

**Department of Corporate and Community Services**

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

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

Phone: 0141 577 3000 Fax: 0141 577 3834

website: [www.eastrenfrewshire.gov.uk](http://www.eastrenfrewshire.gov.uk)

Date: 21 June 2019

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

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

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

## **EAST RENFREWSHIRE COUNCIL**

A meeting of the East Renfrewshire Council will be held within the Council Chamber, Council Headquarters, Eastwood Park, Giffnock, on **Wednesday 26 June 2019 at 7.00 pm.**

The agenda of business is as listed below.

Yours faithfully

**Caroline Innes**

C INNES  
DEPUTY CHIEF EXECUTIVE

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

### **PROGRAMME OF BUSINESS**

- 1. Report apologies for absence.**
- 2. Declarations of Interest.**
- 3. Submit for approval as a correct record and signature the Minute of meeting of the Council held on 1 May 2019.**
- 4. Submit for approval as a correct record the Minutes of meetings for the period 2 May to 25 June 2019.**

**5. Items Remitted to the Council**

- (i) **Draft Outcome Delivery Plan 2019-2022 - Report by Chief Executive (copy attached, pages 5 - 76)(Cabinet – 2 May 2019).**

**Cabinet Recommendation**

**That the draft Outcome Delivery Plan 2019-2022 be approved.**

- (ii) **Proposed Guide to Scrutiny and Review – Report by Chief Executive (copy attached, pages 77 - 112)(Audit & Scrutiny Committee – 20 June 2019).**

**Audit & Scrutiny Committee Recommendation**

**Chair to report.**

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

- 7. City Deal Cabinet: Appointment of Substitutes – Report by Deputy Chief Executive (copy attached, pages 113 - 114).**

- 8. Provost’s Engagements – Report by Deputy Chief Executive (copy attached, pages 115 - 116).**

- 9. General Fund Capital Programme – Report by Chief Financial Officer (copy attached, pages 117 - 140).**

- 10. Housing Capital Programme – Joint report by Chief Financial Officer and Director of Environment (copy attached, pages 141 - 148).**

- 11. Eastwood Leisure Centre – Report by Director of Environment (copy issued separately).**

- 12. Proposed Local Development Plan 2 – Report by Director of Environment (copy issued separately).**

- 13. Local Development Plan 1: Development Contributions SPG Update to Education Base Data and Cost Information - Report by Director of Environment (copy issued separately).**

- 14. Strategic End Year Council Performance Report 2018-19 – Report by Deputy Chief Executive (copy attached, pages 149 - 170).**

- 15. Community Plan and Locality Plans: Annual Progress – Report by Deputy Chief Executive (copy attached, pages 171 - 192).**

16. **East Renfrewshire's Corporate Parenting Plan 2016-18: Year 2 Progress – Report by Chief Social Work Officer (copy attached, pages 193 - 208).**
17. **East Renfrewshire Social Impact Pledge - Report by Deputy Chief Executive (copy attached, pages 209 - 210).**
18. **Local Child Poverty Action Report – Joint report by Deputy Chief Executive and Chief Officer HSCP (copy attached, pages 211 - 270).**
19. **Annual Statement on Adequacy of Governance, Risk Management and Internal Control Systems – Report by Audit & Scrutiny Committee (copy issued separately).**
20. **East Renfrewshire Culture and Leisure Trust: Confirmation of Financial Support – Report by Chief Financial Officer (copy attached, pages 271 - 276).**
21. **Polling Scheme Review – Report by Deputy Chief Executive (copy attached, pages 277 - 298).**

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EAST RENFREWSHIRE COUNCIL26 June 2019Report by Chief ExecutiveDRAFT OUTCOME DELIVERY PLAN 2019-2022**PURPOSE OF REPORT**

1. The purpose of this report is to remit to Council the Council's draft Outcome Delivery Plan (ODP) 2019-2022 (Annex 1) approved at Cabinet on 2 May, which sets out the Council's contribution to the delivery of our strategic outcomes for East Renfrewshire.

**RECOMMENDATIONS**

2. It is recommended that Council:
- (a) Considers and approves the changes to the draft ODP 2019-2022 (Annex 1)

**CHANGES SINCE CABINET APPROVAL**

3. The draft ODP was approved by Cabinet on 2 May 2019. Since there have been some changes to the plan as listed below following the Community Planning Partnership's Performance and Accountability Review (PAR) meeting and to further align the ODP with the HSCP Strategic Plan:

- Inclusion of more detailed Fairer East Ren diagrams following approval at the PAR on 14 May 2019
- Diagram 2.2  
Indicator removed- *By 2020 all young carers known to services will have a Young Carers Statement*
- Diagram 4.3  
Activity removed- *Raising awareness within communities so they can identify adults' at risk of harm and have confidence to make a referral*
- Diagram 5.3  
Indicator added- *People reporting 'living where you/as you want to live' needs met (%)*  
Activity reworded to- *Ensuring Technology Enabled Care is more strongly embedded in all support provision*  
Removal of activity- *Delivering Confidence at Home packages for people living with dementia through early intervention*

**RECOMMENDATIONS**

4. It is recommended that Council:

- (a) Considers and approves the changes to the draft ODP 2019-2022 (Annex 1);

Lorraine McMillan, Chief Executive  
4 June 2019

**REPORT AUTHOR**

Kim Gear, Corporate Policy Officer 0141 577 3075 email [kim.gear@eastrenfrewshire.gov.uk](mailto:kim.gear@eastrenfrewshire.gov.uk)

**BACKGROUND REPORTS**

Draft Outcome Delivery Plan 2019-22, Council, 2 May 2019



East Renfrewshire Council

# Outcome Delivery Plan

2019 – 2022



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## Introduction

East Renfrewshire Council is committed to improving the lives of local people, promoting equality and fairness, and enhancing the area in which we live, now and for the future. This is our Outcome Delivery Plan (ODP). It covers the time frame 2019-2022 and sets out how services across the Council are contributing to the delivery of our outcomes, and our vision to be:

***“A modern, ambitious council, creating a fairer future with all”***

Our focus is on delivering better outcomes for all our customers and residents across East Renfrewshire, while managing the significant challenge of increasingly complex local service demands against a backdrop of decreasing public sector funding. In this challenging climate we need to work smarter and be more resourceful, and find innovative solutions to meet the challenges ahead.

A main area of focus for us is to reduce inequalities through early intervention and preventative approaches. We build these approaches across all areas of service delivery so that we can make a difference to the lives of our residents. We are also working towards a more sustainable future, and are embracing technology to improve the capability of our organisation, our employees and our services. We also strive to be the best Council we can be by putting our values at the heart of everything we do. Our values have recently been reviewed and are now ambition, kindness and trust

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

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

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

- **East Renfrewshire Community Plan** is a long term high level strategic document which sets out our vision for all of our communities over the next 10 years.
- **Fairer East Ren** is the name of our Local Outcome Improvement Plan (LOIP) as required under the Community Empowerment (Scotland) Act 2015. This plan is incorporated within our Community Plan and was published in October 2017. Focusing on tackling inequalities across East Renfrewshire and closing the gap between our communities, 2019 will see the development and implementation of detailed action plans and performance measures around the Fairer East Ren themes. We are also developing Locality Plans for Auchenback and the Arthurlie/Dunterlie/Dovecothall areas of Barrhead, Neilston and Thornliebank. These are co-produced with our communities that are experiencing poorer outcomes compared to Scotland or East Renfrewshire as a whole to support them to thrive and build resilience.

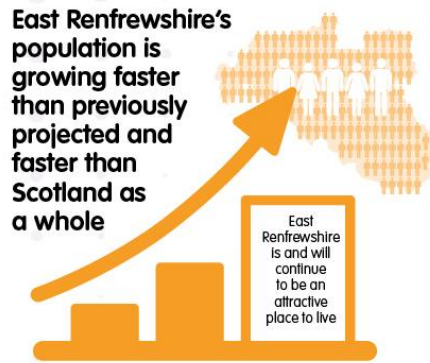
## **Our Outcome Delivery Plan**

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

As well as the capabilities, the cross cutting themes of equalities and sustainability are woven through the plan, and we work to reduce all forms of inequality so that no one is disadvantaged or left behind in East Renfrewshire. Our Equalities and Human Rights Mainstreaming and Outcomes programme report 2017-21 identified a set of equality outcomes and intermediate outcomes to enable the Council to fulfill its equality duties. Progress on these outcomes is reported to Cabinet.

There are also growing partnerships for equality between the Council and local equality and other community groups, supported by partners like Voluntary Action East Renfrewshire. Developing a joint approach engaging with our communities to resourcing, implementing, monitoring, and evaluating our policies is the best and most transparent way of achieving our outcomes while realising the efficiencies we need to make.

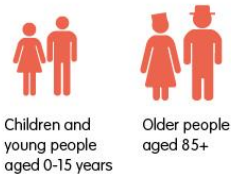
EAST RENFREWSHIRE'S POPULATION – WHAT TO EXPECT



The number of people living in East Renfrewshire is projected to increase by 7.6% by the year 2025 (this is higher than previous projection of 5.7% and higher than the Scottish rate of growth of 3.2%)



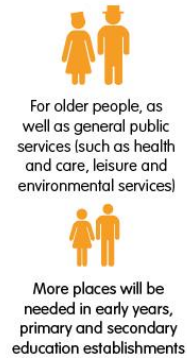
**The two age groups that will grow the most**



**More houses are needed for three reasons**



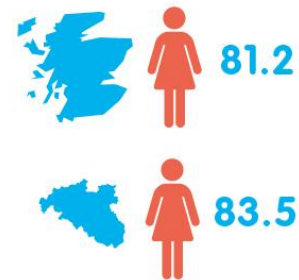
**Demand will increase for services**



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

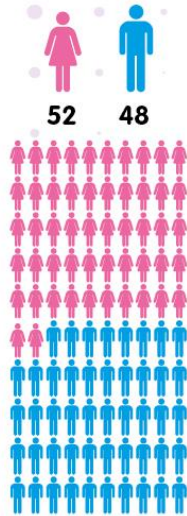


East Renfrewshire now has the highest female life expectancy at birth in Scotland, and the second highest male life expectancy



IF EAST RENFREWSHIRE HAD 100 PEOPLE

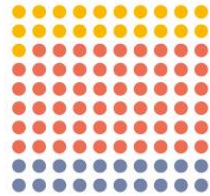
Gender



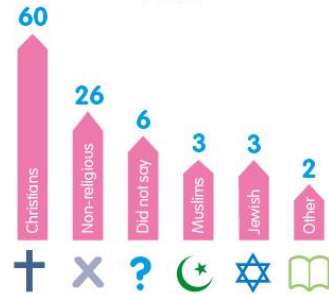
Health



Age

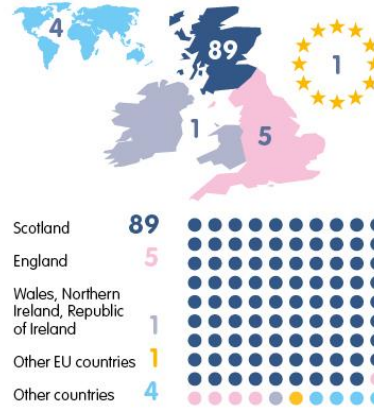


Faith

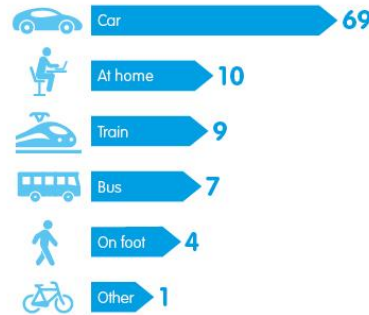


\* Figures rounded

Country of birth



Travelling to work



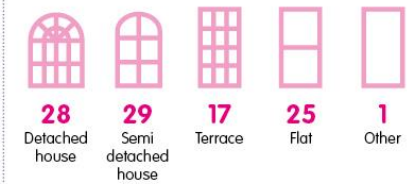
Household size



Tenure

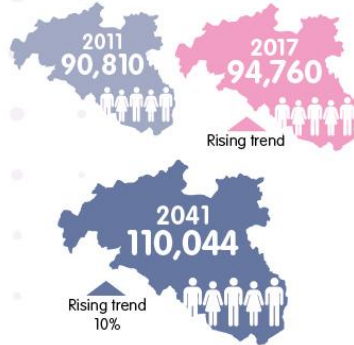


Where people live

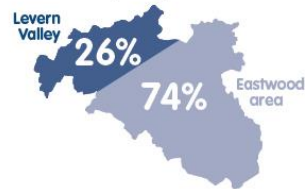


EAST RENFREWSHIRE FAST FACTS

Population



Where people live



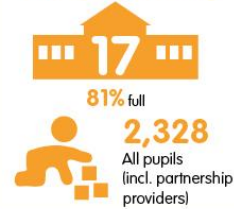
Life expectancy



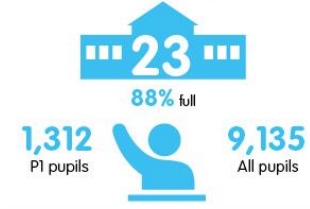
New homes planned up to 2029



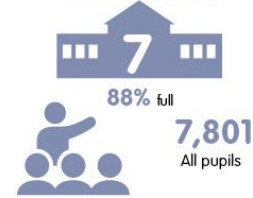
Early learning



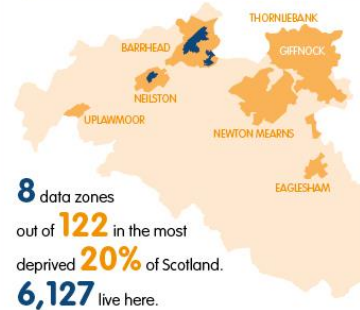
Primary



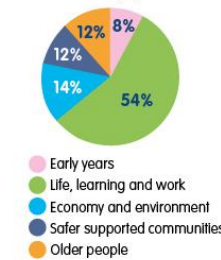
Secondary



Special school



How money is spent on our key priorities



### Demographic Context

Our Outcome Delivery Plan takes into account the demographics and needs of the local area and sets out how the Council is going to work to improve outcomes for local people over the period 2019-2022. In 2017 the population of East Renfrewshire was 94,760 and the overall population of the area is expected to rise. This has implications for many services that cater for a broad section of the public, including waste management and roads maintenance, education, housing, transport and social care services. East Renfrewshire has the second highest life expectancy in Scotland and is also one of Scotland's most ethnically and culturally diverse areas with significant Muslim and Jewish communities.

### Local Area

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

### Deprivation

Although East Renfrewshire is a relatively prosperous area, it does have pockets of deprivation. Eight of the 122 data zones (population units) across East Renfrewshire are among the 20% most deprived data zones in Scotland. These areas include parts of Auchenback, Arthurlie, Dunterlie and Dovecothall in Barrhead as well as parts of West Neilston and Uplawmoor. Reducing inequalities and their impact and making sure no one is left behind is a key focus underpinning all the work that we do. We continue to address deprivation-related issues, for example through focused activity by the education service and engagement with community bodies. Locality Plans are being developed, co-produced with communities, for Auchenback and the Arthurlie/Dunterlie/Dovecothall areas of Barrhead, Neilston and Thornliebank.



Our commitment

Our focus is on delivering better outcomes and futures for all our customers and residents across East Renfrewshire. Our ultimate aim is making people's lives better. We want to maintain the area's reputation as one of Scotland's most sought after places to live - safe, green and family friendly- with a wealth of opportunity. We are currently refreshing our Vision for the Future, which will set out our ambitions for the next 10 years and will be published later this year.

