8. We are also required to report on a suite of benchmarking indicators that make up the national Local Government Benchmarking Framework (LGBF), to enable comparative performance analysis with other councils. LGBF data for year 2021-22 was [reported](#) to Cabinet on 11 May 2023. A full set of comparative results can be accessed via the Improvement Service's [LGBF interactive dashboard](#).

9. We set six equality outcomes in 2021. The Equality and Human Rights Mainstreaming Report 21-25 provides details on the progress we had against these outcomes, in line with the requirements of the 2010 Equality Act. This report is available on our [website](#). The progress update on our equality outcomes was reported to Cabinet and [published](#) in June 2023.

COUNCIL PERFORMANCE

10. Over three-fifths of the performance measures in the plan have updated data reported at mid-year point. The Council is demonstrating progress across most of the indicators and there are no significant areas of concern. The table below summarises the status on indicators to support the narrative updates of this report. Council officers, HSCP and ERCLT colleagues continue to work hard to achieve our strategic outcomes often where resources are tight, and capacity is increasingly reduced.

Status	Definition	Number
	On target	20
	Target to be achieved	4
	Off target	2
	For monitoring purposes (no target set)	5
Total		31

11. The following section highlights some of the progress made at mid-year under each outcome through a selection of performance measures and progress on activities. Annex 1 provides updates on all the performance measures for further detail.

PERFORMANCE BY OUTCOME

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

12. East Renfrewshire has an ambitious Early Years plan which focuses on prevention and early intervention, supporting parents to provide a safe, healthy and nurturing environment for their families. Some examples of the progress made under the areas of Early Years provision and Children's Services are outlined below.

13. Breastfeeding provides the best start in life and we have seen the rate at 6-8 weeks in 15% most deprived SIMD data zones continue to increase during the last two years to 19.2% though are still below the 25% target. The gap between the most affluent (SIMD 5) and the most deprived (SIMD 1) areas, has reduced for the third year in a row from 36.6% in 2019/20 to 25.7% in 2022/23.

14. The Education Department has created the Learning Well service to improve attendance and engagement with learning for young people. The percentage of school attendance of care experienced children has increased from last year to nearly 90%, and it is recognised that this needs to be a continued focus. Implementation of the Parental Involvement and Engagement Strategy is progressing well. Activities include the dissemination of good practice in using technologies to support learning at home, recruitment training for parent council members and 19 Early Learning Centres and primary schools have achieved family centred gold standard to date (an increase of three from last year).

15. The Healthier Minds Service, a partnership delivered by CAMHS, Children 1st, Educational Psychology, Social Work, RAMH and School Nursing, have used Covid recovery funding to expand the service ensuring that 376 young people have received the right support at the right time. This is additional to other aspects of service delivery including 1-2-1 support and peer group work. 93% of young people supported by the team reported improved outcomes. Further information on the work of the Healthier Minds service has been provided through the recent Health and Social Care Partnership Chief Social Work Officer Annual Report, considered by Council in October 2023.

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

16. Outcome two explores how well our children and young people are supported to participate in education and training and develop the skills they need to be active citizens. The Council ODP targets measure exclusion rates and attainment levels in schools. It also looks at performance in residents' wellbeing activity through participation rates in ERCLT leisure centres and libraries. The following outlines some examples of progress.

17. Overall, educational attainment levels remain high comparing exceptionally well against national comparators. In 2022-23, the proportion of young people achieving 5 or more qualifications at Scottish Credit and Qualifications Framework (SCQF) level 5 (for example, National 5 qualifications) increased from 83% to 86.9%. The level of young people achieving 5 or more qualifications at SCQF level 6 (includes Higher qualifications) by end of sixth year was maintained. However, the attainment gap (the difference between the most and least affluent pupils) has increased over the last few years. Within the primary sector, whilst performance across numeracy and literacy continues to improve, it continues to improve more quickly for more affluent pupils. This has resulted in the gap between those living in the most and least deprived areas widening over the last few years. Similarly, the gap between the proportion of young people in S4 achieving five or more level 5 qualifications increased to 39% in 2022-2023, from 32% in 2021-22. It should be noted that, due to the change in assessment

methodology driven by the pandemic, including the implementation of the alternative certification model, comparisons between years at the senior phase should continue to be treated with some caution. The Education Department continues to place a strong emphasis on work around tackling the poverty related attainment gap through its local improvement plan, including through the use of temporary Covid Reserves funding to recruit additional teachers to support literacy, numeracy and health & wellbeing across schools.

18. 2022-23 period saw a positive number of awards achieved by young people taking part in school and community-based programmes supported by the CLD team. 780 young people achieved a total of 1,443 awards surpassing the target of 600. The award categories are many and varied including Dynamic Youth Award, Hi 5 award, Duke of Edinburgh, Saltire Award, Heartstart and British Red Cross.

19. It is heartening to see the return of increasing levels of people getting active and using ERCLT services. Overall performance results from the ERCLT show post Covid recovery with leisure centre attendances, gym memberships, swimming lessons all exceeding 2019/20 levels. On comparing participation levels at the same midyear point last year, visits to leisure centres are up by 31%, in person visits to libraries up 27% and virtual visits up 27%.

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

20. Outcome three focuses on the Council's aims to be a thriving place to invest in and for businesses to flourish. Some of the highlights achieved this year are outlined below.

21. 31 local businesses that have been supported via the Economic Development Team through grants and business advice, exceeding the mid-year target of 25 set for 2023/2024. The service continues to benefit from Covid-related grant funding including the Local Discretionary Fund which has seen increased support offered to local businesses. The team also continue to support the community through the Community Benefit wish. For example, the contractors for Neilston Campus are providing employment to 12 new starts and apprentices via Work East Ren.

22. 42 new affordable housing units have been delivered including 10 council new build homes at Maidenhill / Malletsheugh in Newton Mearns, 25 social rented homes from Barrhead Housing Association and a further 7 homes have been provided as unsubsidised entry level homes for sale in Newton Mearns.

23. East Renfrewshire Council was ranked third in household recycling rates for 2022/2023 and is on track to retain this position for this performing year.

24. The Environment Department is driving a place-making approach with local stakeholder and community groups receiving funding for community-led investment and regeneration projects. So far this year 25 projects have been supported via the Placed Based Investment and UK Shared Prosperity Fund programmes totalling almost £1.7m in grants.

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

25. Performance under outcome four reinforces East Renfrewshire's reputation as one of the safest places to live in Scotland and enabling vibrant engaged communities. The updates below outline progress made in relation to anti-social behaviour complaints, domestic abuse and accessible housing supply and also highlights some broader areas of partnership progress supported by Covid reserves funding.

26. There has been a very slight increase in the percentage of recurring complaints reporting anti-social behaviour, at mid-year up 0.8% to 9.2% (end year target level 8%). It is not a significant cause for concern as following a review of the data there are no clear drivers for this increase, and it is based on a very small number of calls. Within the service work is underway to improve data collection and reporting processes.

27. Alongside the continued Greater Results in Partnership (GRIP) meetings there has been a senior level Anti-Social Behaviour partnership group to strategically address concerns in key areas. So far this year Community Learning Development (CLD) have engaged 80 at-risk young people in targeted youth work activity.

28. Women's Aid who deliver vital domestic abuse support on behalf of East Renfrewshire HSCP report significant change and improvement in women's domestic abuse outcomes. 98 case reviews were completed with 90% of women reporting an improvement in their safety, accommodation, support networks, legal issues, health and wellbeing, money, children, work and learning, empowerment and self-esteem. This is above target which is 85%.

29. There have been significant developments in community capacity building this year through resourcing from Covid Reserves. This has supported new localities to engage in Participatory Budgeting activities with support from Linking Communities and a refocus on locality planning areas post-pandemic to identify community priorities and needs.

30. 12% (5 out of 42) of the additional units brought into the affordable housing supply are adapted or adaptable to lifetime needs or wheelchair adapted, and the Housing team are developing an accessible housing strategy with colleagues in HSCP.

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.

31. Outcome five primarily covers interventions that will maximise independence for residents and supporting carers. HSCP colleagues are seeing an increase in referrals with pressure on services due to frailty and poor health issues that are emerging post-pandemic.

32. Through the Talking Point programme, service users are surveyed around a number of wellbeing and quality of life measures including 'living where you/as you want to live'. In the first six months of 2023/24, 90% of the 388 valid survey responses reported their needs met in this area which is a consistent measure.

33. In this reporting period, the percentage of those whose care need has reduced following re-ablement / rehabilitation is just above target at 61%. A total of 53 of 87 clients were discharged with reduced needs which is up from 47% in the previous period.

34. HSCP continue to develop support for unpaid carers in collaboration with the local Carers' centre, however there has been a further decrease to 74% from 79% reported at end year of those reporting the 'quality of life for carers' needs were fully met. In the Annex 1 report it is highlighted that assessments are undertaken at periods where there may be higher levels of distress e.g. hospital admission or discharge to care home. There is a partnership approach to improve links and ensure carers are supported with the HSCP Carers Lead and Carers' Centre attending the Home from Hospital Team meeting.

Customer, Efficiency and People Outcomes

35. 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.

36. We aim to provide customers with more flexible options for engaging with council services including online access. We have exceeded the 30% target again with 32,061 contacts so far this year. There are over 17,000 signed up for the MyEastRen account.

37. The Council also updated the Customer Experience Strategy during the summer to ensure that residents can experience a seamless response from customer services regardless of their method of contact.

38. There has been a review of the robustness of the Council's absence data reporting systems and processes. A number of checks have been carried out and absence data for 2021-22 and 2022-23 has been revised for both years. The table below shows the revised and previously reported data. End year data for 2022-23 at 11.15 days, is above 9.5 target levels. Work is underway to finalise an absence dashboard for HR and CMT to ensure more real-time absence information is available. Senior Leaders will be able to get a better understanding of sickness absence to identify any concerning trends so that targeted measures can be identified. Following an engagement exercise with managers, the Maximising Attendance policy is under review, in consultation with our Trade Union colleagues, to make it easier to understand and more streamlined.

	Corrected Data		Originally Reported Data	
	21/22	22/23	21/22	22/23
Service	21/22	22/23	21/22	22/23
Business Operations & Partnerships	7.63	11.13	7.91	9.32
Chief Executive's Office	2.76	4.58	2.83	1.54
Education	10.59	11.97	13.25	15.44
Environment	12.95	14.46	11.10	11.50
Health & Social Care Partnership	13.49	20.72	14.74	20.33
LG PI	11.20	14.23	12.33	14.88
Teacher PI	4.59	5.53	4.14	4.37
ERC Overall PI	8.86	11.15	9.44	11.10

39. The Council's Health and Wellbeing plan has been developed to enhance employee wellbeing. A temporary Health and Wellbeing officer post has been recruited through Covid funds to support delivery of the plan. Areas of focus over the past six months have included health checks with over 175 staff members benefiting from various health tests such as glucose, blood pressure, BMI etc. The officer has also been engaging with staff on a one-to-one basis to provide ongoing support, and is facilitating team wellbeing sessions. New bespoke training courses have been implemented on the topics of building resilience and supporting mental wellbeing. Financial concerns are a key driver in sickness absence for non-work related stress and work has been undertaken to provide staff with more financial wellbeing support through bespoke training sessions on financial management topics, as well as through our employee benefits provider Salary Finance.