The shifting demographics of the area have many implications such as: changing housing needs, increased demand on care services, and a higher concentration of children entering education. East Renfrewshire is already one of the most ethnically and culturally diverse communities in the country and these trends are expected to continue.

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

The plan has a range of performance indicators, targets, and activities that set out how we will work to improve outcomes for local people, and sets out our contribution to achievement of our outcomes.

## S1

## SECTION 1

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

**Strategic Outcome**

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

**Intermediate Outcomes**

1.1 The impact of child poverty is reduced (**Fairer East Ren outcome**)

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

1.3 Our children are healthy, active and included

**Community Plan Indicators**

Children and young people dependency ratio  
Male life expectancy at birth  
Female life expectancy at birth  
% of babies with a healthy birthweight



## STRATEGIC OUTCOME 1

### Early years and vulnerable young people

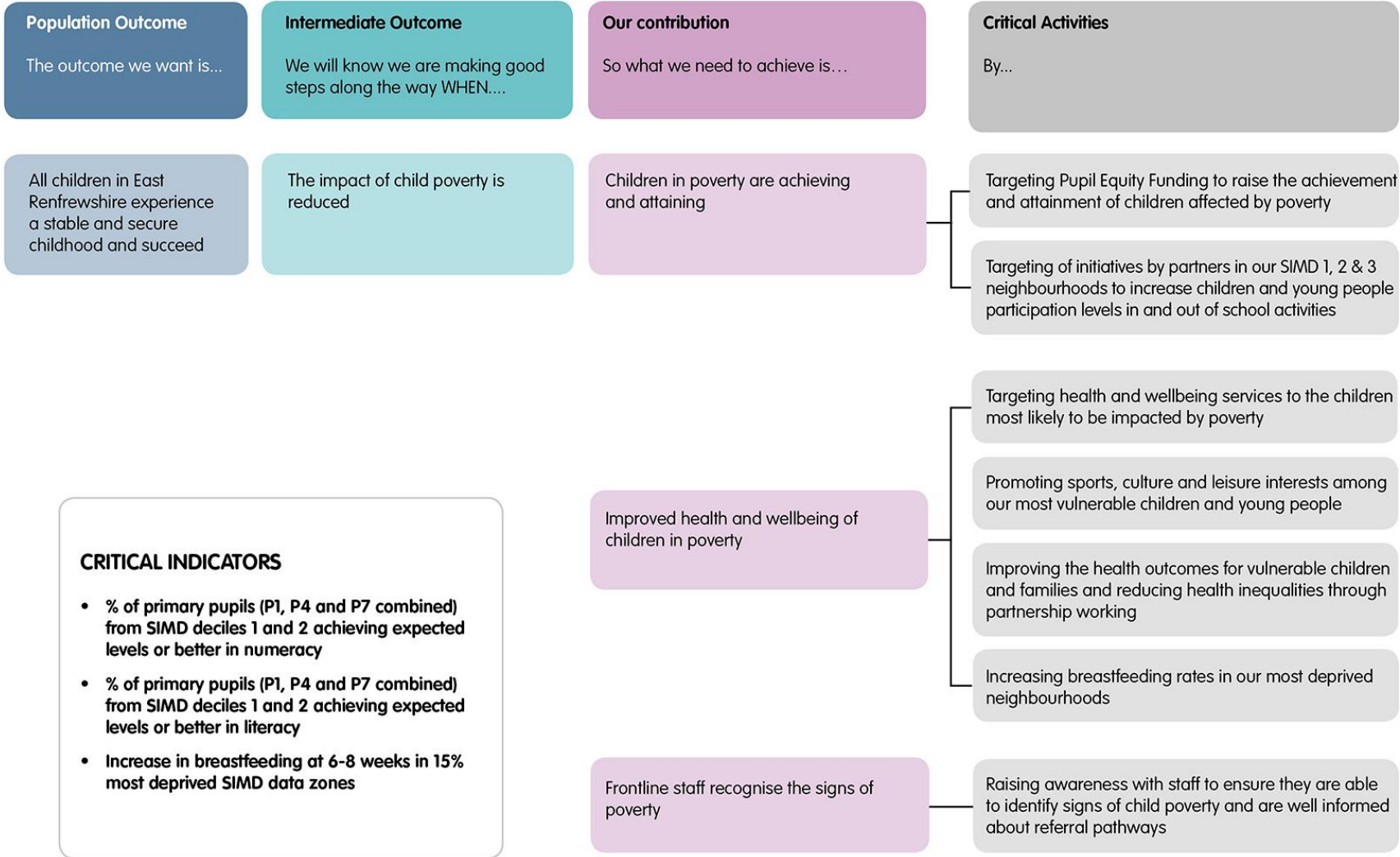
East Renfrewshire has ambitious Early Years and Parenting strategies which focus on prevention and early intervention. We know that the earliest stages of life are crucial to a child's development and life chances. Attainment, health, well-being and resilience are all strongly influenced by this. Action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

Our Corporate Parenting Plan sets out our commitment to those who are looked after and in our care, and through our innovative Champions Board we will offer looked after young people leadership opportunities, develop relationship-based practice and the opportunity to change practice and policy. Our aim is to demystify and challenge misconceptions about looked after children and young people and strengthen awareness of the barriers that they face whilst offering opportunities to develop policy and practice to overcome these. Moreover we aim to reduce stigma and ensure that the our looked after young people flourish and become all that they can be so that they move into adulthood and beyond, achieving their aspirations.

Early years nursery provision is a priority area for the Council. We have excellent nurseries but as we increase funded entitlement from 600 hours to 1140 hours, as per national requirements, we face huge challenges to ensure our provision and workforce is in place for the August 2020 deadline. We have put in place an ambitious plan to increase entitlement for all East Renfrewshire children and families. Despite the challenges of resourcing expanded provision we will work to ensure there is a high level of choice and flexibility within the system. Currently we deliver high quality early learning and childcare (ELC) through our 8 family centres, 11 nursery classes (plus an additional 2 from August 2019) and 13 funded providers (including the addition of childminders from August 2019).

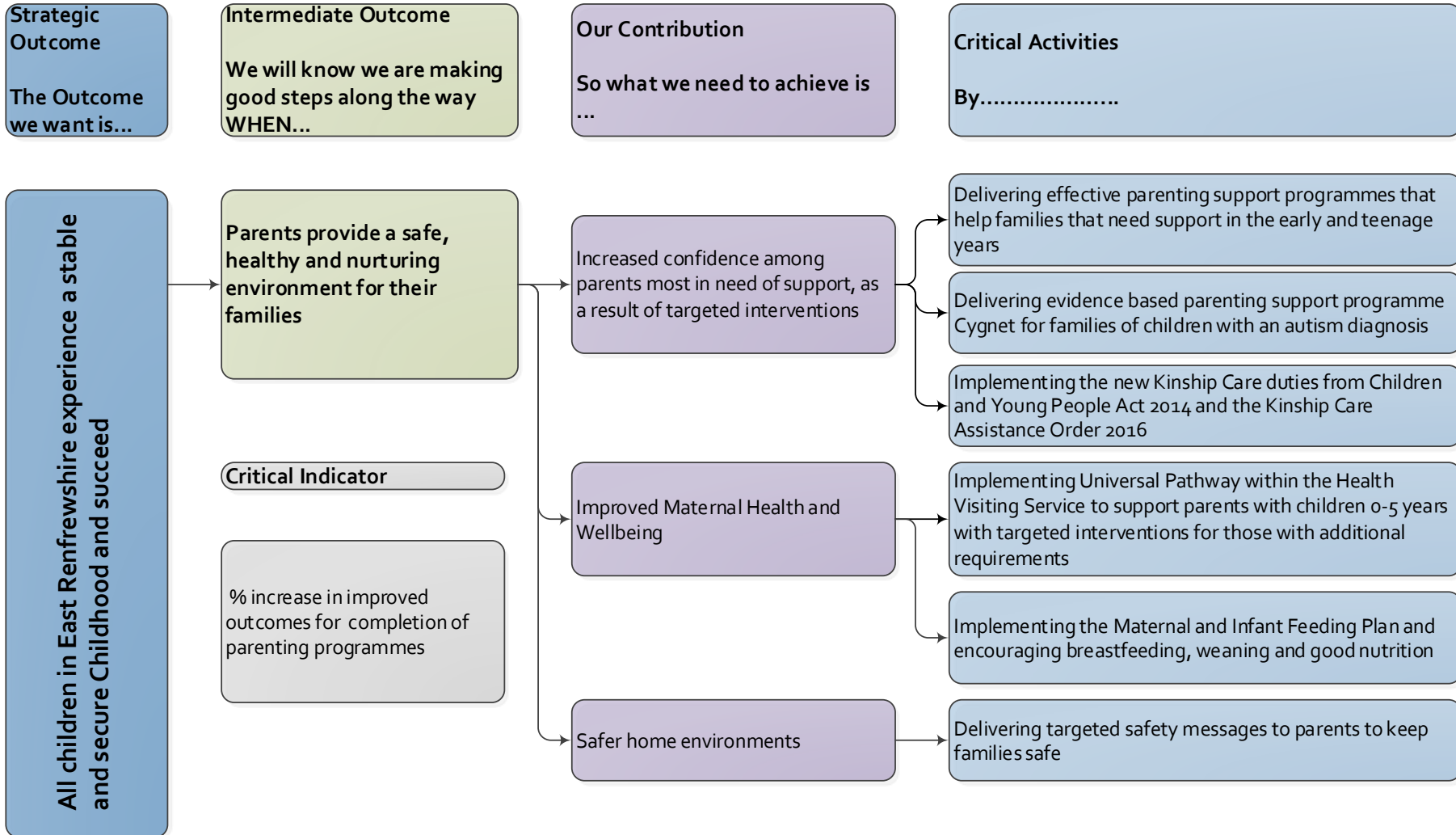
We will expand our early year's provision through new and extended centres to provide around an additional 650 places for 3 and 4 year olds to deliver 1140 hours by 2020 and meet the needs of our increasing population. We will also increase provision for 2 year olds and commission more places from funded providers over this period. Expansion plans include the recent extension to Braidbar nursery class, increased temporary provision at Busby, and additional nurseries at St Cadoc's and Maidenhill which will be completed in August 2019. New facilities will also replace and extend provision at Glenwood, Eaglesham and Busby further; and new facilities will be established at Overlee and Crookfur Pavilions and Cross Arthurlie primary all in time for 2020.