COMPLAINTS

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

41. The volume of complaints received has increased in the first half of 2023/24, in comparison to the same period last year. 620 complaints have been received compared to 503 complaints at the previous mid-year point. For front line complaints the five-day target was

just missed at 5.5 days. For more complicated complaints that require further investigation, the average time to respond was 30 days, missing the national target (20). Comparing these levels against last year's found a larger number of time extensions were granted to deal with the complaints indicating the increasingly complex nature of the complaints. Work continues on improving the accuracy of reports and rationalising and widening access to the data from the complaints system to inform learning and service improvement.

42. The Council continues to learn from complaints and seeks to improve our responses to customers. One example is the Revenues & Benefits Team carried out a detailed review of complaints for 2022-23. This review highlighted that 21% of complaints to the service related to the Council Tax refund process and customer feedback highlighted that this area could be improved. The process was reviewed and action taken on small scale system changes and some longer-term changes were identified which will be implemented over the coming months. The expectation is that these changes will deliver a more effective process for customers, a more efficient and better controlled process for the council, and lead to a reduced number of complaints in the future. Staff in the Environment Department have recently attended both Plain English and Scottish Public Services Ombudsman (SPSO) training and are making changes to operating procedures to improve future complaints handling.

PUBLICATION OF MID YEAR PERFORMANCE INFORMATION

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

FINANCE & EFFICIENCY

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

CONSULTATION

45. Services across the Council continue to consult with and engage customers and communities on service developments and redesign. The launch of the [Have Your Say Hub](#) (the Council's online community engagement platform run by Commonplace) earlier in the year has allowed more interactive engagement with residents and its 'mobile first' approach means that engagement numbers are more likely to increase. The hub is being used to complement the Council's face-to-face consultation and engagement activities. Consultations that took place in the first half of the year included: the Cowan Park Masterplan, Defibrillators in East Renfrewshire, Climate Change and the Local Development Plan 3. Consultation with residents in the Locality Planning areas continues. In Neilston, for example, a community event took place in the summer around the local priorities for residents. This has led to the establishment of a community-led steering group which meets regularly (supported by Council officers) to progress actions around the priorities which will form the basis of a Locality Plan for Neilston.

PARTNERSHIP WORKING

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

IMPLICATIONS OF REPORT

47. As this report is primarily a progress and performance update, there are no particular implications in terms of staffing, property, legal, IT, equalities or sustainability. Each of these

issues has been mainstreamed through other plans and Equality, Fairness and Rights Impact Assessment are carried out where appropriate.

CONCLUSION

48. The Council, together with our partners, have continued to demonstrate very good performance across many areas that are core to people's lives including educational attainment, care services, household recycling, increasing the supply of affordable housing, and supporting our local businesses. Despite the continued challenging circumstances, the Council remains resolute in the aim to make people's lives better and achieve positive outcomes for all of our communities.

RECOMMENDATIONS

49. It is recommended that Cabinet:

- (a) Scrutinises and comments on a summary of the Council's performance at mid-year 2023-24 (Annex 1) and;
- (b) Scrutinises and notes the mid-year complaints report (Annex 2)

16 November 2023

REPORT AUTHORS

Morag Brown, Strategic Services Lead Morag.Brown@eastrenfreshire.gov.uk
Andrew Spowart, Data and Business Intelligence Officer, Andrew.Spewart@eastrenfreshire.gov.uk
Julie Breslin, Strategy and Partnerships Manager Julie.Breslin@eastrenfreshire.gov.uk

BACKGROUND PAPERS

- Local Government Benchmarking Framework 2022-23, Cabinet 11 May 2023
- Strategic End-Year Performance Report 2022-23, Council 26 June 2023
- Outcome Delivery Plan 2024-25, Council 13 September 2023

Annex 1 - Outcome Delivery Plan 2023-24



Strategic Mid-Year Performance Report 2023-24

	The following report provides an update of Council performance data at mid-year 2023-24. The information contained in this report includes indicators in the Outcome Delivery Plan 2023-24.
Data Notes	Indicators included in Annex 1 have a latest data update, the most recent being mid-year 2023-24. Some indicators have a time lag and the latest data will not be the current year, e.g. some health indicators, recycling. Education data reported is for the academic year 22/23. Note - In the graphs when the target and the data point are similar in numerical value the system defaults to showing the target on the bar graph, as the most up-to-date value is presented in the column on the left hand side of the status symbol.
Targets	Three year targets have been set for most indicators in the Outcome Delivery Plan 2023/24.
Key	The key below details what each of the symbols mean within the report.

Performance Note	Latest Value	Status Icon	<p>Trend Chart</p> <p>Change over time</p> <p>Value Target</p>
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PI Status of last available data	
●	Off Target
●	Target still to be achieved
●	On Target
●	For Information only (no target set)

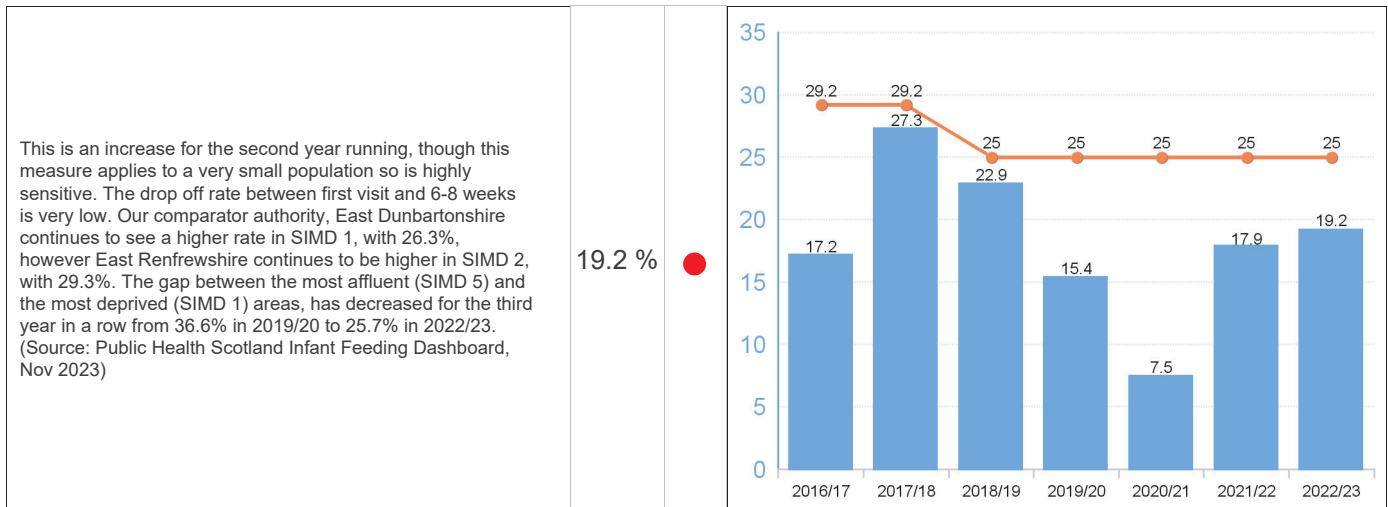
Strategic Outcome 1



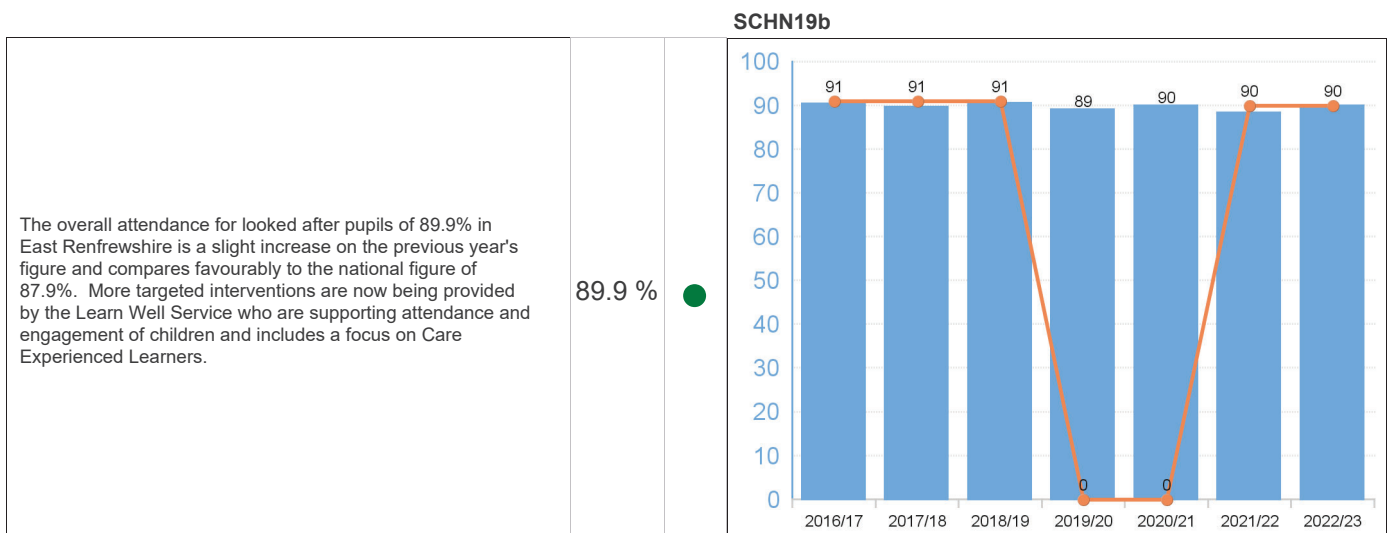
All children in East Renfrewshire experience a stable and secure childhood and succeed

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

OD2CHCP4-0201d



Percentage attendance for Looked After Pupils (Primary and Secondary)