# 1.1 The impact of child poverty is reduced

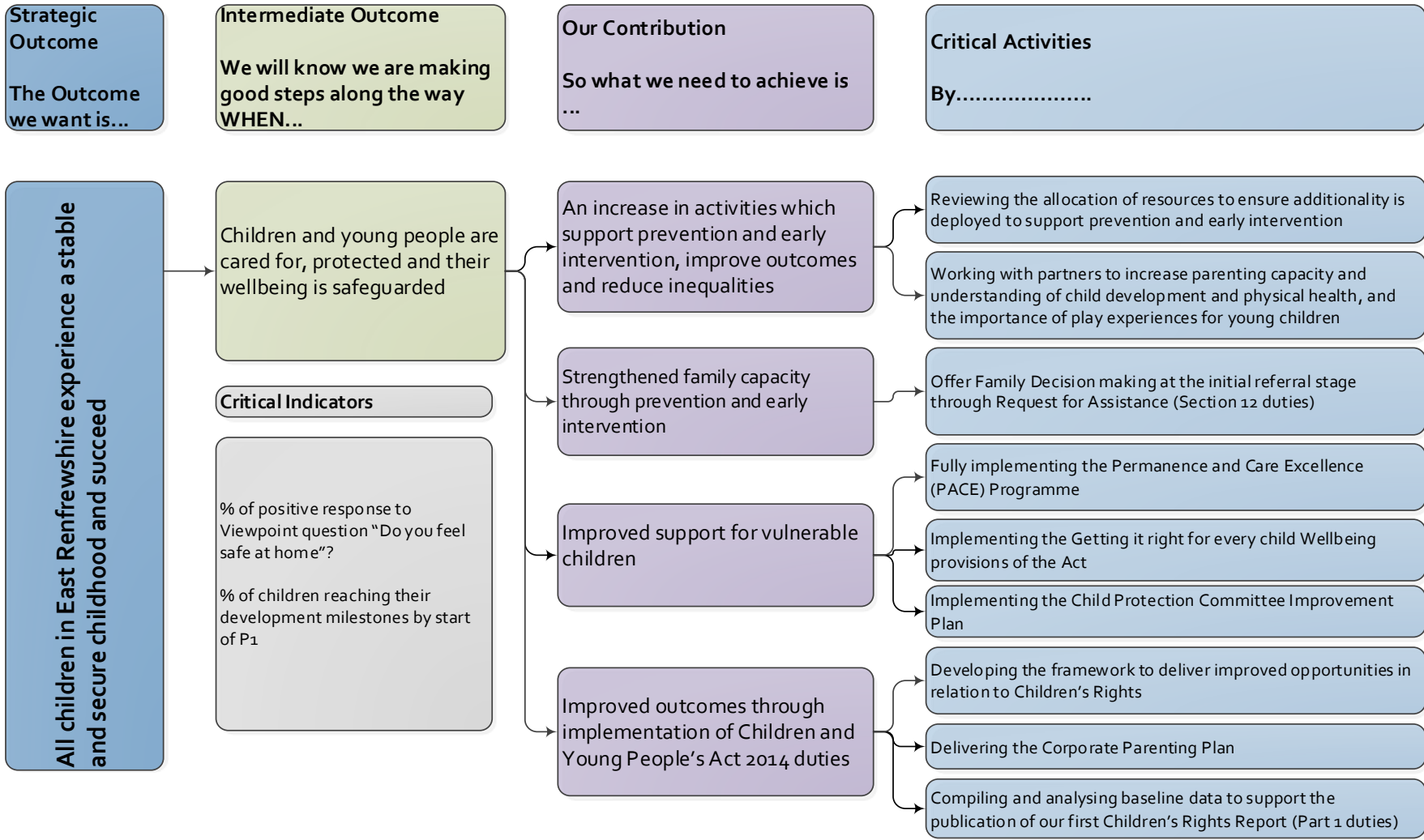


# 1.2

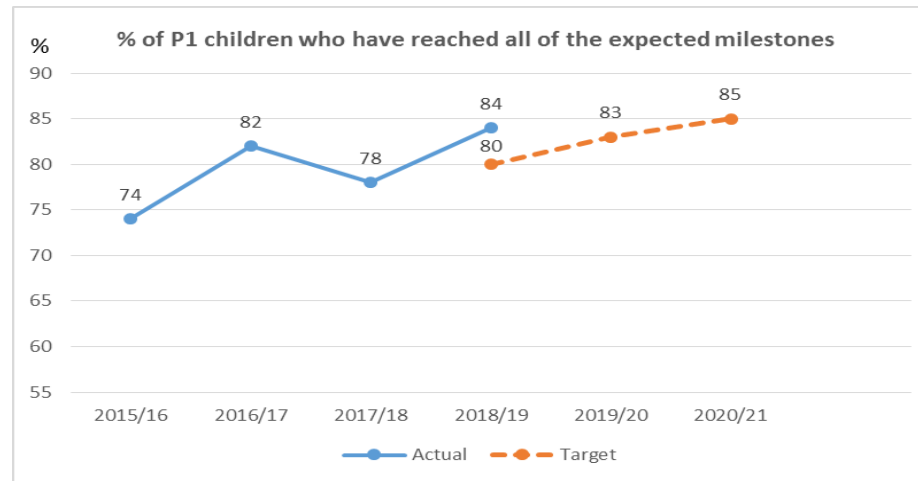
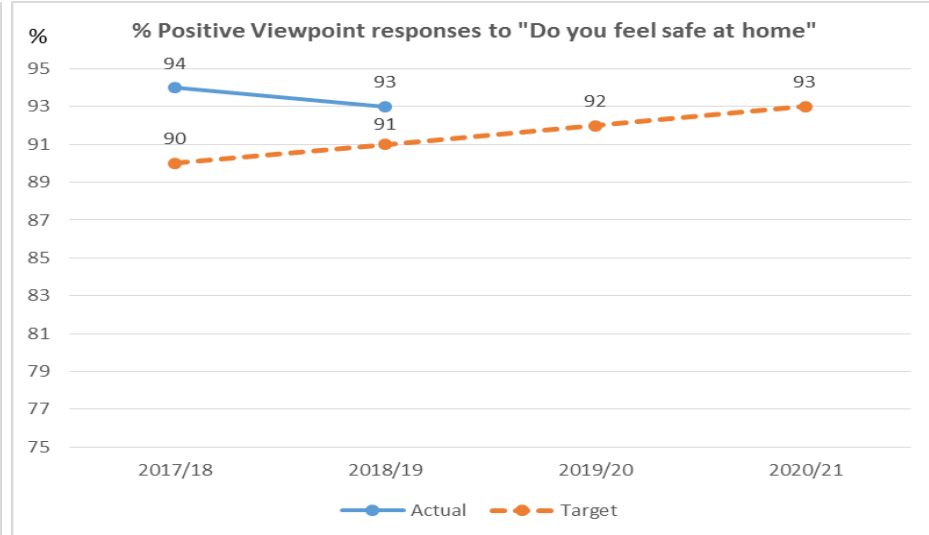
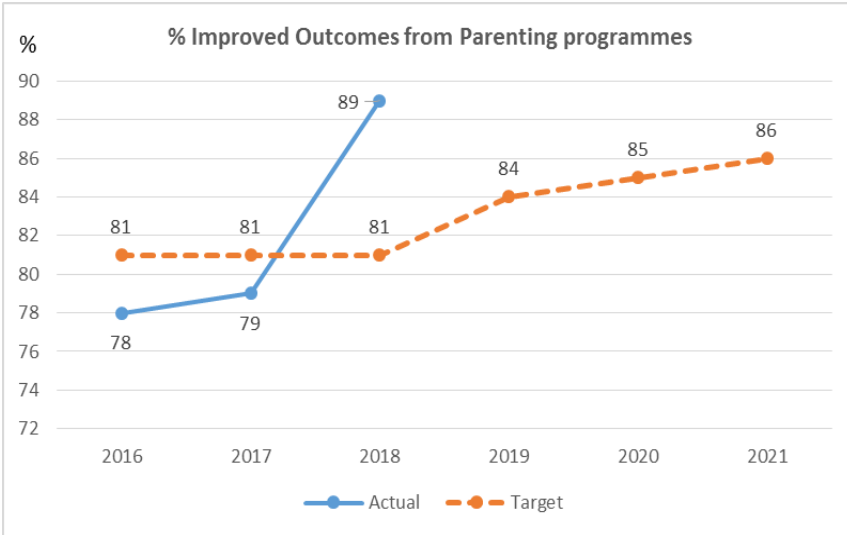
## Parents provide a safe, healthy and nurturing environment for their families



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



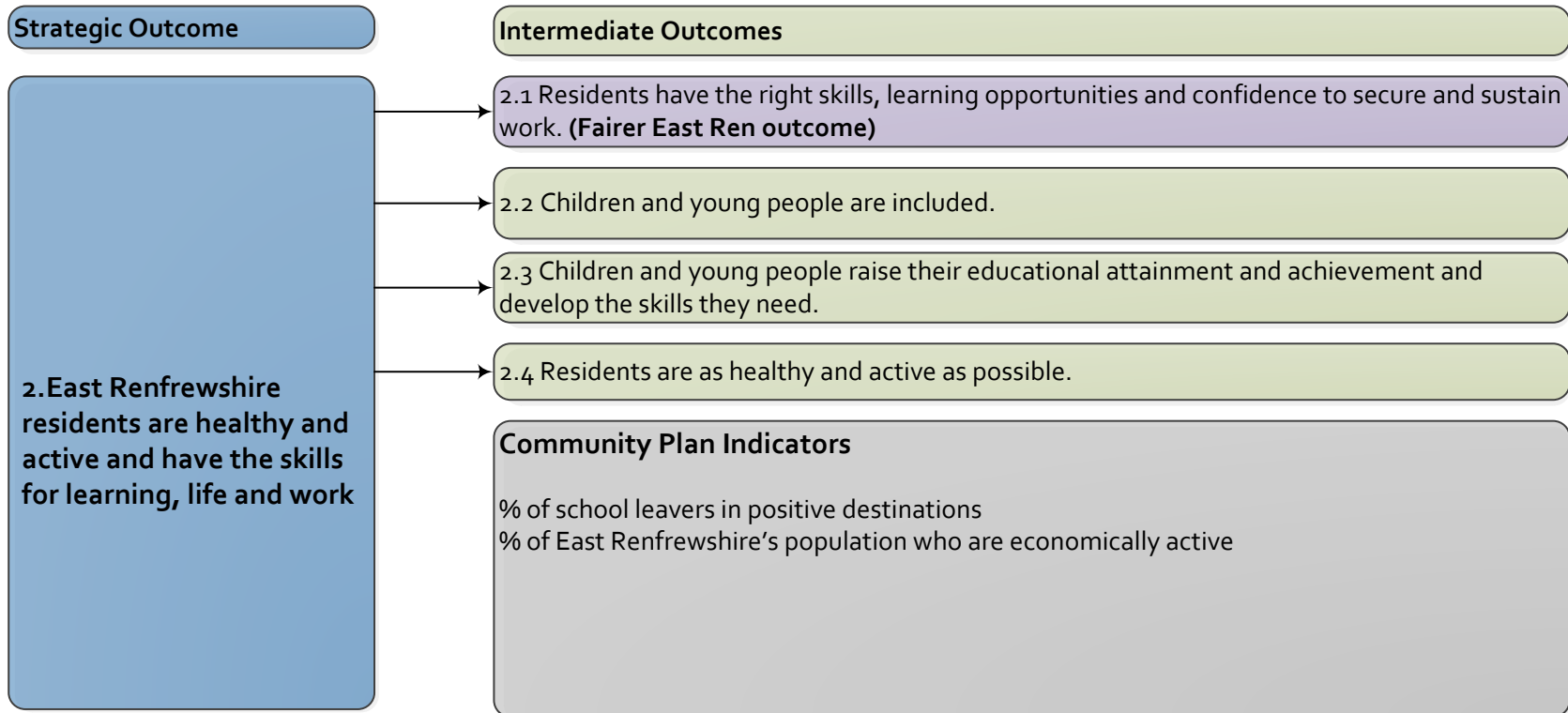
## Outcome 1 indicators



## S2

## SECTION 2

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







## STRATEGIC OUTCOME 2

### Learning, life and work

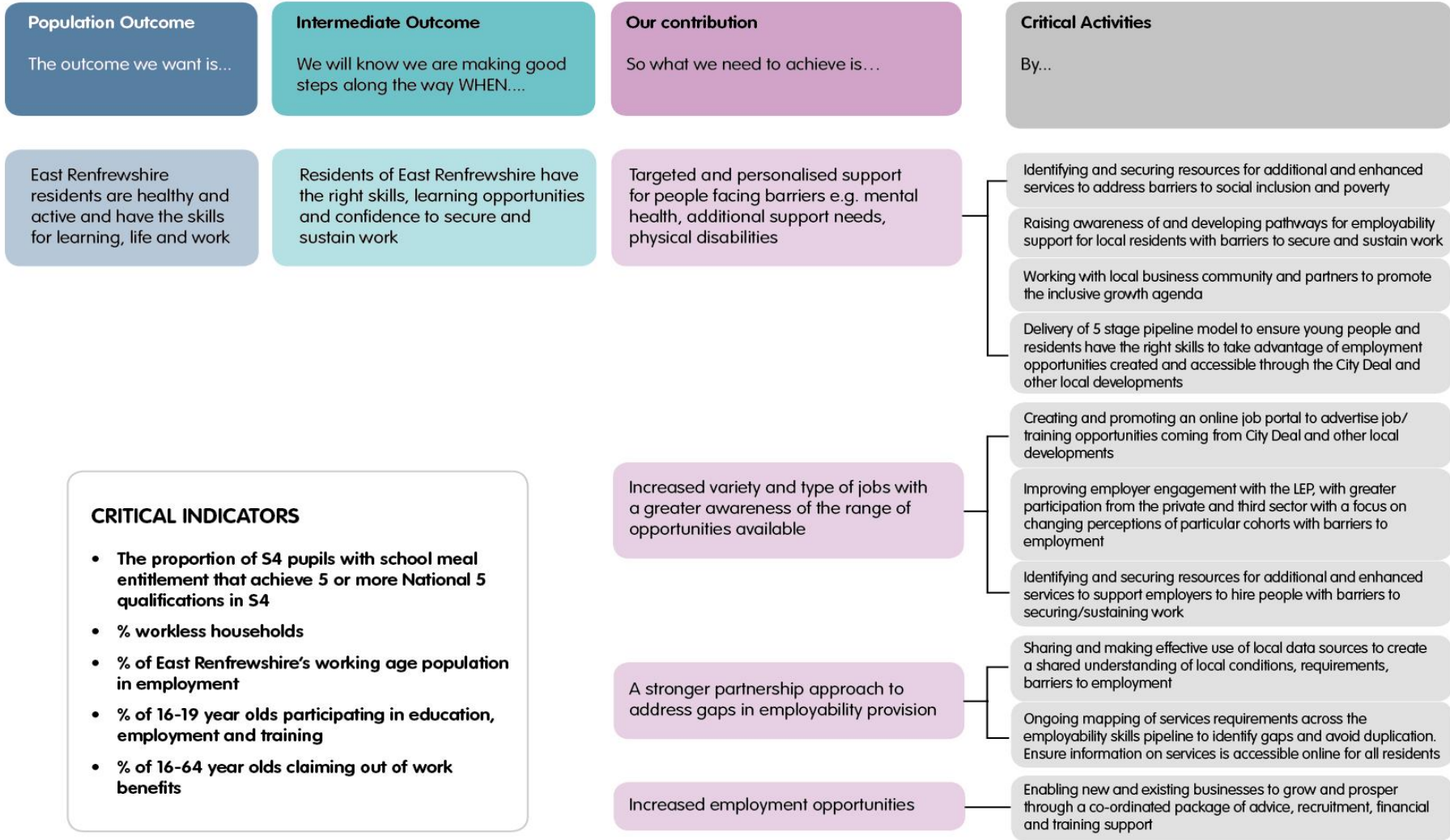
East Renfrewshire's vision for education is *Everyone Attaining, Everyone Achieving through Excellent Experiences*. Underpinning our vision is a clear focus on raising the bar for all groups of learners whilst closing the attainment gap between our most disadvantaged and most affluent young people. We have exceptional performance in terms of closing the gap, our young people from the most deprived areas regularly outperform their peers across Scotland and attainment of our children and young people from the most deprived backgrounds has improved over the last 5 years. East Renfrewshire remains the highest attaining mainland council area as measured by national examinations. In 2019/20 we will be continuing to develop our digital infrastructure with the provision of additional tablets and laptops, supporting early intervention for pupils who are having difficulty reading through our Reading Recovery scheme, and refurbishing school facilities. Our schools continually support and develop our children and young people's skills, capabilities, and drive, to be successful learners who contribute economically and socially to their communities. We currently have the second highest proportion of leavers entering positive destinations from all mainland councils.

76% of people of working age are in employment in East Renfrewshire. We offer a range of awards based community and school programmes, and supports specific groups of school leavers to enter positive destinations through our youth work programme. Our Work EastRen service helps residents to secure and sustain meaningful employment, training or education in conjunction with a range of partners. It is the vision of the service to have full employment and opportunity for all residents of East Renfrewshire who are able to and want to secure and sustain meaningful work. The team have achieved significant progress in creating long term employment opportunities despite decreasing financial resources. Latest data shows there was an increase of over 7% in the percentage of unemployed people accessing support through East Renfrewshire Council operated/funded employability programmes.

We work in partnership with the East Renfrewshire Culture and Leisure (ERCL) Trust with the focus on providing a range of library services and resources to promote reading, literacy and learning within facilities that meet local demand, providing access to information and promoting social well-being by providing space, resources and activities for the community. A priority area within sports services is to continue to contribute to the health and wellbeing of local residents through a range of health and fitness, sporting and leisure opportunities which are accessible to everyone. In Neilston, we are progressing plans – subject to Scottish Government funding - to create a £30m learning and leisure campus, replacing St Thomas's and Neilston primary schools and the Madras Family Centre with new buildings on one site which could also include leisure, library and community facilities.

We offer a range of local health services to our residents and the Health Improvement Team work on a range of public health programmes and community health projects such as walking groups and cancer screening workshops. Outdoor gym equipment is now available at 5 locations and tennis courts have been installed within Rouken Glen Park. We will also be investing over £1.5m to improve facilities and Crookfur and Overlee parks where new pavilions will be built.