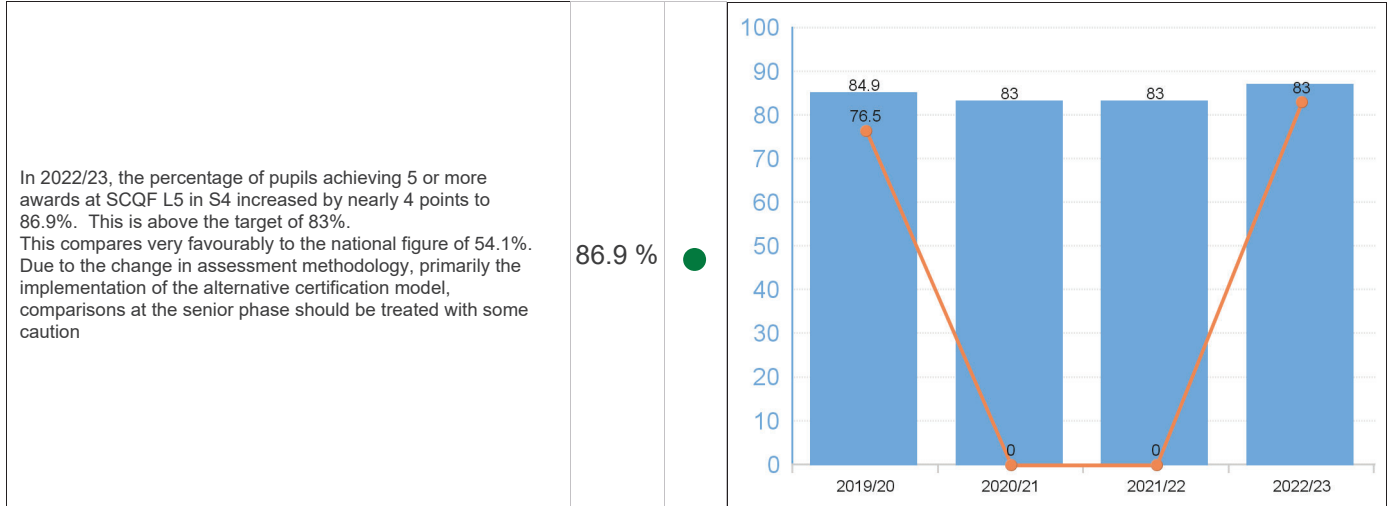
Strategic Outcome 2



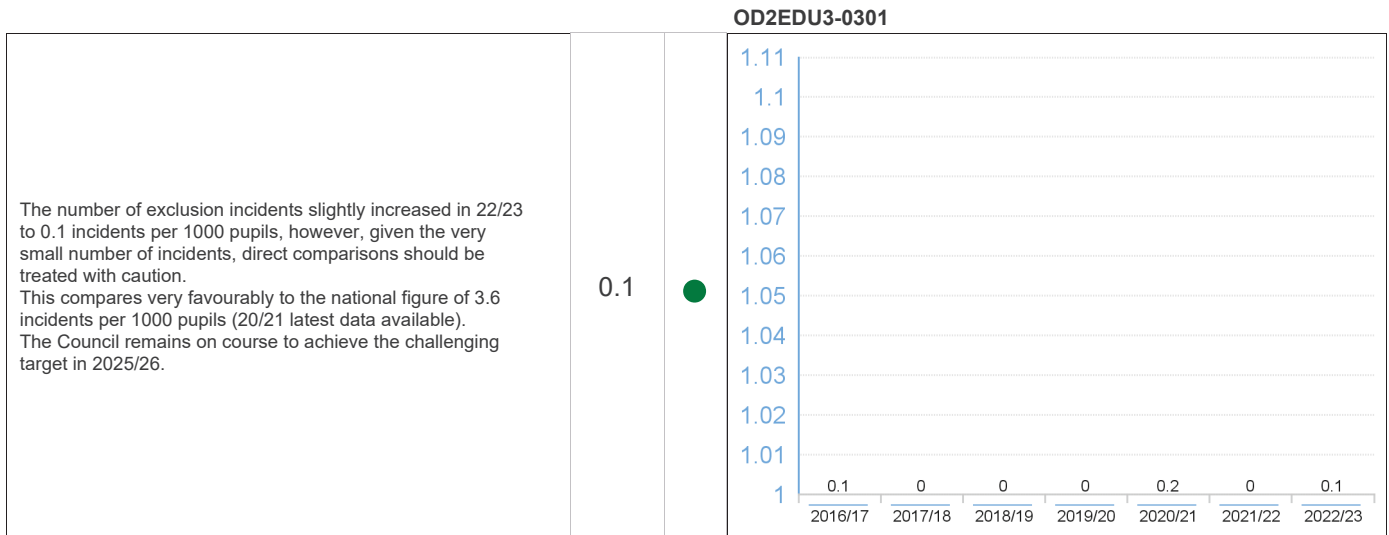
East Renfrewshire residents are healthy and active and have the skills for learning, life and work

5+ SCQF Level 5 (S4/S4)

EDU_22126164725



Number of exclusions per 1,000 pupils - Primary

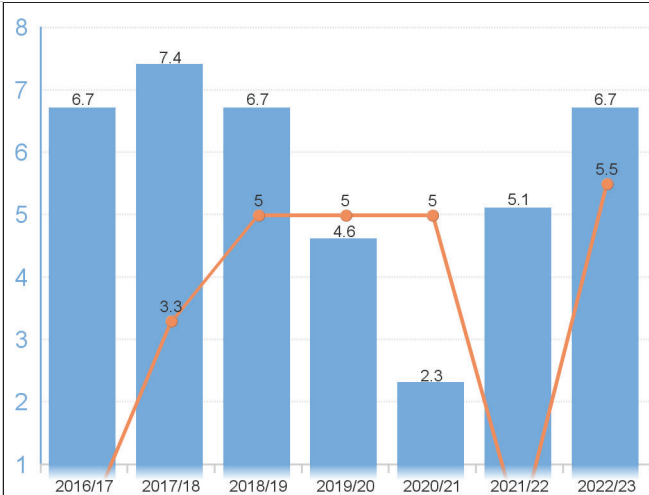


Number of exclusions per 1,000 pupils - Secondary

OD2EDU3-0302

In 22/23, the number of exclusions in the secondary sector increased to 6.7 incidents per 1000 pupils. This compares very favourably to the national figure of 22.1 incidents per 1000 pupils (20/21 latest data available). Although the numbers have increased, this remains an area of focus for the department and we remain focussed on achieving the challenging 3-year target.

6.7

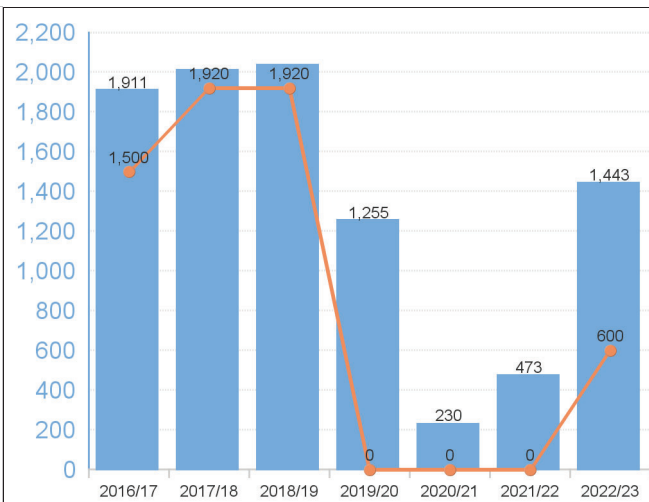


Number of awards achieved by young people participating in school and community based targeted programmes

OD3CESOA301-01

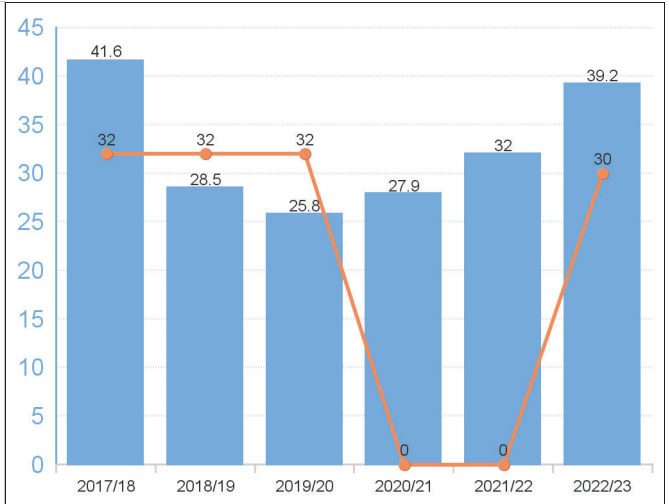
1443 awards achieved by 780 people participating in school and community based targeted programmes. The award categories include Dynamic Youth Award, Hi 5 award, Duke of Edinburgh, Saltire Award, Heartstart and British Red Cross (Awards figures are reported on the academic year Aug 22 - July 23)

1443



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

ODP10EDU232

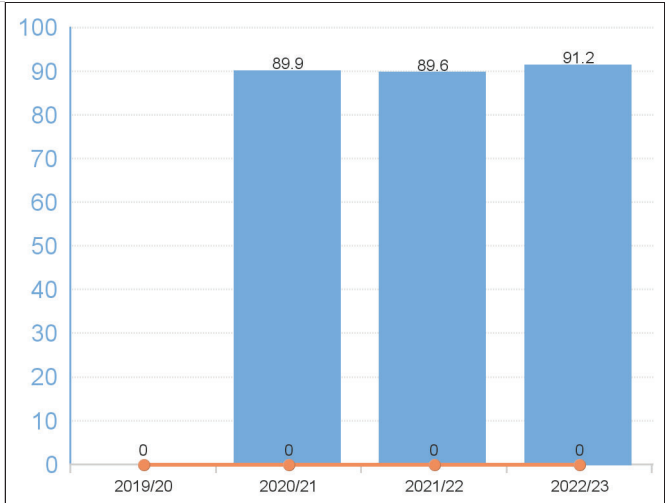


The gap between the proportion of young people achieving 5 or more SCQF level 5 qualifications in SIMD Q5 compared to Q1 increased by 7 percentage points in 2022/23 to 39.2%. This remains above the target figure of 30%. This compares favourably to the national figure of 40.8%.

39.2 %

ACEL Numeracy (P1, 4 and 7 Combined)

ODP23_23104162006_EDI



In 22/23, 91.2% of primary pupils achieved or exceeded expected CfE levels in numeracy. This shows an increase on the previous year as schools have continued to recover from the impacts of the pandemic. This compares very well with the national figure of 77.9% in 21/22 (latest figures available).

Target set for 23/24 onwards.

91.2 %

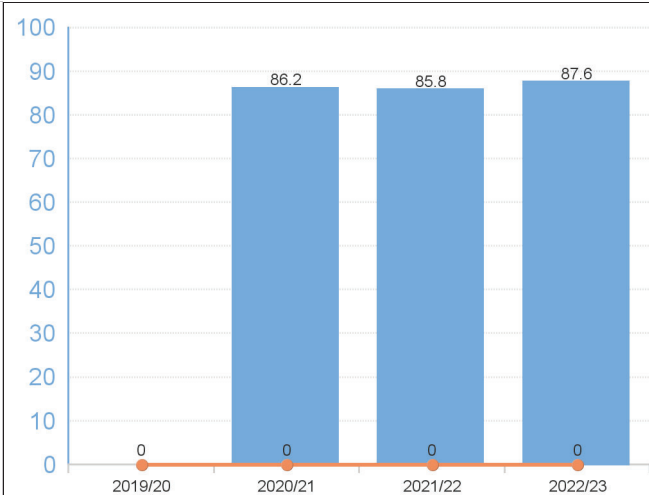
ACEL: Literacy (P1, 4 and 7 Combined)

ODP23_23104162155_ED1

In 22/23, 87.6% of primary pupils achieved or exceeded expected CfE levels in literacy. This shows an increase on the previous year as schools have continued to recover from the impacts of the pandemic. In response, the department's writing guidance and CLPL offer to schools was updated and is being used to support schools moving forward. This compares very well with the national figure of 70.5% in 21/22 (latest figures available).

87.6 % ●

Target set for 23/24 onwards



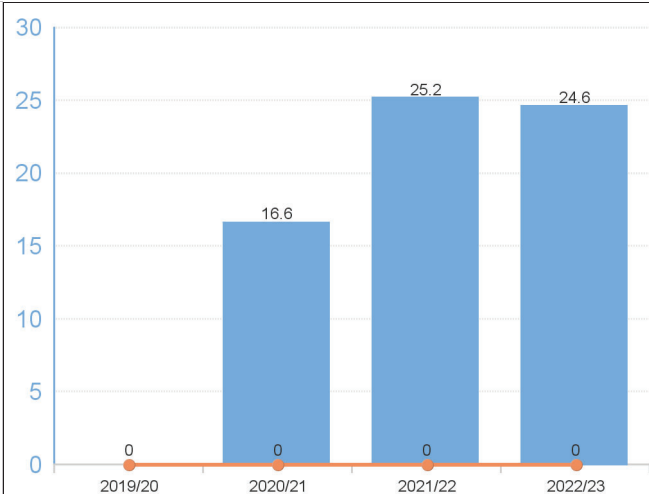
ACEL: Numeracy (Gap Q1 - Q5)

ODP23_23104162330_ED1

In 22/23, the gap between the proportion of pupils in Q1 v Q5 achieving or exceeding the expected CfE levels in numeracy decreased slightly. The refreshed Numeracy and Mathematics strategy looks to address this. The national figure for the gap between Q1 and Q5 is 17.8% in 21/22 (latest figures available).