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



# 2.2 Children and young people are included

**Strategic Outcome**  
The Outcome we want is...

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

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

**Critical Activities**  
By.....

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

**Children and young people are included**

**Critical Indicators**  
Rate of exclusions – primary  
Rate of exclusions – secondary  
Percentage attendance for Looked After Pupils

A sense of belonging and identity for children within their school and local community

Improved outcomes as a result of implementation of Children and Young People’s Act 2014 duties

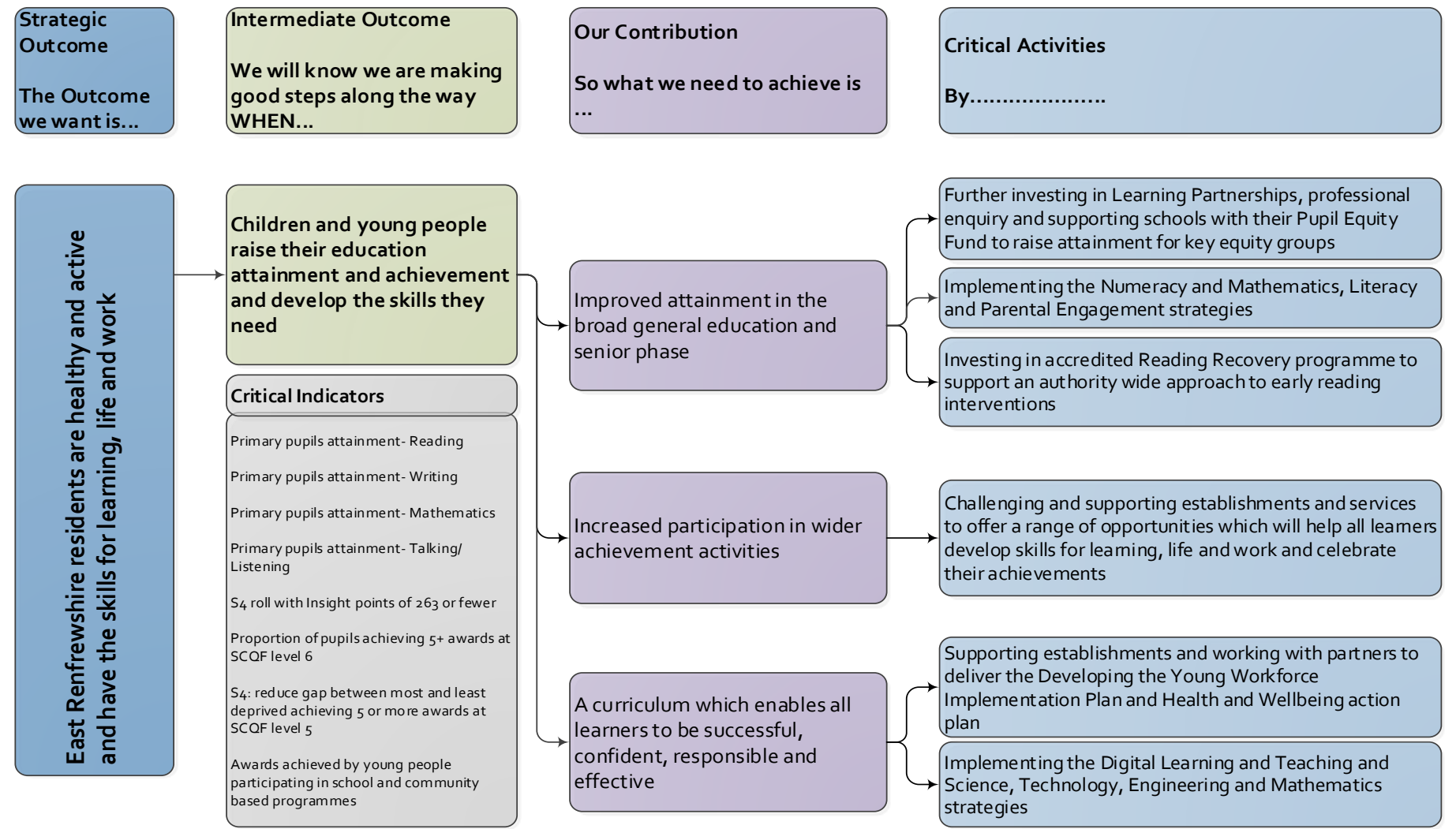
Continuing to support staff to embed the principles of Getting It Right For Every Child in all schools and classrooms

Implementing the learning for sustainability strategy

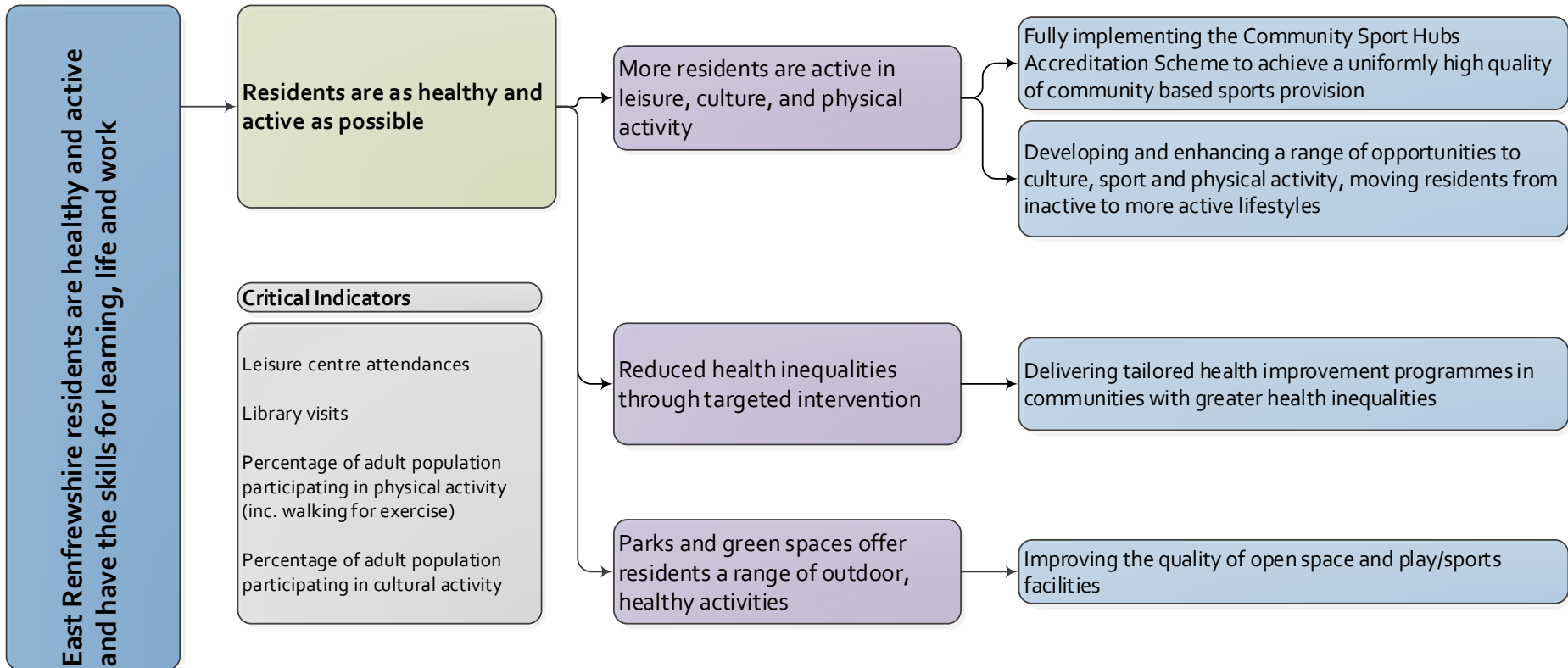
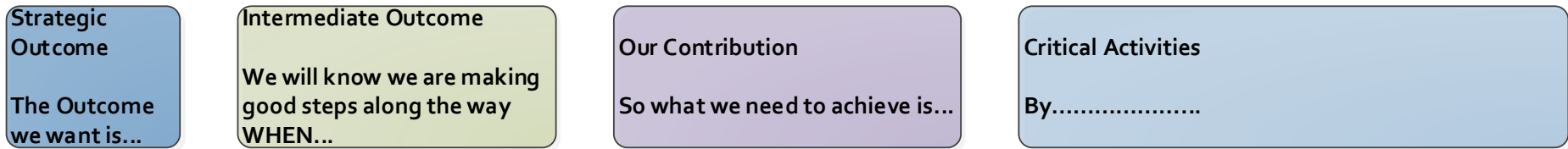
Implementing revised policies for inclusion and anti bullying

Implementing the revised policy for the Education of Care Experienced Children and Young People

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

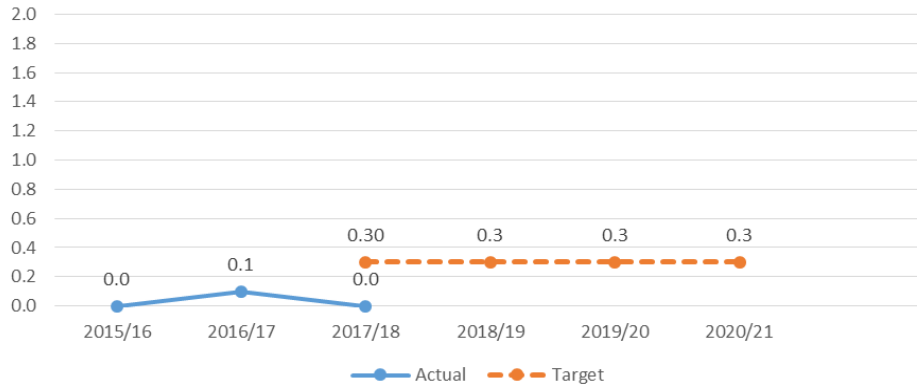


# 2.4 Residents are as healthy and active as possible

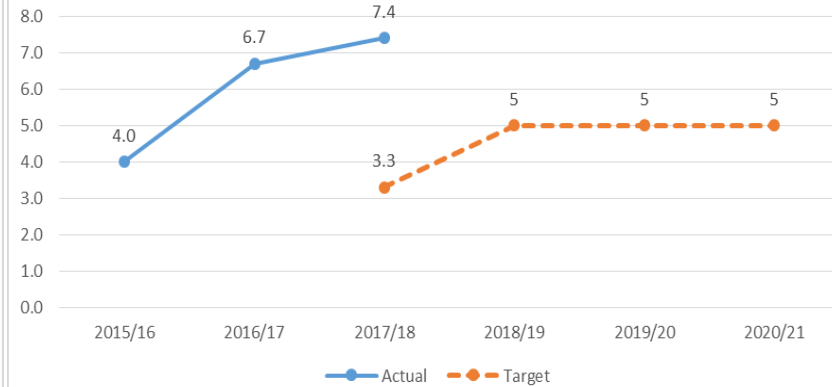


## Outcome 2 indicators

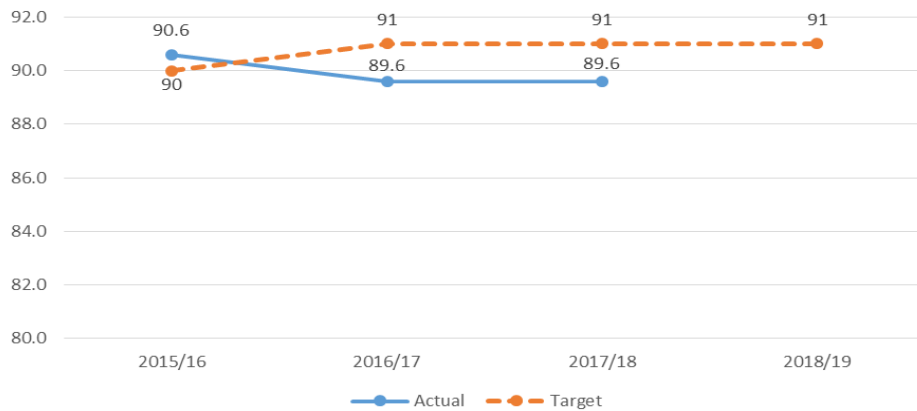
Rate of exclusions per 1,000 pupils - Primary  
(3 year average for 2019-21 of 0.3)



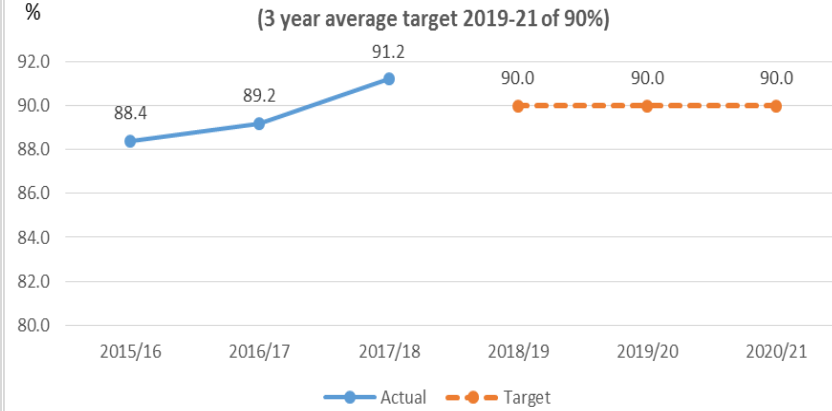
Rate of exclusions per 1,000 pupils - Secondary  
(3 year average for 2019-21 of 5)

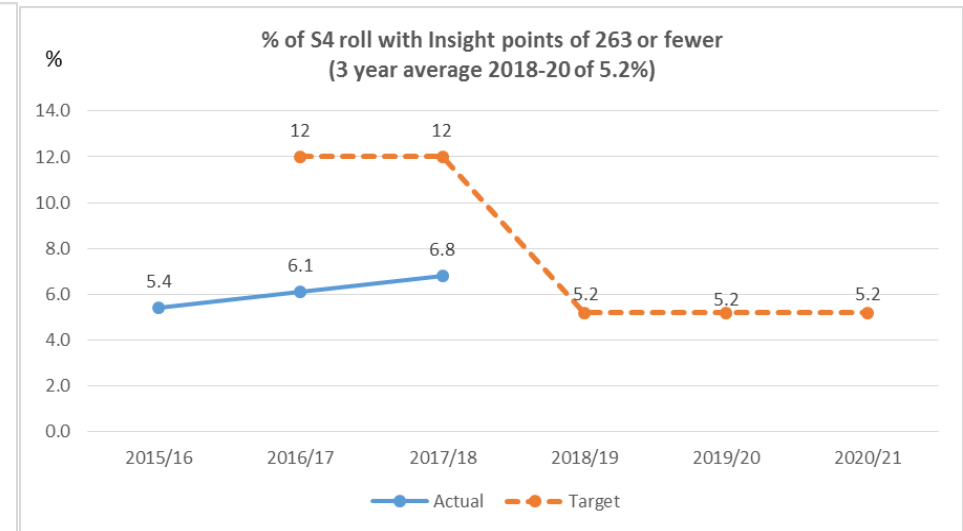
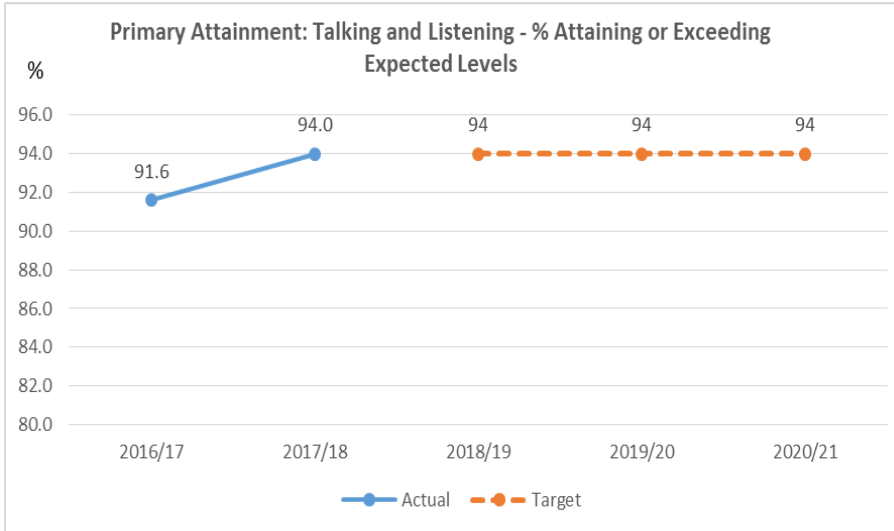
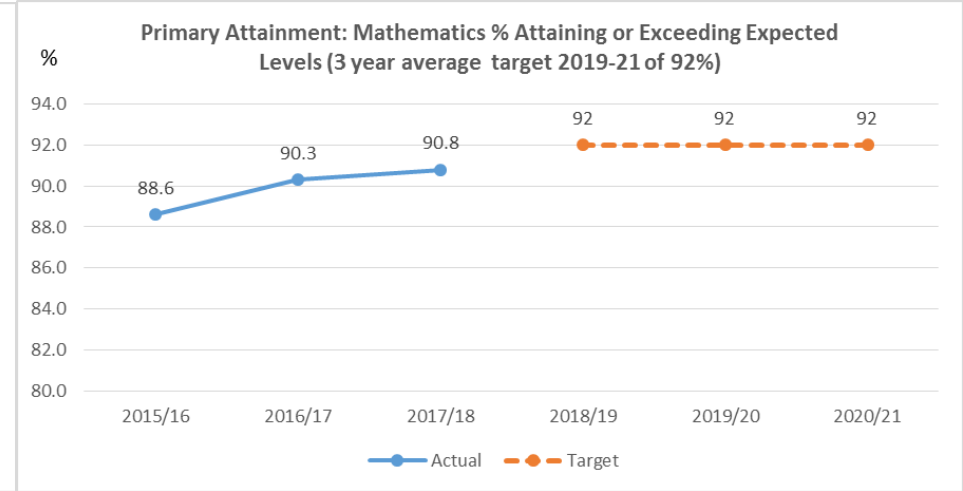
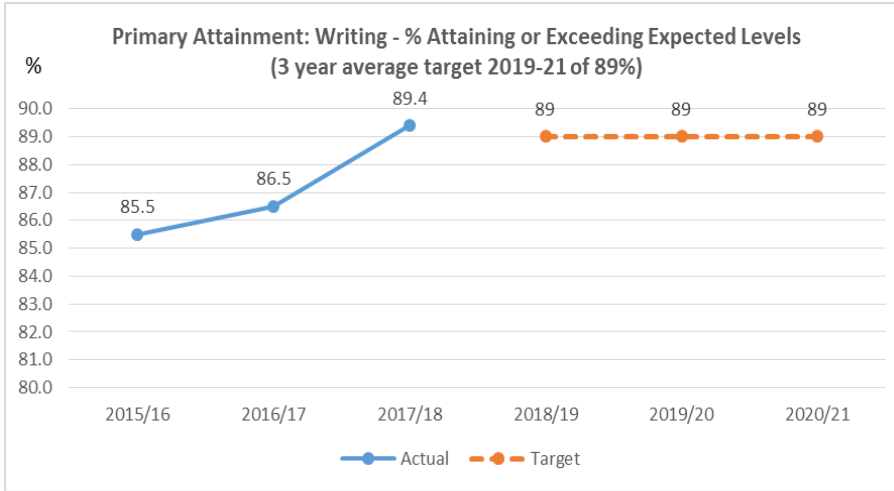


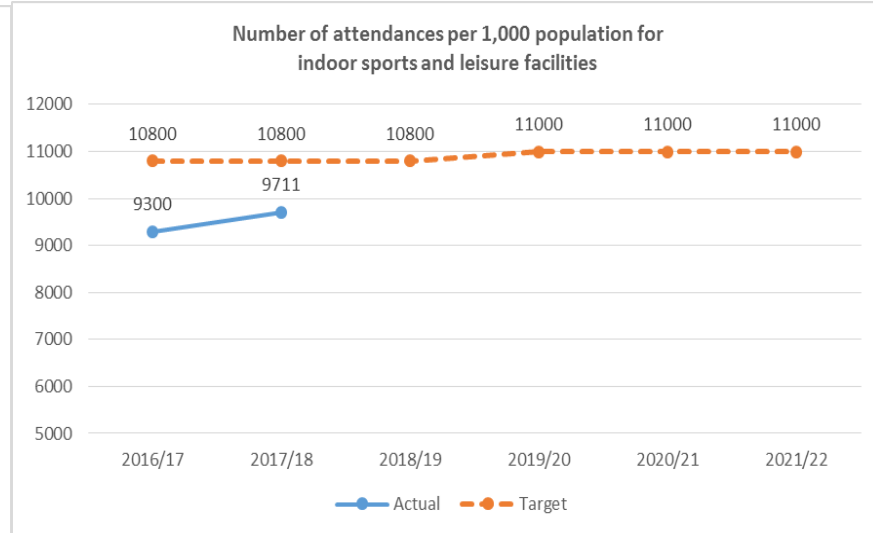
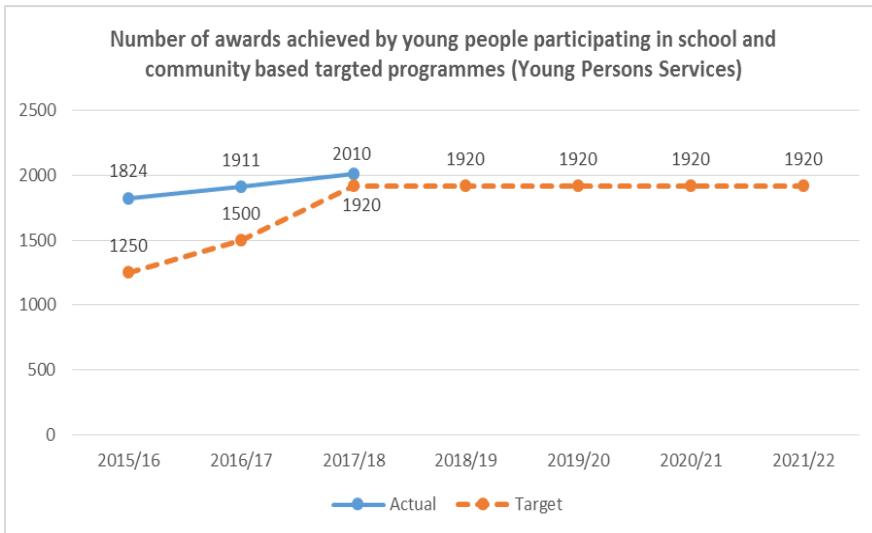
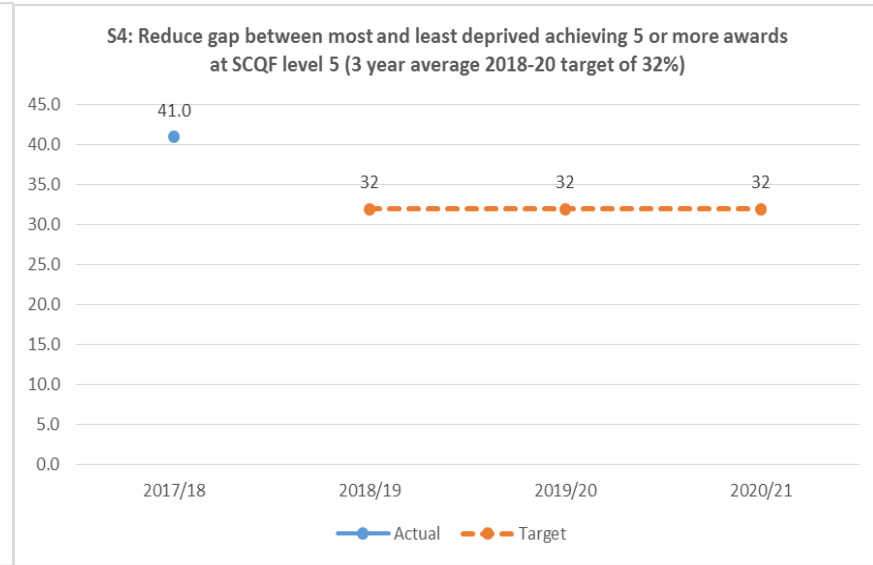
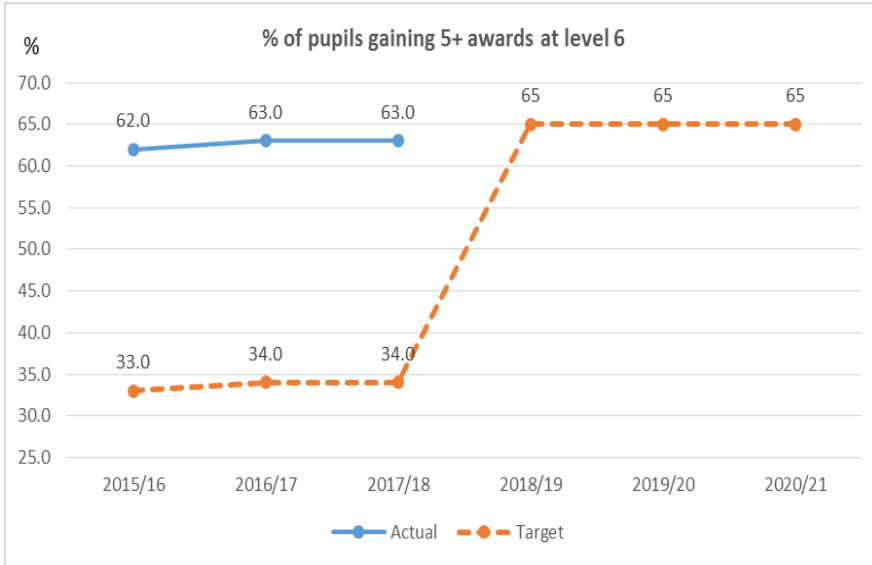
% attendance for Looked After Pupils (Primary and Secondary)



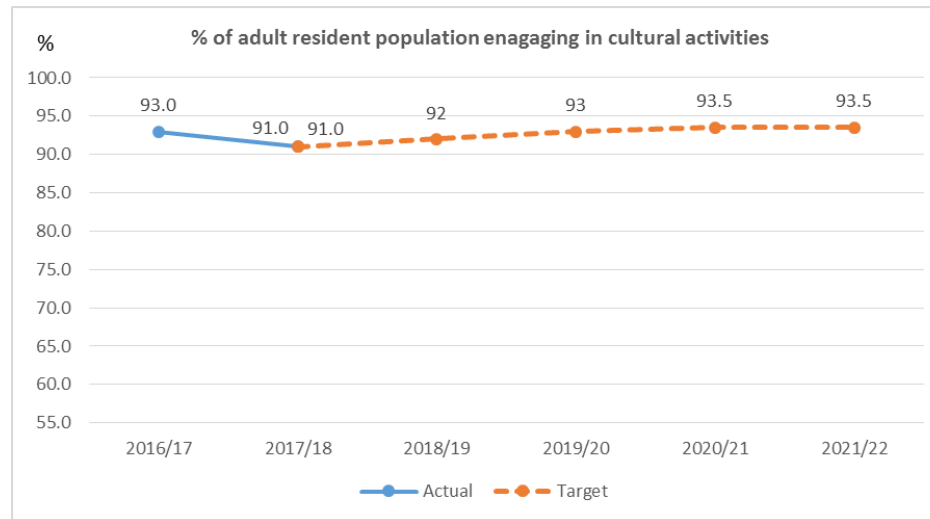
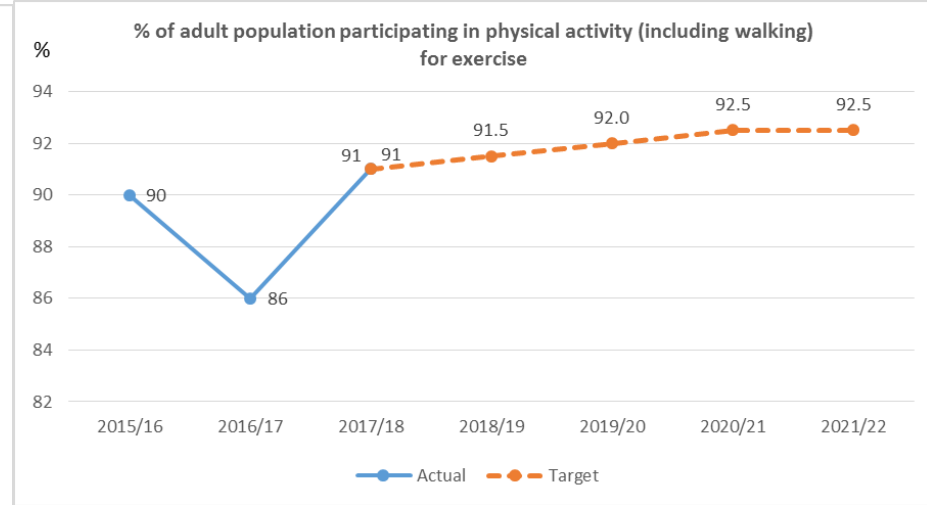
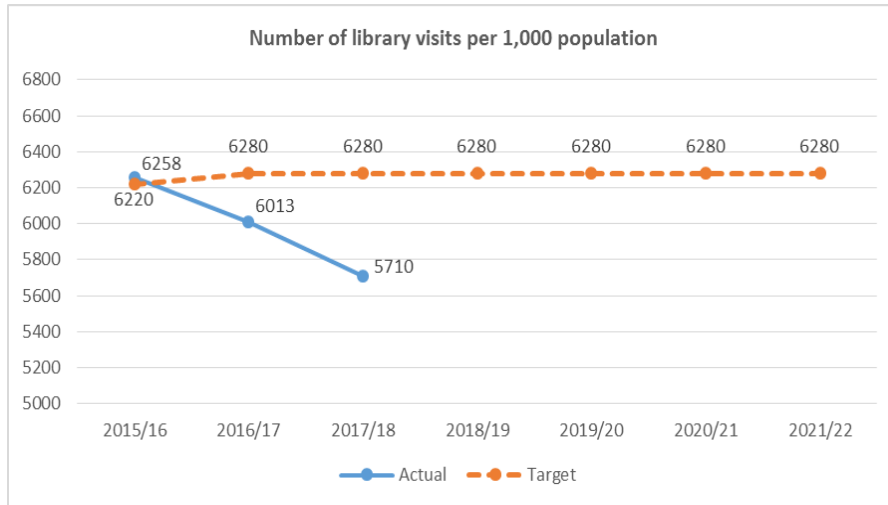
Primary Attainment: Reading - % Attaining or Exceeding Expected Levels  
(3 year average target 2019-21 of 90%)







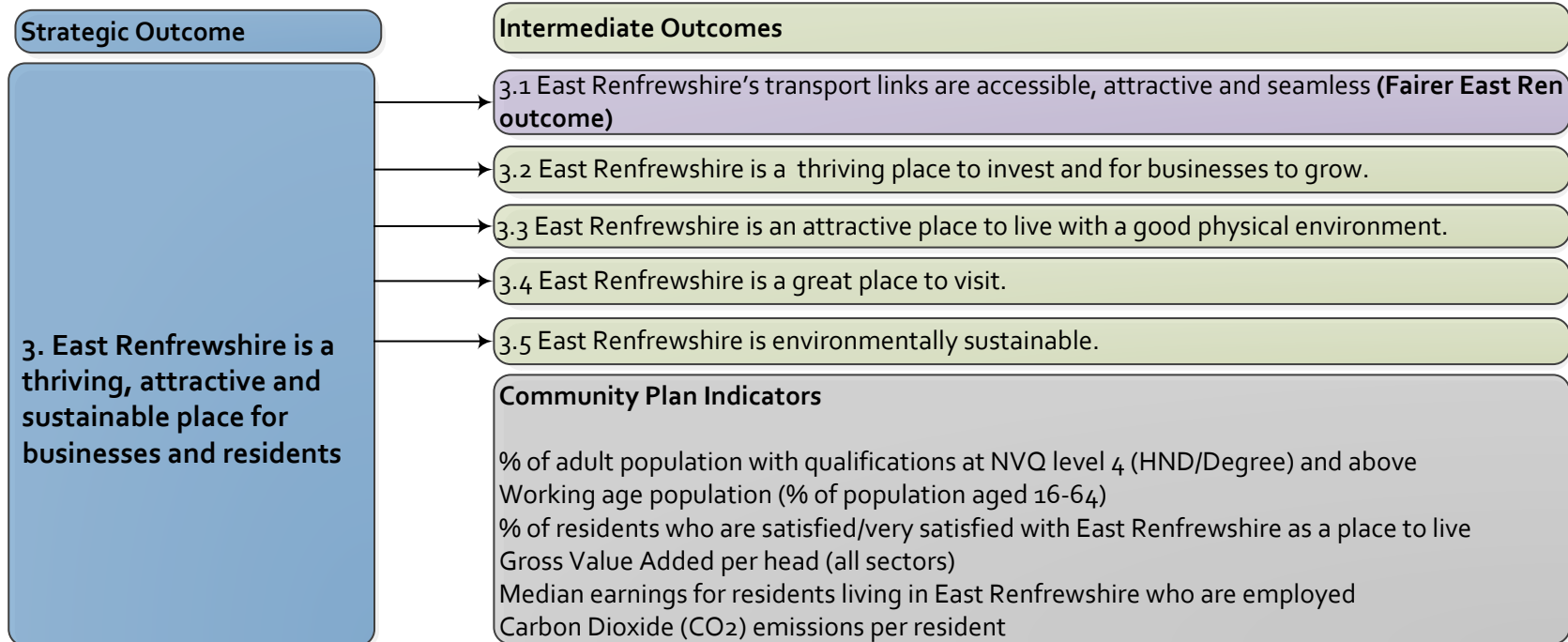




## S3

## SECTION 3

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





### STRATEGIC OUTCOME 3 Economy and environment

We are working to deliver economic growth for the area, high quality housing and exceptional green spaces for all to enjoy. Through our City Deal projects we will deliver £44m worth of major infrastructure projects, such as the new Greenlaw Business Centre and improved alignment of roads, to drive innovation and growth through the support of key sectors and to address challenges in the local labour market. These projects will allow a programme of work to go ahead which will greatly add to the value of the local economy over the next 20 years. City Deal will see an improved infrastructure and connectivity to support local growth and increased employment opportunities arising from the development of these projects. There will also be increased longer term job prospects across the wider region.