24.6 % ●

Target set for 23/24 onwards



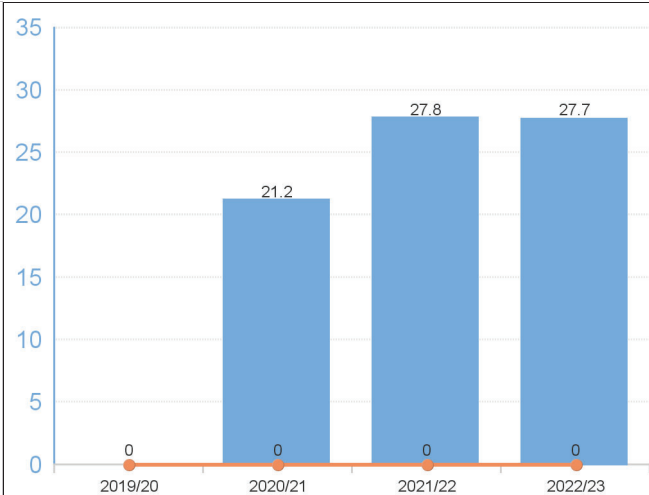
ACEL: Literacy (Gap Q1 - Q5)

ODP23_23104162457_ED1

In 22/23, the gap between the proportion of pupils in Q1 v Q5 achieving or exceeding the expected CfE levels in literacy decreased slightly. The national figure for the gap between Q1 and Q5 is 21.3% in 21/22 (latest figures available).

27.7 % ●

Target set for 23/24 onwards

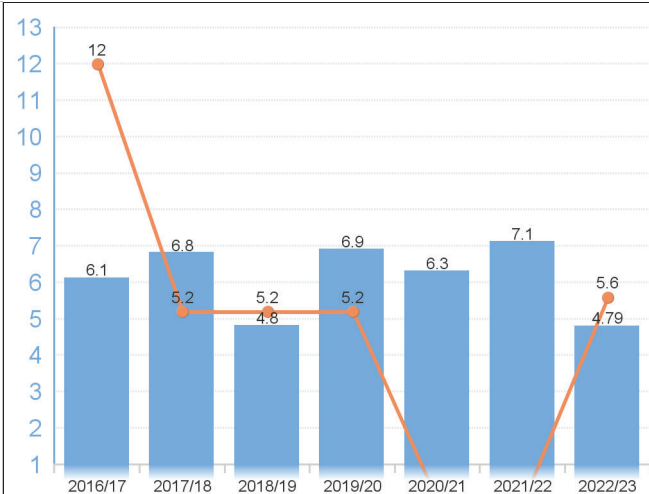


Percentage of S4 roll with Insight points of 263 or fewer.

ODP7EDU02-0209

The percentage of S4 pupils with total Insight point scores of 263 or fewer (equivalent to eight "Pass" awards at National 4) decreased to 4.8% in 2022/23, falling well within the target of 5.6%. 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.

4.79 % ●

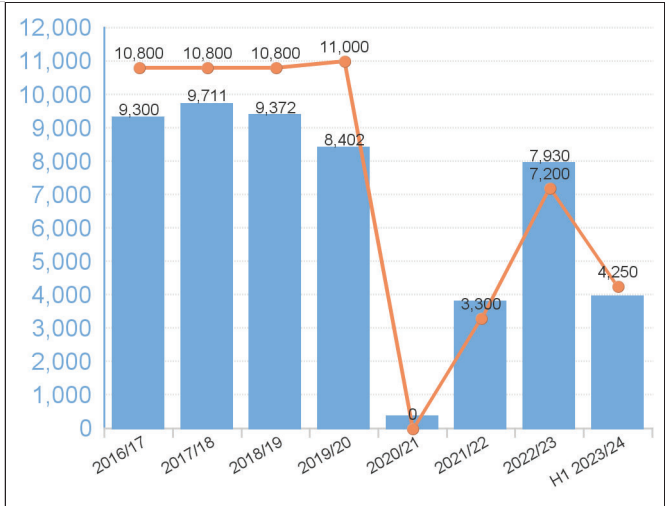


Number of attendances per 1,000 population for indoor sports and leisure facilities

SCC2

Mid Year 2023/24 – To date, despite wetside and gym facilities in Eastwood High Sports Centre closed for works in Q1, combined indoor leisure centre attendances grew to 325k - an increase of 10.4%. Contributing factors include increased gym, fitness and swimming participation and the return of community sports groups.
3,939 sports attendances / 1000 population through our Leisure Centres and Community Facilities represents 46.3% of the full year target. "

3939

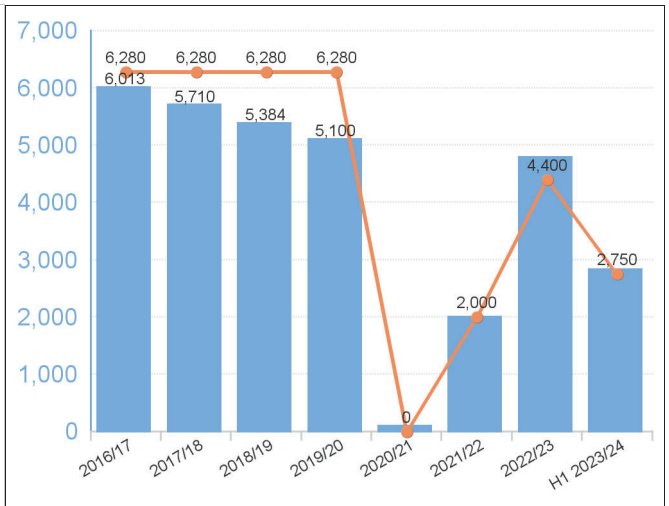


Number of Library visits per 1,000 population

SCC5c

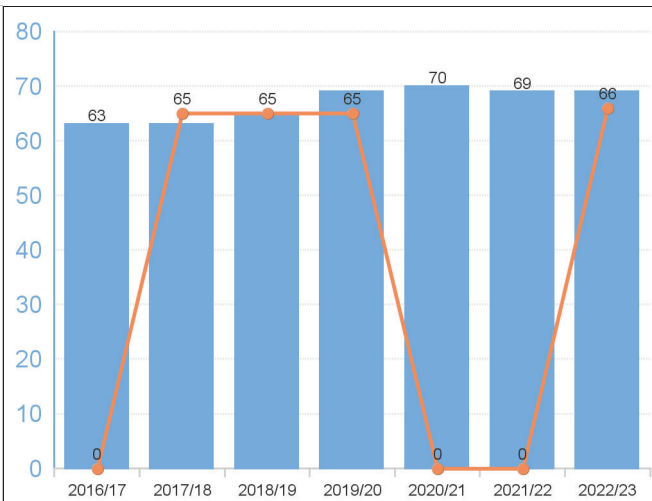
Mid Year 2023/24 – The removal of the last COVID restrictions saw the full return of adult programmes, children's holiday activities, the re-introduction of school visits, and a more stable Bookbug offering. All contributed to increased physical visitor numbers in the first half of the year. Combined with growing virtual visits, attendance / 1000 population reached 2,825 - 51.4% of target.

2825



% of pupils gaining 5+ awards at level 6

SCHN05



69 %



In 2022/23, the percentage of pupils achieving 5 or more awards at SCQF L6 by the end of S6 remained static at 69%. This is above the target of 66%. This compares very favourably to the national figure of 38.5%. 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.

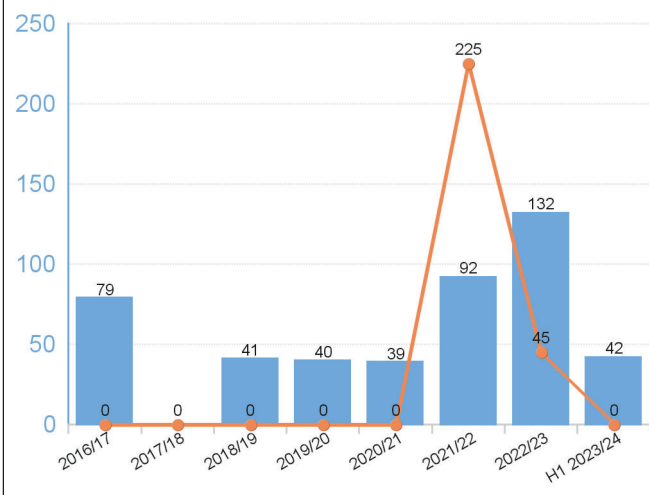
Strategic Outcome 3



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

Additional units being brought into affordable housing supply

odp10ahnew



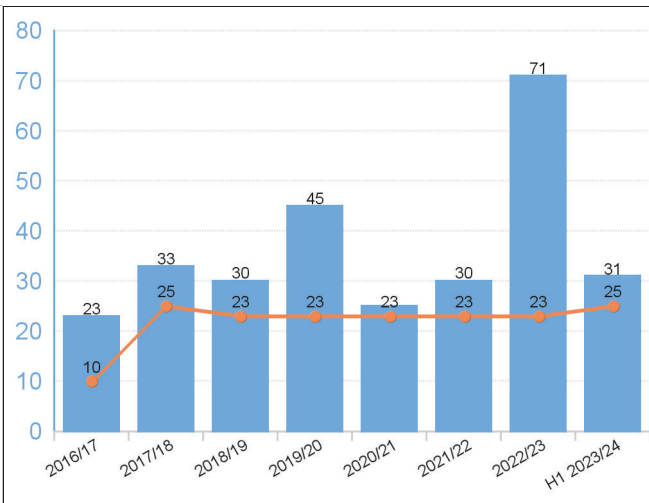
Mid-Year 2023-24. On track. 42 units of affordable housing have been delivered. These are 10 Council New Build homes at Maidenhill / Malletsheugh in Newton Mearns (a mix of 1-4 bedroom homes); 25 social rented homes from Barrhead Housing Association at Springfield Road, Barrhead (2 and 3 bed family homes); and a further 7 homes have been provided as unsubsidised entry level homes for sale in Newton Mearns.

42



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

ODP8ENV - 0301



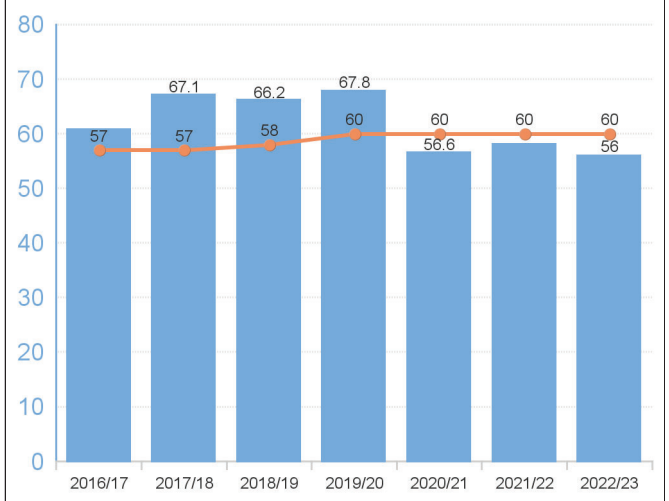
Mid-Year 2023-24. Mid-year target exceeded. 31 businesses have been supported via grants and advice. 10 businesses approved for grants (£155,777) with a further 20 in progress (£231,000) and 1 Business Loan Scotland application submitted (£50,000). Target will be reviewed next year in line with grant funding available.

31



% of total household waste that is recycled

SENV06



Mid-Year 2023-24. Update on data not available at end-year 2022-23. Our recycling figure has reduced slightly to 56% for 2022-23, with ERC ranked 3rd. There are a number of contributing factors which affect recycling rates, and have contributed to less recycling opportunities. The service continues to balance cost and quality of the recycling service in an operating environment that is impacted by national Government policy and legislative decisions.

56 %



Strategic Outcome 4



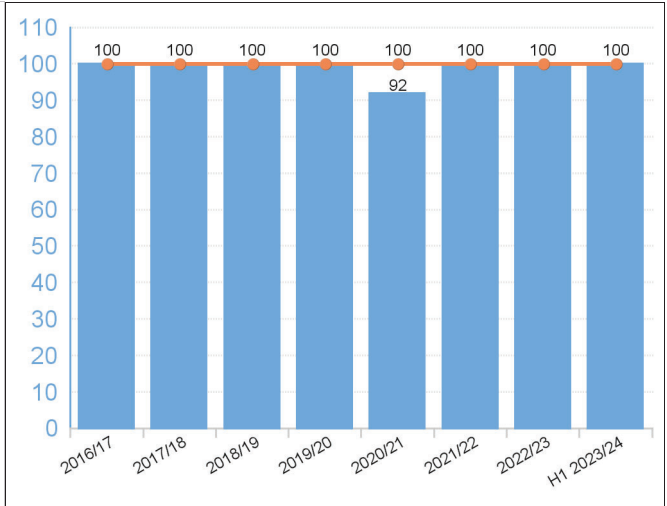
East Renfrewshire residents are safe and supported in their communities and homes

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

CJOIP-PI-1

In the first six months of 2023/24 of the four Survey forms returned all said their Orders had helped them to look at how to stop offending

100 %

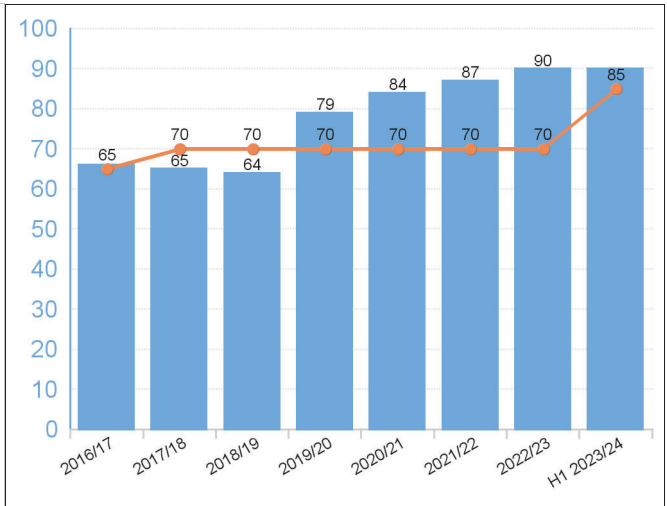


Domestic abuse - % change/improvement in women’s safety and wellbeing outcomes

CJOIP-PI-5

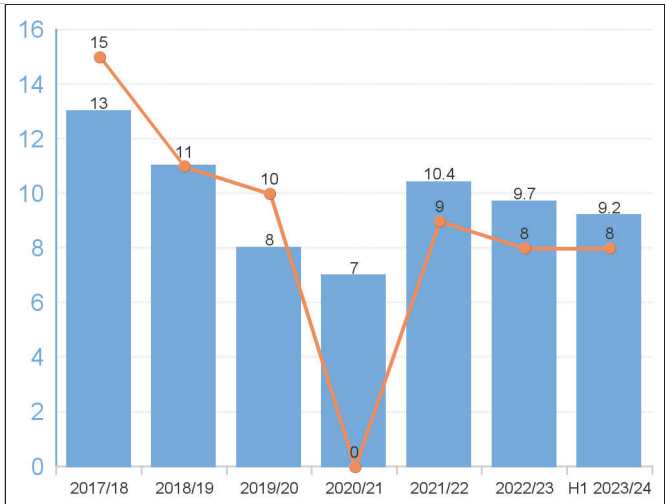
Women’s Aid reported significant change and improvement in women’s domestic abuse outcomes, 98 reviews were completed with 90% of women reporting an improvement in their safety, accommodation, support networks, legal issues, health and wellbeing, money, children, work and learning, empowerment and self-esteem. This is above target which is 85%.

90 %



% of total complaints reporting anti social behaviour which has recurred

COMSAFrecurrence



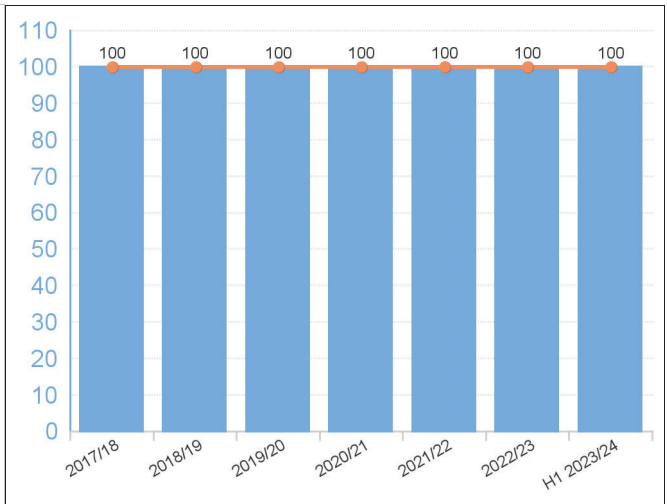
This is an upward trend of 0.8% on repeat calls from last year which was 8.4%. While there is no obvious driver for this increase, it is worth noting however that we are referring to only 7 calls from customers who had previously reported issues with their neighbours, in the last 6 months.

9.2 %



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

OD8-HSCP-PROPLAN



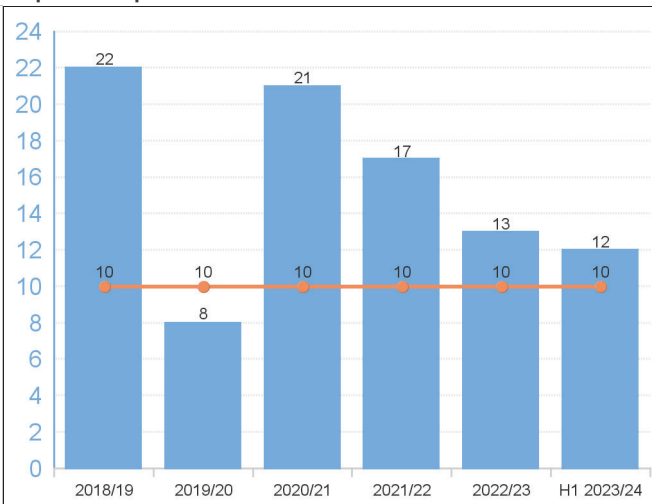
All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place

100 %



Affordable housing adaptable /adapted

odp10ahadaptnew



12 %



Mid Year 23.24 - 5 of 42 homes delivered so far are ground level accessible/adaptable for wheelchairs. The 35 homes built for social rent by ERC and Barrhead HA are accessible on ground level in line with current building standards. Where these are houses, they are not fully wheelchair accessible/adaptable.

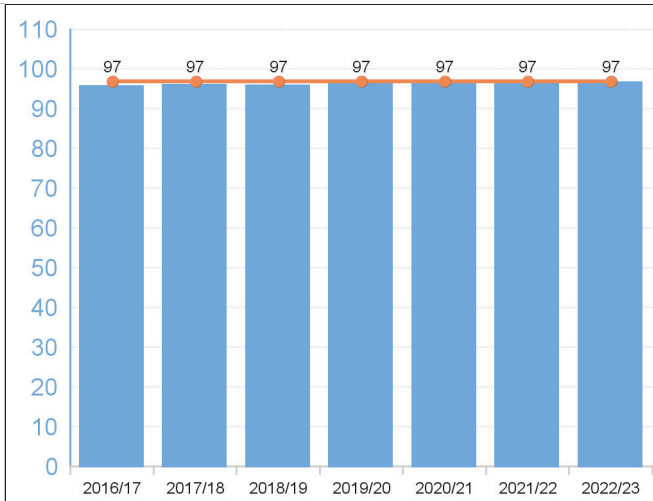
Strategic Outcome 5



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

HSCP-MSG-Home

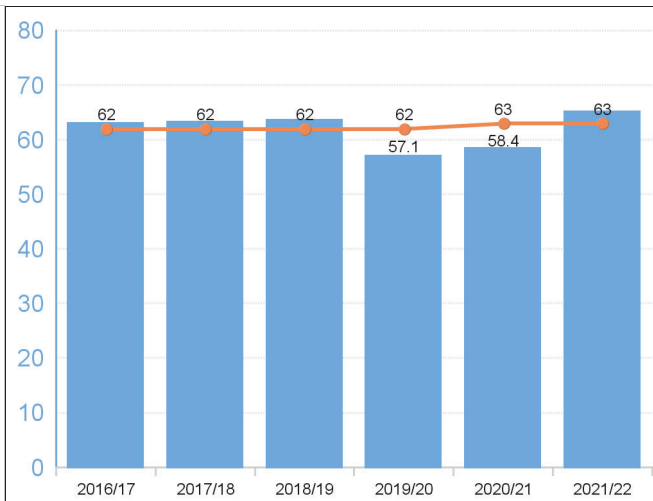


Data to Mar 2023 released June 2023. (Source:MSG, June 2022).
 This Indicator relates to the Strategic Framework for Action on Palliative and End of Life Care (2015). Ideally, it would relate directly to an individual's preferred place of care at the end of their life. However, with no national and systematic data recorded this surrogate measure is used. Although this is not a direct measure of compliance with an individual's preferred place of death, it can serve to provide a broad indication of progress in implementing the strategic framework.

96.7 % ●

Percentage of adults with intensive care needs receiving care at home

HSCP-NI-18

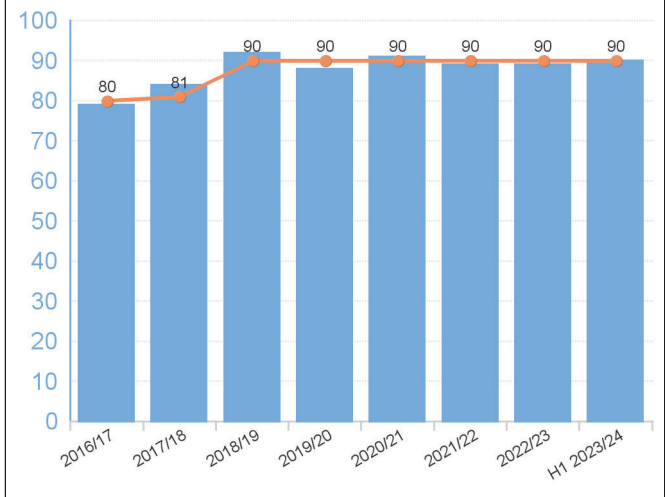


Latest available data (2021-22) at May 2023. In comparison the Scotland figure was 64.9% for the same period. There has been an increase in recent years in the percentage of people receiving personal care at home, rather than in a care home or hospital. People want to stay at home as long as possible. Not only is this understandable from their personal perspective, there is also significant evidence that this helps them remain more independent for longer. This makes it a priority to ensure that home care and support for people is available, particularly those with high levels of care needs.