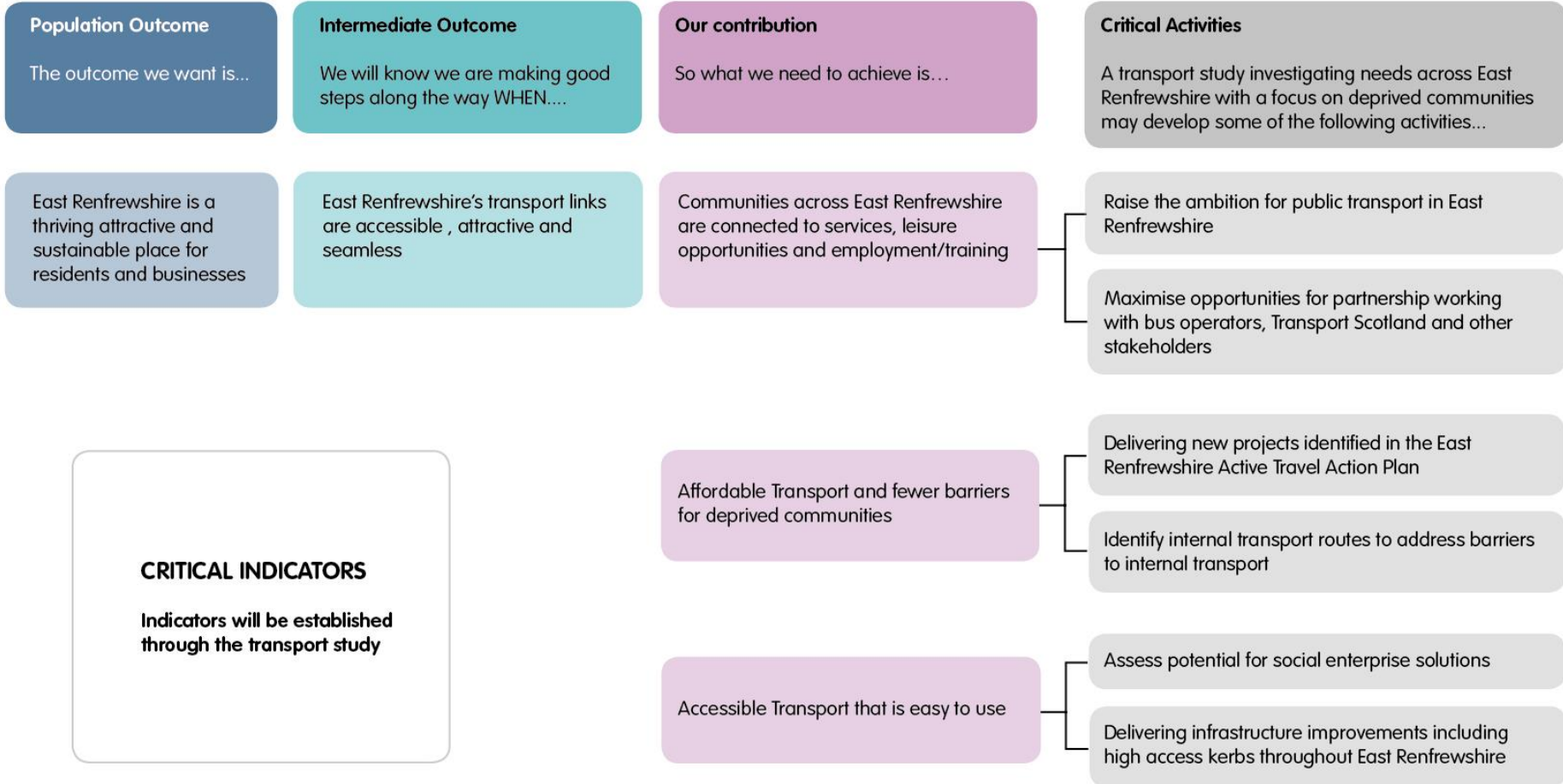
We continue to actively promote business support and employability services to help ensure our targets are achieved and continue to play an important role in the delivery and promotion of national employability agendas, such as the City Deal Skills and Employability portfolio, the reduction of Child Poverty via intensive employability support to parents, halving the disability employment gap, and progressing the Scottish Government's No One Left Behind Strategy, which sets out 14 key actions to improve employability and support services to local residents.

Our Local Development Plan (LDP) provides the Council with a development strategy that will guide the future sustainable growth of East Renfrewshire up to 2025 and beyond, and delivering a sufficient supply of housing is a key component of the plan. Our LDP will also address issues surrounding the preservation of the natural environment and we have in place strong planning policies to ensure our environmental impact is minimised. We are currently in the process of updating our LDP, which will provide a revised spatial development strategy covering the period up to 2029. Furthermore we continue to work to protect the future of the local area; conserving the natural environment by refurbishing our parks and open spaces through ongoing capital investment; ensuring our streets are clean, and undertake a range of regeneration work throughout East Renfrewshire.

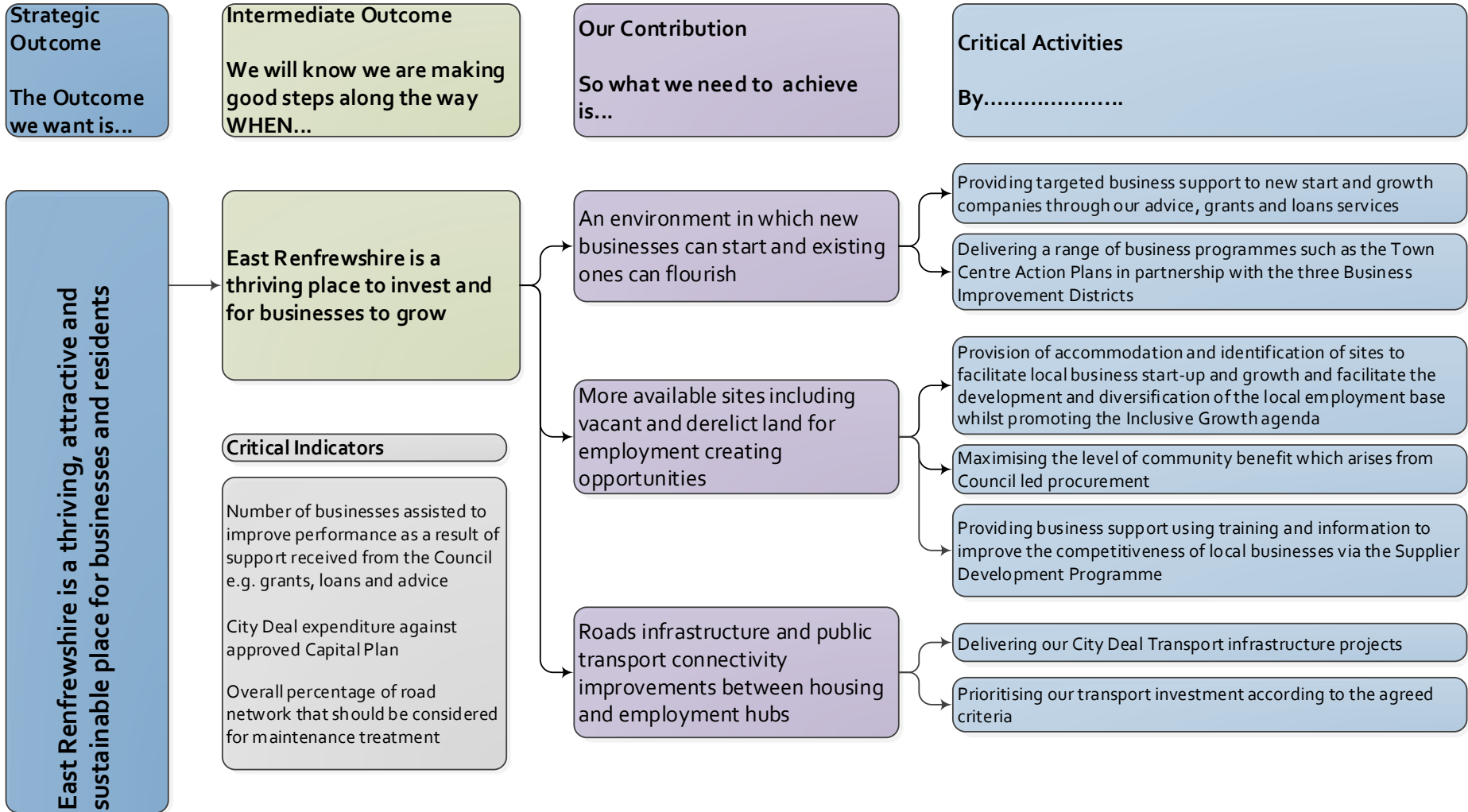
We continue to maximise affordable housing options, improve the quality of our housing stock, and protect and support private sector tenants to ensure their housing is up to standard. Our mixed tenure scheme – which tackles some of the problems associated with communal repairs where there is a mix of residents, including Council tenants, owner occupiers and private tenants – will benefit from additional funding of £600,000 in 2019/20. In Barrhead, the first of the new Council housing developments are now complete. Our investment in improving roads and enhancing infrastructure is also an important priority for our residents. We have in place appropriate transport connectivity for our facilities to ensure residents have good access to the 28,000 jobs being created across the City Region, and there is a £15m investment in improving roads over the next 5 years.

We have the highest recycling rate for household waste in Scotland and will continue to increase recycling by building on the success of our weekly kerbside collection service. The Council has also, through the Clyde Valley Partnership, positioned itself to meet the 2021 ban on residual waste going to landfill. From summer 2019 we will start sending commissioning waste to the Waste to Energy plant in East Lothian. We also have a commitment to achieve improved performance in energy consumption and generation.

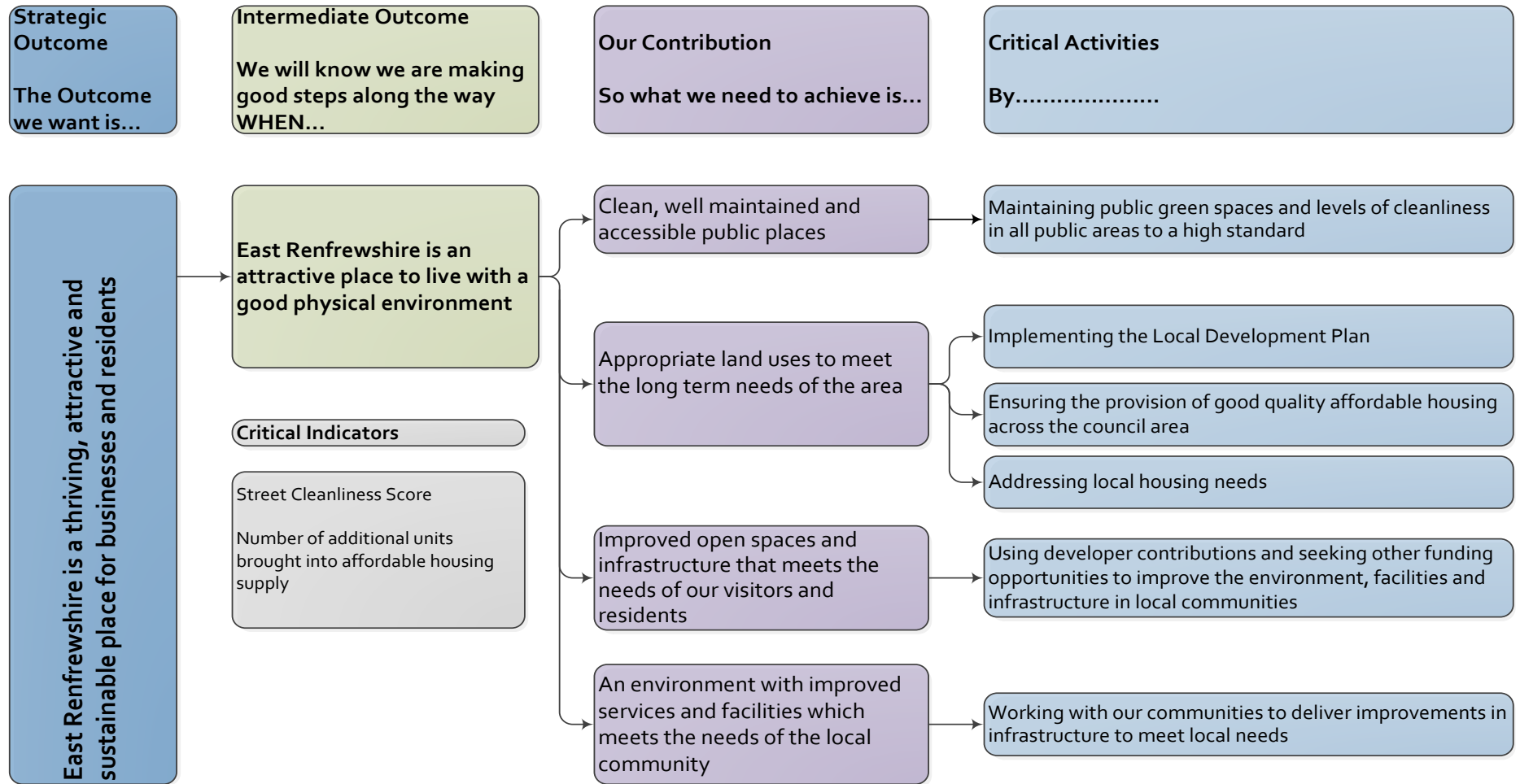
# 3.1 East Renfrewshire's transport links are accessible, attractive and seamless