65.2 % ●

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

HSCP-TP-5



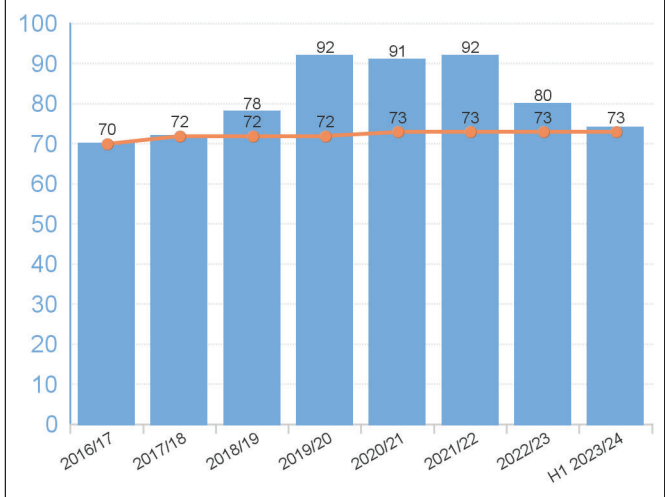
In the first six months of 2023/24 of the total 388 valid responses 350 reported their needs met (90%). Performance has remained fairly consistently on target in recent years, however this also means around 10% of clients engaged through our Talking Points programme have unmet needs in this regard and further work may be required to identify the obstacles faced by our client base in meeting these needs.

90 %



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

HSCP-TP-7



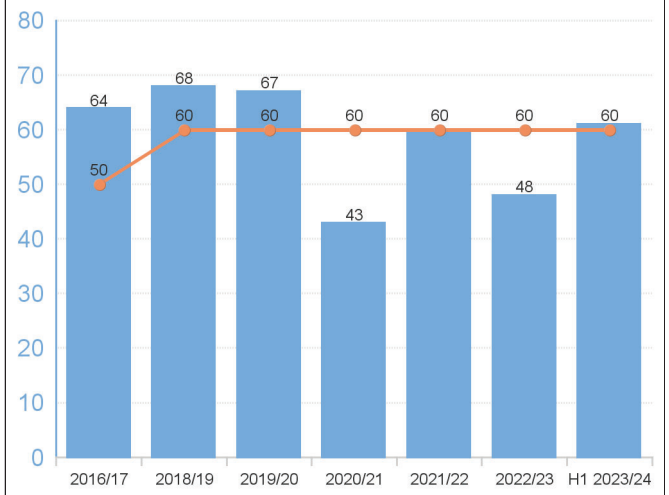
Although the data shows a recent decline, we would expect to see fluctuation and continue to monitor any longer-term trend. Assessments are undertaken when the cared-for person has been admitted to hospital and therefore at a time of considerable distress. Hospital discharges often enter a care home and carers are emotionally impacted by their loved ones decline and their changing relationship and consequently struggle to identify having a good quality of life. Our Carers Lead and Carers' Centre are attending the Home from Hospital Team meeting to improve links and ensure carers are supported

74 %



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

OD2CHCP6-0102



In the first six months of 2023/24 a total of 53 clients were discharged with reduced needs, This is up from 47% in the previous half year period in 2022-23.

61 %



Strategic Outcome 6 - Customer, Efficiency, People



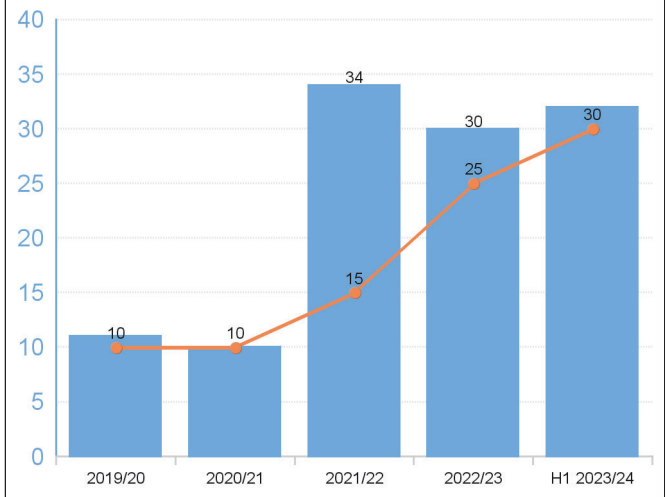
Customer

% of customer contact made online (excluding payments)

OD CF 2020 5

32,061 (increase of 1,469) compared to this time last year.

32 %



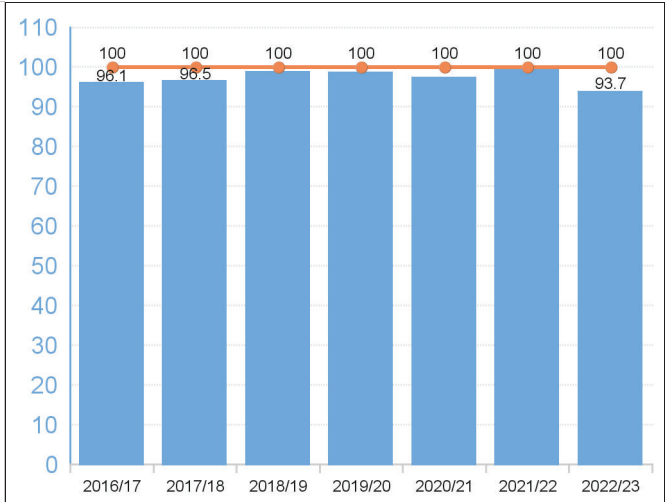
Efficiency

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

OD3FINC8-0109

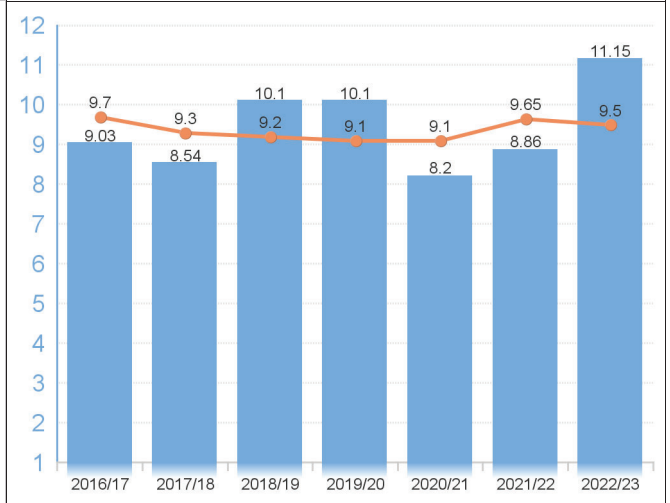
Update on 22/23 data that was not available at end year for reporting in June 2023.
 The Actual outturn as a percentage of Budgeted Expenditure (Net of Covid-19 reserve) for 2022/23 was 93.7%. This is due to an increase in the closing general fund reserve as a result of the new service concessions flexibility permissions. (i.e. writing off PFI debt over the life of the asset rather than the life of the contract.)

93.7 %



Sickness absence days per employee

SCORP06



Following an extensive investigation of absence reporting and internal audit checks, absence data for 21/22 and 22/23 has been reviewed. End year data for 22/23 at 11.15 days is above 9.5 target levels.

11.15



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Mid-Year complaints 2023/2024

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. During the first half of 2023/24 there were 620 complaints received, which represented an increase on the same period in 2022/23, where 503 complaints were received. The 5-day target to respond to frontline complaints was missed with an average time of 5.53 days taken to respond. The average time to respond to investigation complaints also missed the 20-day target at 30.07 days. Comparing these levels against last year's found a larger number of time extensions were granted to deal with the complaints indicating the increasing complex nature of the complaints. Work continues on improving the accuracy of reports and rationalising and widening access to the data from the complaints system to inform learning and service improvement. The ongoing work has identified additional issues which are a barrier to accurate reporting at a department level. Further work, with department input, is planned to understand the data to overcome these barriers.

Learning from complaints – case study

The Revenues & Benefits Team reviewed complaints for 2022/23 to understand what was driving them. This involved a detailed review, analysing the root cause, with the aim of learning from this and identifying how service provision could be changed and improved. This review highlighted that 21% of complaints to the service related to the Council Tax refund process and customer feedback highlighted that this area could be improved. The Service Improvement Officer worked with various teams, including Council Tax, Accounts Payable and Customer First to document the end-to-end process using process mapping tools. The mapping of the process identified quick wins (such as internal system access, blockers between teams and email communication) which have been resolved and some longer-term changes which will be implemented over the coming months. The expectation is that these changes will deliver a more effective process for customers, a more efficient and better controlled process for the council, and lead to a reduced number of complaints in the future.

Mid-Year Complaints Data Report 2023/24¹

Complaints Received per 1000 of the Population			
Description	2022/23 H1	2023/24 H1	Change
Number complaints received per 1,000 population.	5.2	6.4	+1.2
Number complaints closed at stage one as % of all complaints	88.2%	89.9%	+1.7
Number complaints closed at stage two as % of all complaints	7%	5%	-2
Number complaints closed at stage two after escalation as % of all complaints	4.8%	5%	+0.2

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

Complaints Not Upheld/ Partially Upheld/Upheld			
Not Upheld	2022/23 H1	2023/24 H1	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	37.7%	46.9%	+9.2
Number complaints not upheld at stage two as % of complaints closed at stage two	48.6%	46.7%	-1.9
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	62.5%	66.7%	+5.2
Partially upheld			
Number of complaints partially upheld at stage one as % of complaints closed at stage one	11.7%	12.9%	+1.2
Number complaints partially upheld at stage two as % of complaints closed at stage two	20%	33.3%	+13.3
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	29.2%	10%	-19.2
Upheld			
Number of complaints upheld at stage one as % of all complaints closed at stage one	19.4%	20.9%	+1.5
Number complaints upheld at stage two as % of complaints closed at stage two	11.4%	10%	-1.4
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	8.3%	6.7%	-1.6

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

Description	2022/23 H1	2023/24 H1	Change	SPSO Target
Average time in working days to respond to complaints at stage one (frontline resolution)	5.1	5.5	+0.4	5
Average time in working days to respond to complaints at stage two (investigation)	21.7	34.6	+12.9	20
Average time in working days to respond to complaints after escalation (investigation)	33.2	25.6	-7.6	20
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	26.4	30	+3.6	20

Complaints at each stage closed within set timescales

Description	2022/23 H1	2023/24 H1	Change
Number complaints closed at stage one within 5 working days as % of stage one complaints	49.2%	44.5%	-3.7
Number complaints closed at stage two within 20 working days as % of stage two complaints	31.4%	30%	-1.4
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	20.8%	20	-0.8
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	27.1%	25	-2.1

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

Description	2022/23 H1	2023/24 H1	Change
% of complaints at stage one where extension was authorised	1.4%	0.6%	-0.8
% of complaints at stage two where an extension was authorised	8.6%	36.7%	+28.1
% of escalated complaints where extension was authorised	12.5%	23.3%	+10.8

EAST RENFREWSHIRE COUNCILCABINET14 December 2023Report by the Chief Officer – Legal and ProcurementREGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000
COVERT SURVEILLANCE ACTIVITY 2022-23**PURPOSE OF REPORT**

1. To notify the Cabinet of surveillance activity undertaken and authorised by the Council during 2022/23
2. To advise Cabinet of the results of the Inspection of the Council's Surveillance practices undertaken by the Investigatory Powers Commissioner's Office during that period.