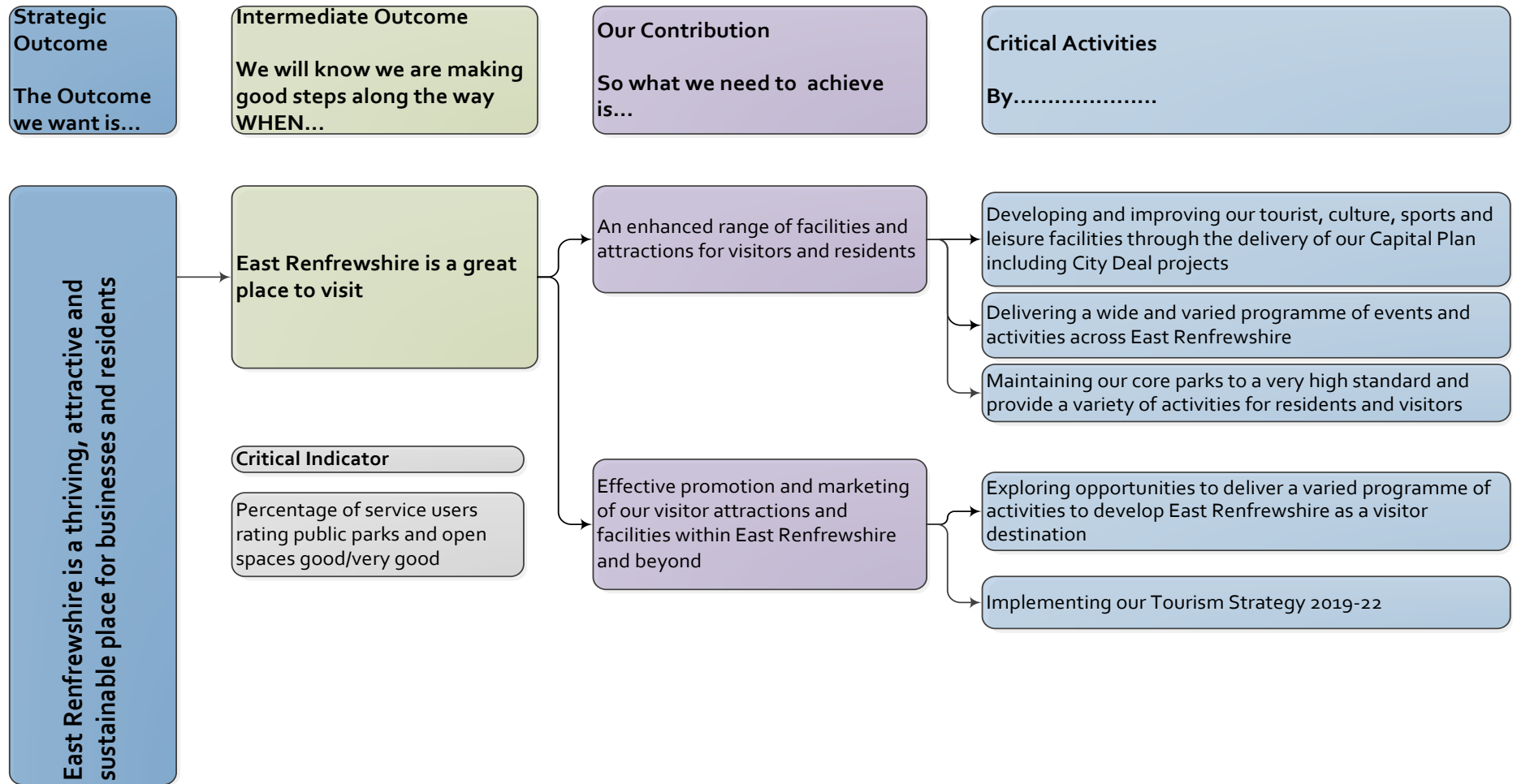
# 3.2 East Renfrewshire is a thriving place to invest and for businesses to grow



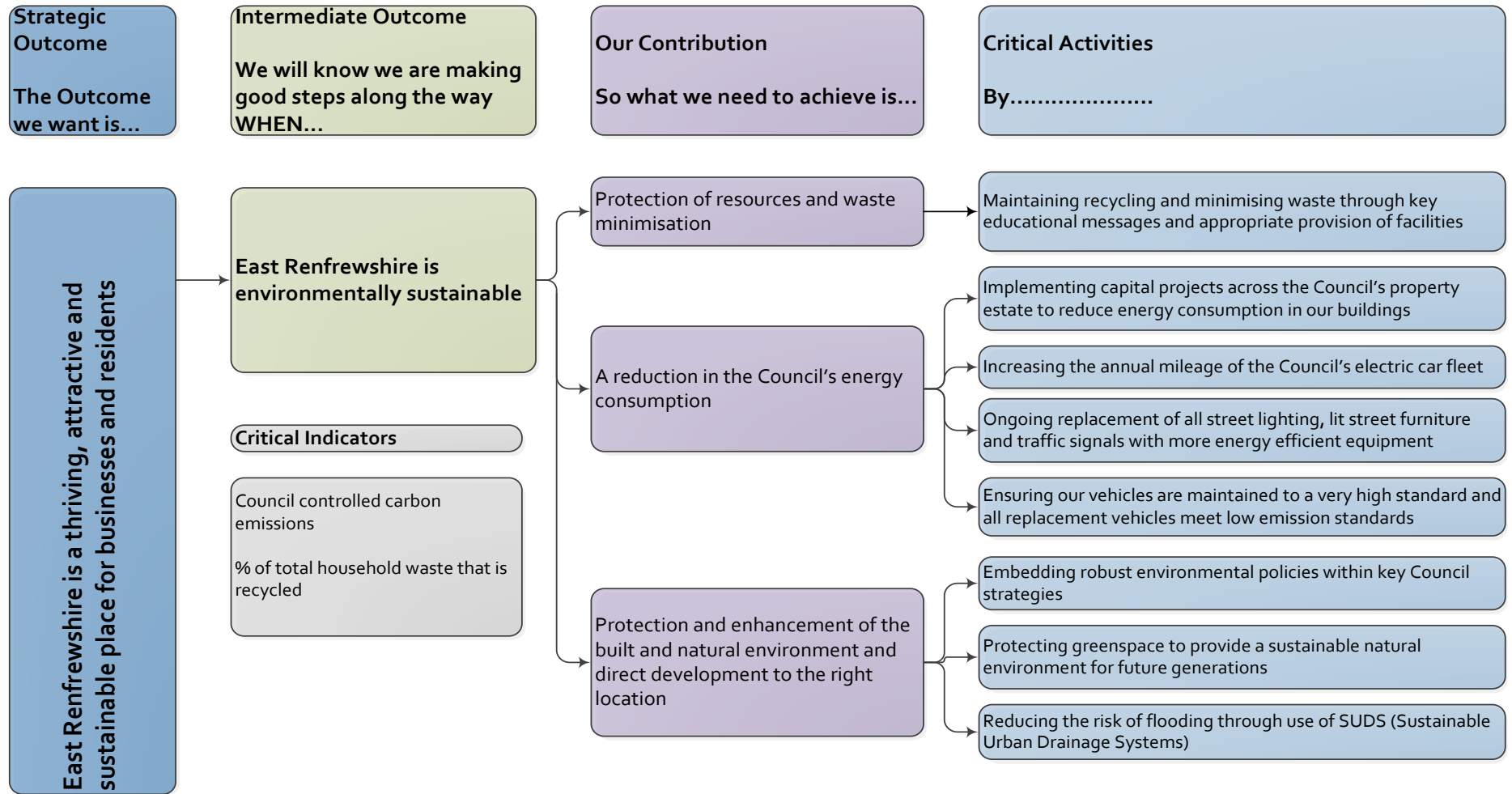
# 3.3 East Renfrewshire is an attractive place to live with a good physical environment



# 3.4 East Renfrewshire is a great place to visit

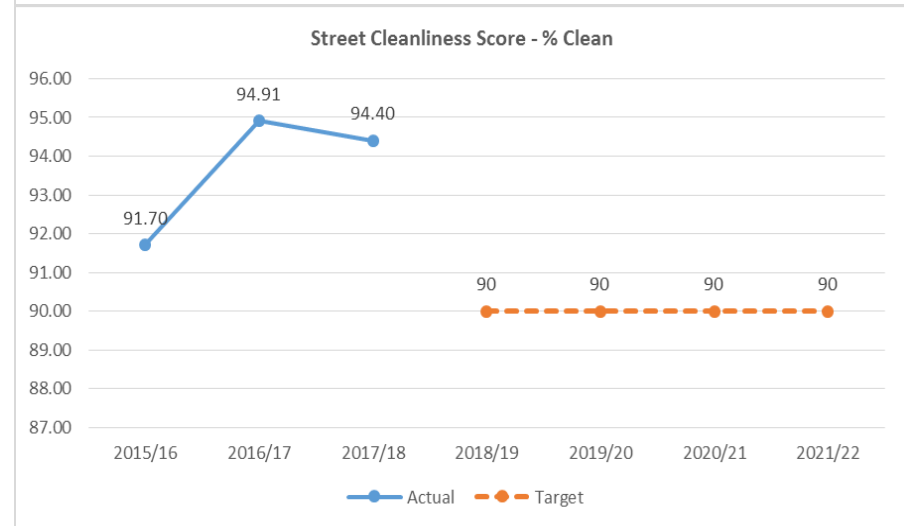
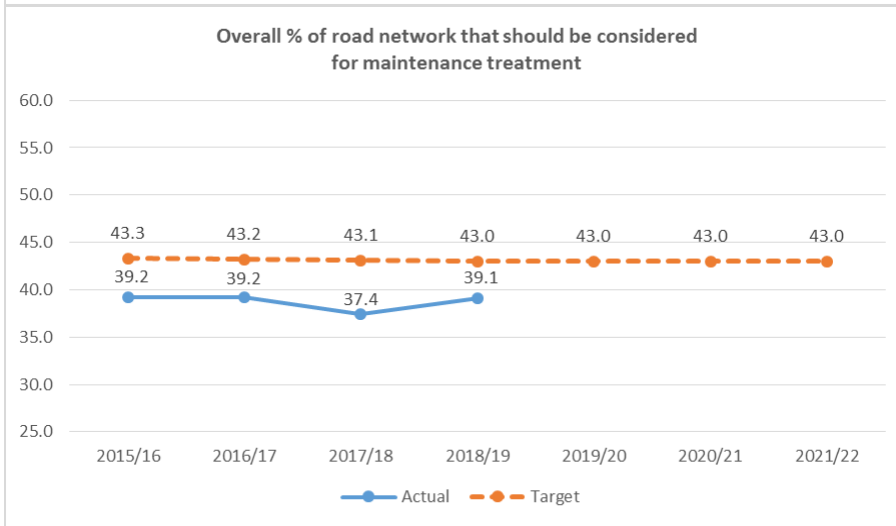
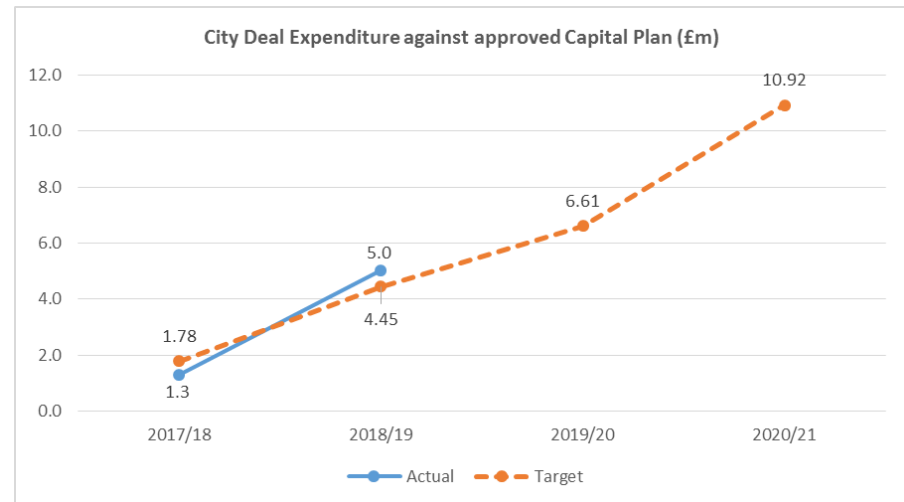
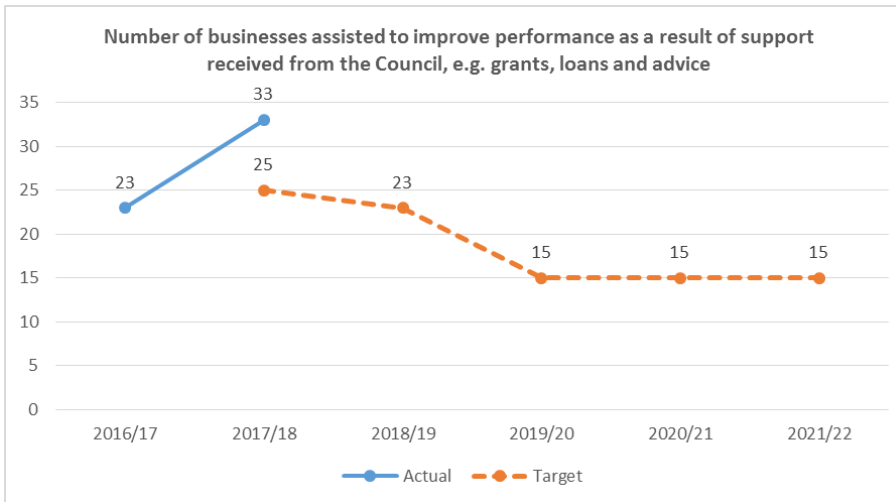