RECOMMENDATION

3. Cabinet are asked to
 - i) note the use of directed surveillance and Covert Human Intelligence Sources during the period 2022/23
 - ii) Note the results of the inspection carried out in November 2022 by the Investigatory Powers Commissioner's Office

BACKGROUND

4. The Regulation of Investigatory Powers (Scotland) Act 2000 (referred to as RIPSA) came into effect on 2 October 2000. Under the legislation, each authority is required to designate a "Senior Responsible Officer" with responsibility for overseeing appropriate practice under the Act. The Chief Officer Legal and Procurement holds this role within East Renfrewshire Council.
5. The purpose of RIPSA is to ensure that public authorities make only lawful use of covert surveillance and covert human intelligence sources (which together are referred to as covert surveillance in this Report). The Act regulates these activities by requiring that surveillance operations be justified and authorised by a senior officer of the Authority. Surveillance can be lawfully used if it is necessary to prevent or detect crime or prevent disorder, in the interests of public safety or for the purpose of protecting public health.
6. The Investigatory Powers Commissioner's Office oversees the regulatory framework. The Commissioner carries out regular inspections (every 3 years) of all public bodies who carry out covert surveillance in terms of the Act and makes various recommendations in relation to the procedures adopted by these bodies. East Renfrewshire Council's most recent inspection took place in October 2022 and considered surveillance practice during the period 2019-2022,

7. The inspection concluded that the Council's practice was generally of a high standard and commended the quality of training and authorisations. It noted that all previous recommendations had been fulfilled. No further recommendations were made. The formal inspection report is attached as Appendix 1 to this report.

USE OF RIPSА DURING 2022/23

8. During the period 1 April 2022 to 31 March 2023 the Council authorised directed surveillance of 4 separate targets under one overarching authorisation. The authorisations related to online investigations and were granted as being necessary for the prevention and detection of crime. All addressed sale of counterfeit goods and copyright/trademark infringement. In these cases, surveillance was undertaken by officers of Trading Standards Scotland acting as part of national initiatives. In addition, a further application for surveillance of online fora containing complaints regarding rogue traders was refused by the authorising officer as disproportionate in the circumstances.
9. No use was made of Covert Human Intelligence Sources.
10. These figures reflect a drop in the use of covert surveillance from 2021/22 during which period 7 targets were investigated under 2 authorisations.
11. No applications were made by Council services during the year in question, again reflecting the general approach to addressing concerns by open communication with those suspected of any inappropriate behaviour and explicitly advising of any intention to monitor their situation. This transparency takes any subsequent surveillance outwith the definition of covert surveillance and makes an authorisation unnecessary.

TRAINING

12. A training session was commissioned by the Senior Responsible Officer in June 2022 and was attended by officers from services across the Council. This presentation was recorded and provided to services to cascade to any relevant members of staff who could not attend. In addition, the Senior Responsible Officer also provided training to a new authorising officer in November 2022 prior to him undertaking any duties under the Act.

FINANCIAL IMPLICATIONS

13. There are no direct financial implications arising from this report.

RECOMMENDATION

14. Cabinet are asked to

- i) Note the use of directed surveillance and Covert Human Intelligence Sources during the period 2022/23
- ii) Note the results of the inspection carried out in November 2022 by the Investigatory Powers Commissioner's Office

Author: Mr Gerry Mahon, Chief Officer – Legal and Procurement:
Tel No: 0141 577 3801 mob:07711017084
e-mail: gerry.mahon@eastrenfrewshire.gov.uk

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IPCO

Investigatory Powers
Commissioner's Office

PO Box 29105, London
SW1V 1ZU

Lorraine McMillan
Chief Executive
East Renfrewshire Council
Council Headquarters
Eastwood Park
Giffnock
G46 6UG
Lorraine.McMillan@eastrenfrewshire.gov.uk

7 October 2022

Dear Ms. McMillan,

IPCO Surveillance and CHIS Inspection of East Renfrewshire Council

East Renfrewshire Council was recently the subject of a remote inspection by one of my Inspectors, Mr. John Coull, who looked at your use of powers and procedures in relation to directed surveillance and CHIS. This was facilitated through Mr. Gerry Mahon (Senior Responsible Officer, Chief Officer Legal and Procurement) who provided documentation and further information in relation to the Council's current usage of the powers under RIP(S)A, the response to the previous inspection in 2019, and my letter of July 2020 regarding Data Assurance.

The information provided has demonstrated a level of compliance that removes, for the present, the requirement for a physical inspection.

Two recommendations were made in my last inspection letter to you. These related to oversight of overarching authorisations to ensure that operatives remain within the boundaries of the activity authorised, and, ensuring that Authorising Officers provide direction on the management of material obtained through covert activity. I am pleased to note that both recommendations and all other observations made by my previous Inspector have been accepted and implemented.

Mr. Coull reviewed the Council Procedure on Covert Surveillance, Internet Research and Investigations Policy and Procedure, RIP(S)A training for Authorising Officers and the recorded RIP(S)A training event delivered by external solicitors. All of these are of a high standard and reflect well on the efforts of the Council to upskill staff and ensure compliance. Appropriate signposting to the revised Scottish Government Codes of Practice has been enacted since the last inspection.

A total of five authorisations (four granted and one refusal) since 2019 were examined. The approved authorisations related to three Trading Standards Scotland investigations into the sale of counterfeit goods through social media platforms, and one Council Environment Department application for the sale of cosmetic treatment via a website. Subjects of investigation were identified through an overarching thematic surveillance authorisation, providing the intelligence case for subsequent applications.

The applications by Trading Standards Scotland were very similar in crime type and met an acceptable standard. My Inspector noted some use of generic phrases, rather than specific description of criminality and associated public harm caused by the sale of counterfeit and unsafe goods. As offending was predominantly online, minimal consideration was given to other, less intrusive tactics that could meet the investigation objectives. Applicants recognised the difference between business and personal social media accounts in terms of potential collateral intrusion, but did not describe fully the lesser impact from accounts that clearly advertise as selling counterfeit goods.

Authorisations were of a very high standard with appropriate consideration of the key principles and a clear statement of the covert surveillance to be conducted. Authorising Officers at times provided the contextual information lacking within the initial application. Authorising Officers should return applications for rework rather than supplement information. This will maintain standards and ensure that applicants adhere to guidance and requirements of the RIP(S)A Covert Surveillance and Property Interference Code of Practice. Reviews were timely and completed to a high standard, with clear evidence of active oversight in adding subjects and removing elements of the authorisation. At the cancellation of authorisations there were clear instructions on the management of product, separating Trading Standards Scotland Policy and Procedures from local retention and destruction timescales for the Environment Department applications.

The monitoring of social media and the internet offers investigative opportunities to assist with your enforcement or other responsibilities. Your current draft policy contains suitable guidance to staff with regards to how this should be used. Mr. Mahon is aware of the challenge for the Council to raise awareness across all relevant departments. It is noted the procurement of private internet investigation training underwritten by the University of Warwick which, if successful, will be rolled out to appropriate Council staff.

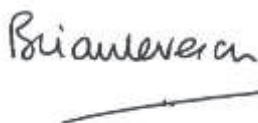
With regards to handling of material acquired by covert activity, your Council has an extensive information management and data protection regime. The six action points from the letter I sent to you in July 2020 appear to have been addressed. Material acquired by means of covert activity is clearly incorporated in the policies that exist in relation to the secure retention, review and destruction systems that you have in place.

In conclusion, whilst your Council has exercised its RIP(S)A powers on a fairly regular basis, it is vital that the relevant staff remain appropriately trained for when the need to authorise covert activity arises, so it was good to learn of the clear investment in this by East Renfrewshire. It is also important that officers engaged in investigatory areas where RIP(S)A considerations are not so immediately apparent, maintain their levels of knowledge and know whom to approach for guidance. Mr. Mahon has given reassurance to the Inspector that the integrity of your Council's processes and governance procedures will be maintained.

I hope that this inspection has proved to be a worthwhile exercise. My Office is available to you should you have any queries following the recent inspection, or at any point in the future. Contact details are provided at the foot of this letter.

I shall be grateful if you would acknowledge the contents of this letter within two months of receipt.

Yours sincerely,



The Rt. Hon. Sir Brian Leveson
The Investigatory Powers Commissioner

Please be aware that IPCO is not a “public authority” for the purpose of the Freedom of Information (Scotland) Act (FOISA) and therefore falls outside the reach of the FOISA. It is appreciated that local authorities are subject to the FOISA and that they may receive requests for disclosure of our reports. In the first instance the SRO should bring the matter to the attention of the IPCO Data Protection Officer (at: info@ipco.org.uk), before making any disclosure. This is also the case if you wish to make the content of this letter publicly available.

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MINUTE

of

JOINT CONSULTATIVE COMMITTEE (FIRST TIER)

Minute of Meeting held at 2.00pm in the Council Chamber, Council Headquarters, Giffnock on 14 September 2023.

Present:

Councillor Andrew Anderson
Councillor Tony Buchanan

Provost Mary Montague
Councillor Owen O'Donnell

Union Representatives:

Karen Catlow (UNISON)
Kerry Cameron (UNISON)

John Guidi (SSTA)
Des Morris (EIS)

Des Morris in the Chair

Attending:

Louise Pringle, Director of Business Operations and Partnerships; Margaret McCrossan, Head of Accountancy (Chief Financial Officer); Phil Daws, Head of Housing, Property and Climate Change; Sharon Dick, Head of HR and Corporate Services; Barbara Clark, Chief Accountant; Graeme Hay, Education Senior Manager (Leading Business Change); Tracy Morton, Education Senior Manager (Developing People); Gayle Smart, Senior Manager Unscheduled Care and Intensive Services; Alison Drummond, Health and Safety Manager; and Linda Hutchison, Senior Committee Services Officer.

Apologies:

Deborah Clark and Steven Larkin (UNISON).

Urgent Item of Business

In accordance with Item 7 of the Constitution, Mr Morris intimated that it was intended to consider an urgent item of business, as requested by UNISON, following the item on the Budget Update.

NOTE OF INFORMAL MEETING HELD ON 16 FEBRUARY MEETING

1. The Committee considered, approved as a correct record and ratified the decisions made as recorded in the Note of the informal meeting held on 16 February 2023.

BUDGET UPDATE

2. The Chief Accountant commented on the budget outlook for 2024/25 to 2025/26, clarifying that the assumption being made was that local authorities would receive a flat cash

settlement from the Scottish Government, with no increase provided for inflation which was reducing but remained high. She reported that, in addition to inflation, various other current pressures, such as pay increases and loan charges associated with the Council's ambitious Capital Programme had to be absorbed by the Council. She also reported that in 2022/23 directors had identified 3 years of savings options for 2023/24, 2024/25 and 2025/26, on which there had been public consultation in autumn 2022. Subsequently the Scottish Government had blocked any teacher or Pupil Support Assistant (PSA) savings for 2023/24, but its position on these savings for the following 2 years remained unclear.

It was explained that the Head of Accountancy (Chief Financial Officer) had forecast the financial shortfall for the following two years to be just under £23m, excluding pressures that required to be addressed by the Health and Social Care Partnership (HSCP) and East Renfrewshire Culture and Leisure Trust (ERCLT). This was before account was taken of any Council Tax increase, or use of non-earmarked reserves or savings. Over the next few months this figure would be fine-tuned as departments, with assistance from Accountancy Services, calculated in detail expected funding pressures for 2024/25 and the Scottish Government announced the Grant settlement in December 2023. The Chief Accountant highlighted that the shortfall figure also needed to be refined to take account of the 2023/24 pay award when settled.

Regarding COVID funding, the Chief Accountant confirmed that the COVID Reserve was now fully committed, with any ongoing pressures previously covered by that Reserve requiring to be absorbed by services in future.

It was reported that over the forthcoming months, in line with normal practice, the Budget Strategy Group (BSG) would be continuing to consider various approaches to closing the budget gap, such as increasing Council Tax, the use of efficiencies and spending reductions and increased income. The Chief Accountant confirmed that the BSG would also consider the use of reserves, assisted by the fact that in the current financial year a budget under-spend of £1.8m was currently forecast. However it was emphasised that reserves could only be used once and would only delay the need to identify savings that impacted on the base budget. It was confirmed that the BSG would also consider fiscal flexibility, which had permitted the re-phasing of Public Finance Initiative (PFI) debt freeing up £15m on a one-off basis, although this sum had already been committed to addressing issues regarding the 2023/24 to 2025/26 budgets. The Chief Accountant highlighted that the overall financial outlook for 2025/26 appeared worse than for 2024/25, which would be further impacted by the increasing pressures facing the HSCP which may struggle to operate on a flat cash basis from the current year forwards.

The Chief Accountant indicated that work was ongoing regarding savings options identified during the previous year, with no new savings options for 2024/25 currently being sought. When the 2023/24 budget had been approved by the Council in March 2022, just over £2m savings for 2024/25 had also been approved, due to the long lead in time associated with implementing them. Approval of just under a further £1.4m of savings identified for 2024/25, associated with which there was also a long lead in time to achieve the full in-year savings, would be sought from the Council in October 2023. These included reductions in school janitorial, cleaning and physiological services, crossing patrols, mixed tenure and the Connor Road Young Person's Accommodation. There were further tough, previously identified savings options of just over £1m in 2024/25 and £5m in 2025/26, excluding teachers and PSAs.

It was concluded that a substantial amount of work required to be undertaken on the budget prior to its consideration by the Council, the scheduled date for which was 28 February 2024.

Mr Morris referred to related discussions at a Trade Union (TU) meeting earlier in the week. Having confirmed that the TUs were aware of the savings proposals to be submitted to the

Council in October 2024, in terms of schools he highlighted that some impacted on both UNISON and Educational Institute of Scotland (EIS) members and some on the former only, but a key issue was that all impacted on the school learning environment.

Mr Morris reported that he and Mr Larkin had had an opportunity to address the BSG in 2022, indicating that they would welcome the chance to do so again in 2023. He also stated that the TUs would welcome consultation continuing on the budget.

The Committee noted the position and related comments made.

PAY CLAIM 2023/24

3. Referring to the most recent COSLA pay offer of 13 September, Ms Catlow expressed dismay regarding the detail, described it as pitiful, stressed that a better offer would be fought for, and stated that the Scottish Government, COSLA and Council Leaders needed to find a solution, which could not come from the low paid. She expressed doubt that the forthcoming strike action would be called off.

Councillor O'Donnell acknowledged the serious concerns expressed, commenting on the need for further discussions on the feedback from the Trade Unions on the offer made by COSLA. Subject to agreement by COSLA, and although he did not expect a solution to be found immediately, he anticipated the need for further engagement with the Scottish Government on the pay offer and affordability issues being encountered by Councils.

Ms Catlow stressed that the pay increase should have been implemented by 1 April 2023, expressing deep concern regarding the ongoing delay in resolving the issue and the pay rise being delivered. Councillor O'Donnell acknowledged the issue raised, stated it had been hoped to resolve the issue by April or as soon as possible after that, and expressed hope that consensus on the way forward could be found with or without Scottish Government assistance.

The Committee noted the position and related comments made.

EDUCATION DEPARTMENT HEALTH AND SAFETY REPORT 2022/23

4. The Committee considered the Education Department Health and Safety Annual Report 2022/23, referring to the Department's commitment to health, safety, welfare and security improvement, as illustrated in the progress made during the past year in achieving objectives and setting targets for 2023/24. It was confirmed that the report related directly to the Corporate Health and Safety objectives and how they were supported across the Education Department, and itemised progress made, areas for further development and proposed actions for 2023/24.

The Education Senior Manager (Leading Business Change) highlighted key aspects of the report, including that the Department had demonstrated a strong commitment to addressing health and safety risks at work and to further enhancing a positive health and safety culture. He commented on the corporate accident and incident reporting system (Alcumus) launched in 2021/22, work done to address a backlog of issues that had built up due to COVID, and the emphasis placed on continuing to provide training opportunities for all staff through e-learning and face-to-face sessions. He also referred to the extent of work done with Property and Technical Services to implement actions.

The Education Senior Manager (Leading Business Change) reported that violence to staff remained a significant concern and continued to be prioritised, there having been a marked increase in such incidents. A significant number related to pupils with additional support needs

or a small number of pupils posing distressed behaviour in specific schools, with a need for further analysis of the reasons having been identified. Further areas of focus included fire alarm activations. He concluded that the objectives set for 2023/24 demonstrated that a broad range of actions would be taken, progress on which would be referred to in the next Annual Report.

In response to Councillor Anderson, the Education Senior Manager (Leading Business Change) reported that the use of Office 365 was being explored to introduce an online system for the submission and approval of school excursion requests and, on a more general issue, confirmed that departmental objectives were developed in collaboration with the Education Health and Safety Advisor and approved by the Education Management Team.

In response to Ms Catlow who raised an issue regarding the cost of accidents and ill health, the Education Senior Manager (Leading Business Change) explained that, as reflected in the report, information on ill health retirements remained to be confirmed. He undertook to provide this to her when available. In response to a further issue raised by her, the Education Senior Manager (Developing People) reported that various factors were contributing to an increase in violence towards staff, including that some young people were finding the post pandemic transition to a more structured learning approach difficult. She referred to associated analysis being done, confirming that a Violence to Staff Working Group including Trade Union representation would be considering this issue. She highlighted that a proactive approach was being taken on behaviour management, such as adopting bespoke approaches and providing individual training for those supporting those with additional support needs. Councillor Buchanan, supported by Provost Montague, welcomed the approach being taken to addressing such behaviour and its causes, highlighting that this was a country wide issue. He welcomed the recording of such incidents to determine the scale of the problem, following which Councillor O'Donnell referred to the importance of categorising them to help fully determine why they were occurring which needed to be established. Mr Morris acknowledged and welcomed that the department was taking the issue seriously with a view to reducing these incidents, emphasised the need for staff to feel safe whilst doing their best to address pupils' needs, commented that the EIS acknowledged that many pupils had complex needs beyond their own control, and highlighted that ascertaining what effective change was required would be amongst issues the Working Group would focus on.

In response to Provost Montague, the Education Senior Manager (Developing People) indicated that a report could be submitted to a future meeting on the outcome of the work being doing on this issue by the Working Group, acknowledging that such behaviour impacted on many people such as families and those witnessing such behaviour. Councillor O'Donnell welcomed the proposal regarding a further report.

Having heard Councillor O'Donnell comment on unwanted fire alarm signals which occurred for various reasons and a related change of practice by the Scottish Fire and Rescue Service which had been discussed by the Cabinet (Police and Fire) earlier in the day, the Education Senior Manager (Leading Business Change) reported that there remained some concerns regarding this and it had been recommended to staff that they take a cautious approach. In response to clarification Councillor O'Donnell sought on the categorisation of a serious incident that took place relatively recently in Crookfur Primary School playground, the Education Senior Manager (Leading Business Change) undertook to confirm this to him. He stressed that the department was taking the incident very seriously, doing associated work with Corporate Health and Safety, and intended to prepare a fuller report including an associated action plan regarding the wider school estate.

The Committee:-

- (a) noted that the Education Senior Manager (Leading Business Change) would confirm the position on ill health retirements to Ms Catlow when available;

- (b) noted that the Education Senior Manager (Leading Business Change) would confirm the categorisation of the incident in Crookfur Primary School playground to Councillor O'Donnell;
- (c) agreed that a further report on addressing violence to staff be submitted to a future meeting; and
- (d) otherwise, noted the report and related comments made.

EAST RENFREWSHIRE COUNCIL CORPORATE HEALTH AND SAFETY REPORT 2022/23.

6. The Committee considered the East Renfrewshire Council Corporate Health and Safety Report for 2022/23, referring to progress made on the Council's Health and Safety objectives during the year, and providing detail of the proposed objectives and priorities for 2023/24. It was confirmed that, in addition to the Annual Health and Safety Report, quarterly management reports were provided to departmental management; that the Council had a clear commitment to providing a safe and healthy environment for all employees, service users and others who may be affected by Council activities; and that the Council could demonstrate its commitment to on-going effective implementation of the health and safety policy, effective monitoring and review processes for health and safety performance, health and safety generally and continuous improvement.

The Head of Housing, Property and Climate Change highlighted key aspects of the report, including what went well, progress made against objectives for 2022/23 most of which had been completed, areas of focus for 2023/24, training delivered, and the position on accident data and reporting. He confirmed that there had been no Health and Safety Executive activity within the period covered by the report, but that seven buildings had been audited by the Scottish Fire and Rescue Service. Having highlighted the range of mechanisms in place to consult with employees on health and safety issues, he thanked the Health and Safety Manager and her team for their work over what had been a difficult past few years.

In response to Provost Montague, the Head of Housing, Property and Climate Change explained how 1st aid risk assessments for all Council properties and services, which were up to date, followed a very specific format. Also in response to her, the Health and Safety Manager confirmed how 1st aid boxes were checked such as for accessibility and the adequacy of their contents, and confirmed what the work done regarding defibrillators had focussed on. It was clarified that in the past two years 1st aid training had covered use of the equipment taking account that 1st aiders were usually called upon to use it when needed in buildings. Provost Montague commented that a church in her Ward offered defibrillator awareness sessions, suggesting that it could be worth considering this for staff to reduce fear that may exist of using them.

In reply to Councillor O'Donnell, the Head of Housing, Property and Climate Change confirmed that information on the Reinforced Autoclaved Aerated Concrete (RAAC) building assessments done were covered in a separate report, although there could be an overlap between that report and the one being considered by the Committee. He stated that there was nothing to prevent a change of approach as there was no prescribed format for the Annual Health and Safety Report, confirmed that a report on the fabric of buildings was not one that was routinely submitted to either this Committee or the Cabinet, but indicated that he was happy to consider change and discuss this further with Councillor O'Donnell at some point if that was helpful.

The Committee noted the report and related comments made.

COUNCIL HEALTH AND SAFETY COMMITTEE

6. The Committee considered and noted the Minutes of the meetings of the Council's Health and Safety Committee held on 28 February and 23 May 2023.

DATE OF NEXT MEETING

7. It was noted that the next meeting was scheduled to take place on Thursday, 15 February 2024.

CHAIR