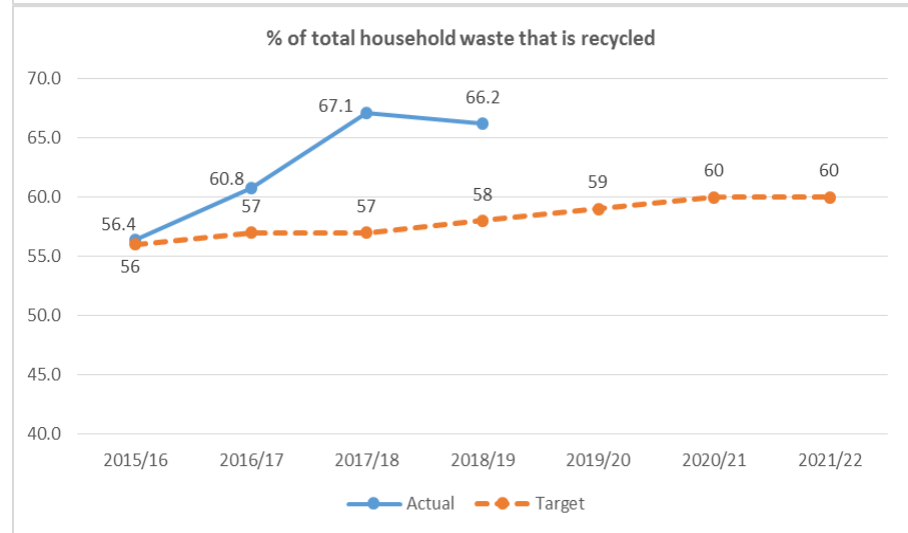
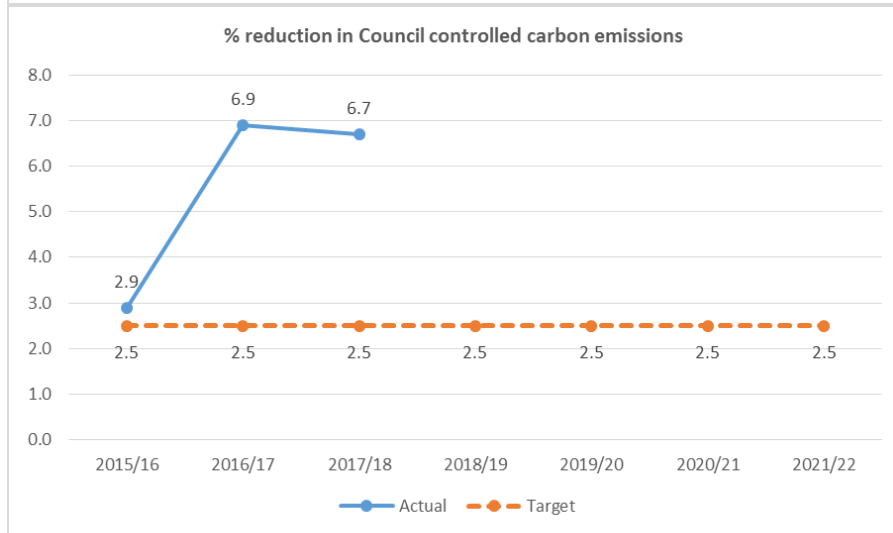
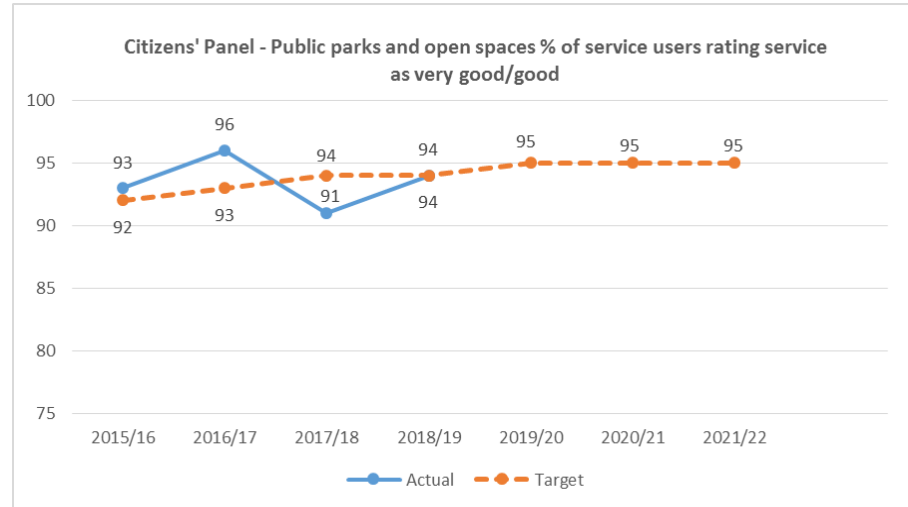
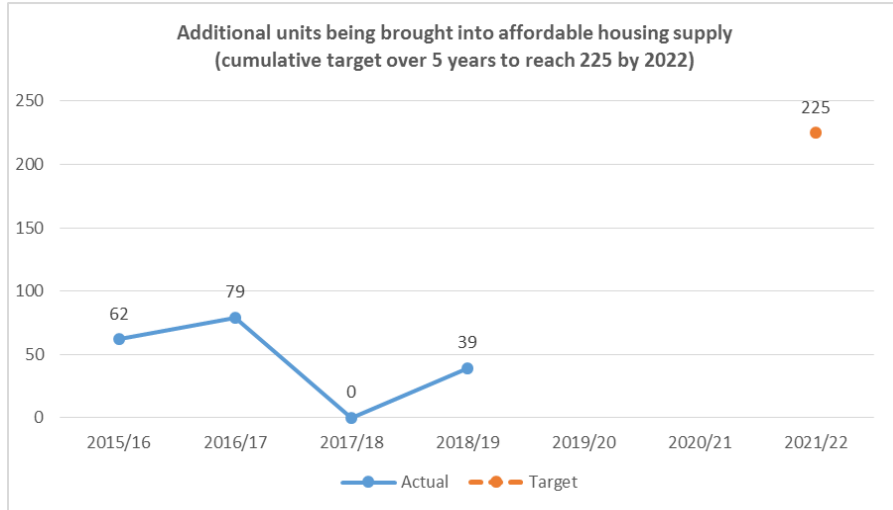
# 3.5 East Renfrewshire is environmentally sustainable





## Outcome 3 indicators





## S4

## SECTION 4

## East Renfrewshire residents are safe and live in supportive communities

## Strategic Outcome

4. East Renfrewshire residents are safe and live in supportive communities

## Intermediate Outcomes

4.1 Residents' mental health and wellbeing is improved. **(Fairer East Ren outcome)**

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

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

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

4.5 Residents are protected from drug and alcohol related harm

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

## Community Plan Indicators

Number of crimes per 10,000 population

Number of dwelling fires per 100,000 population

% of residents who feel crime in East Renfrewshire has increased over the last 2 years

% of residents who have people they can rely on in their local area



## STRATEGIC OUTCOME 4

### Safe, supportive communities

East Renfrewshire remains one of the safest places to live in mainland Scotland. We have strong relationships and work closely with our partners to continue to reduce levels of crime and anti-social behaviour in East Renfrewshire. We help our residents feel safer in their neighbourhoods and homes through our community warden team, who deter incidences of crime and anti-social behaviour by their high visibility across the area. Our Community Safety Unit operates 24/7, 365 days per year providing Telecare alarm-receiving centre services, monitoring our CCTV network and out-of-hours call-handling for homelessness, housing repairs and the Anti-Social Behaviour 'Ring and Report' Line. Over the next year we will invest £500,000 to upgrade our CCTV equipment. The Community Safety service also has responsibility for parking enforcement within East Renfrewshire to help make our roads safer.

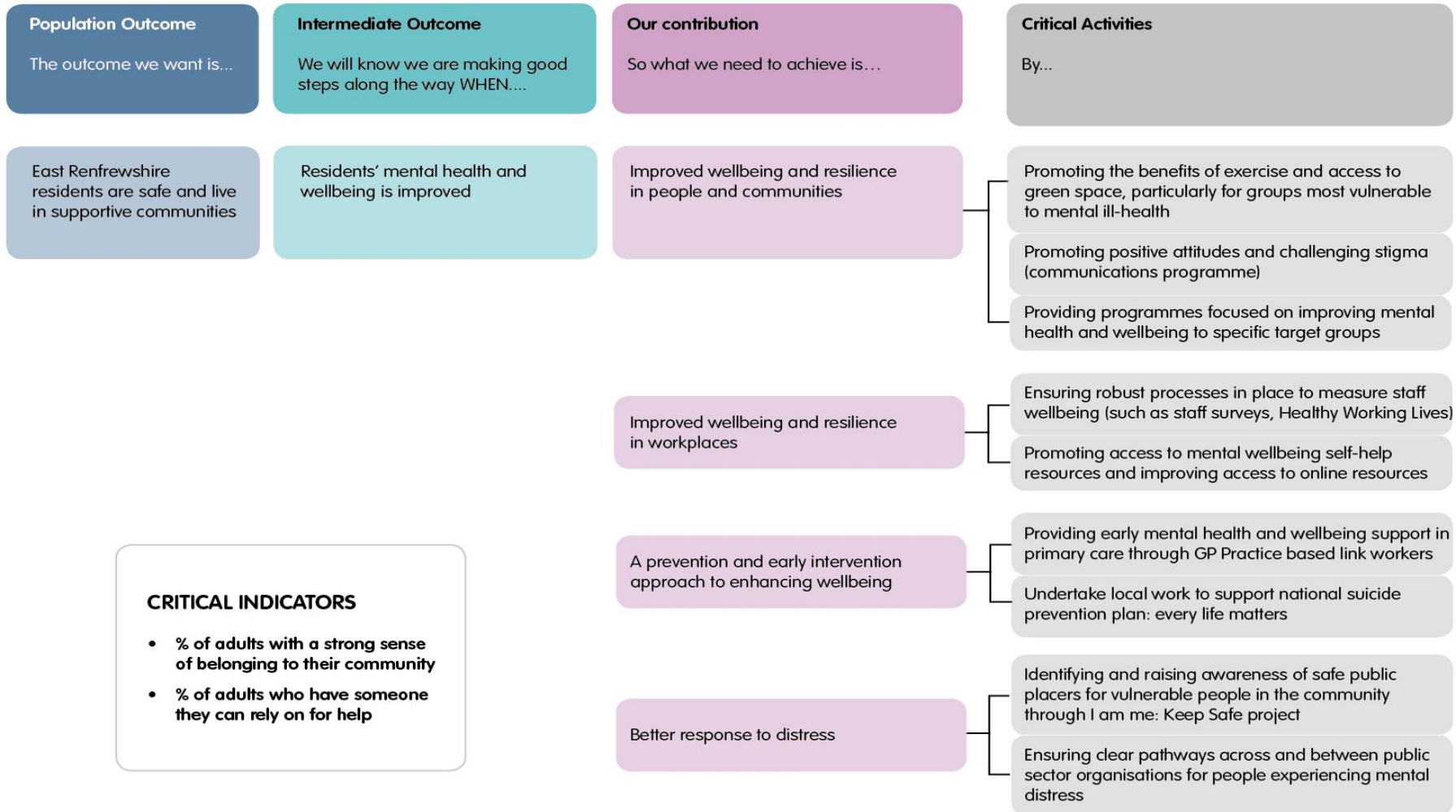
We are focused on prevention and use enhanced partnership working and data-sharing through weekly Greater Results in Partnerships (GRIP) meetings with our partners to target our resources and activities in the most appropriate areas. We are working to enhance the visibility of community safety and community justice services through community engagement activity and building strong links with local community and voluntary groups. We provide diversionary activities, such as youth clubs, for young people at risk of taking part in anti-social behaviour. This now includes groups targeting Primary 7 aged young people, to support their transition to high school and other youth work programmes. We also deliver targeted street work to engage with and divert young people towards more positive activities.

We want to keep our young people safe from harm and will continue to work with local businesses to ensure they implement initiatives which will reduce the number of illegal sales of alcohol and tobacco to young people. We work to protect residents from harm including tackling domestic violence, providing Adult Protection and Support, and supporting residents affected by alcohol or drug use. We continue to develop and expand our drug and alcohol recovery services. Our aim is to improve community safety and public protection through targeting our resources to reduce the risk of offending and harm in local communities. To do this, we work in partnership with child and adult protection colleagues, Housing Services, Scottish Prison Service, Police, Health, and the Crown Office and Procurator Fiscal Service, as well as organisations in the voluntary sector.

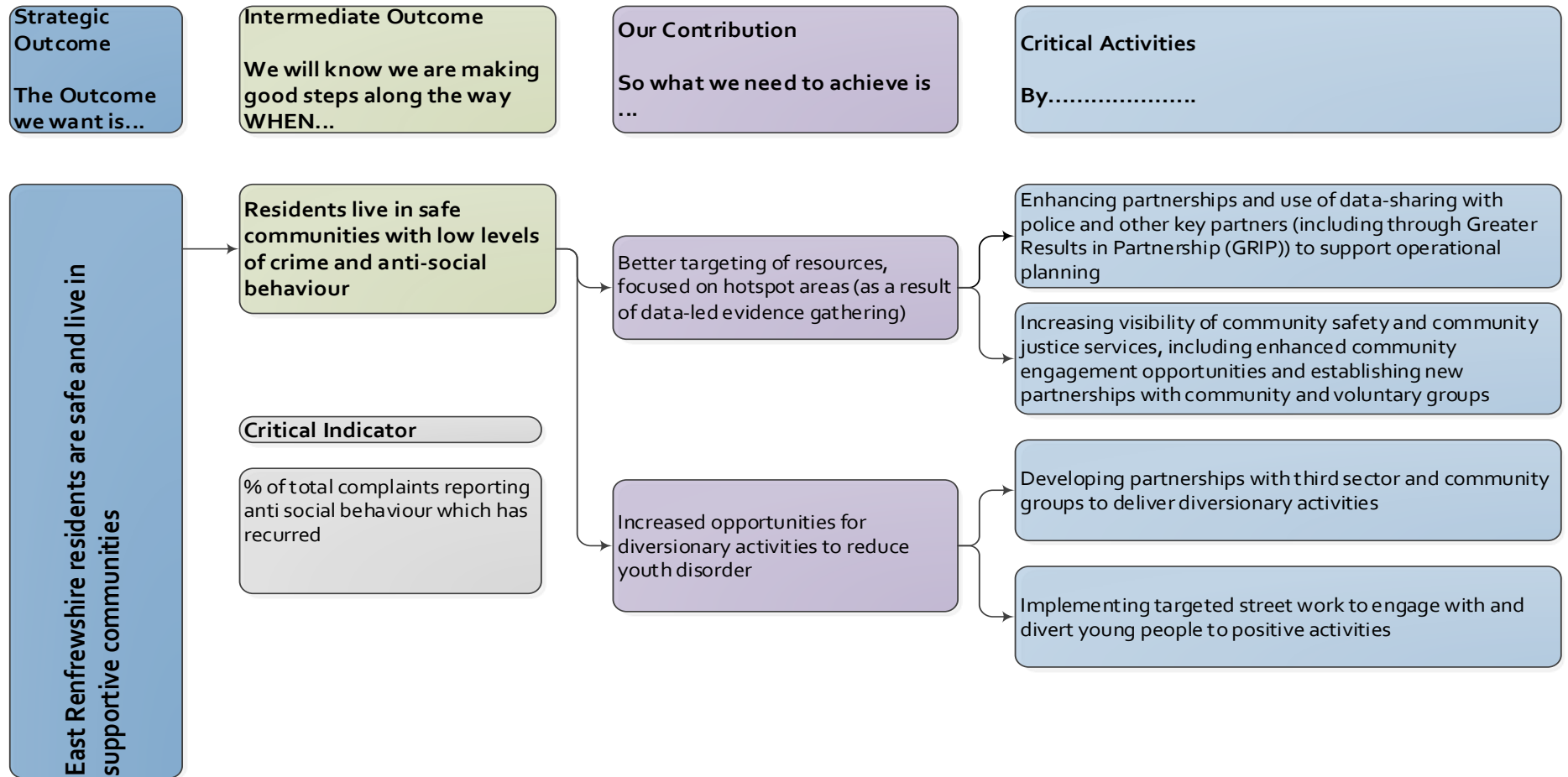
This outcome also focuses on the meaningful involvement of our communities in delivering the objectives of the Community Empowerment (Scotland) Act. We are keen to make it easier for people to have their say and every year there is a wide range of issues and topics that people can get involved in. The online Citizen Space engagement tool is used across the Council for all corporate and departmental consultations. We are working with local communities to build skills and confidence so that local residents can influence change on the key issues that matter to them most. We also work in direct partnership with local groups and organisations to participate in the development and delivery of local plans (e.g. Fairer East Ren and our Locality Plans). As well as building the capacity of local community groups, we provide training and support for council and partner staff to enable them to plan and undertake meaningful engagement activity and work more effectively in partnership with communities. We continue to develop a range of community-led decision-making processes including Community Choices budgeting and co-production of services, and we have committed £100,000 to Community Choices budgeting in 2019. These will see an increasing role for community members in the delivery of shared outcomes in East Renfrewshire.

# 4.1

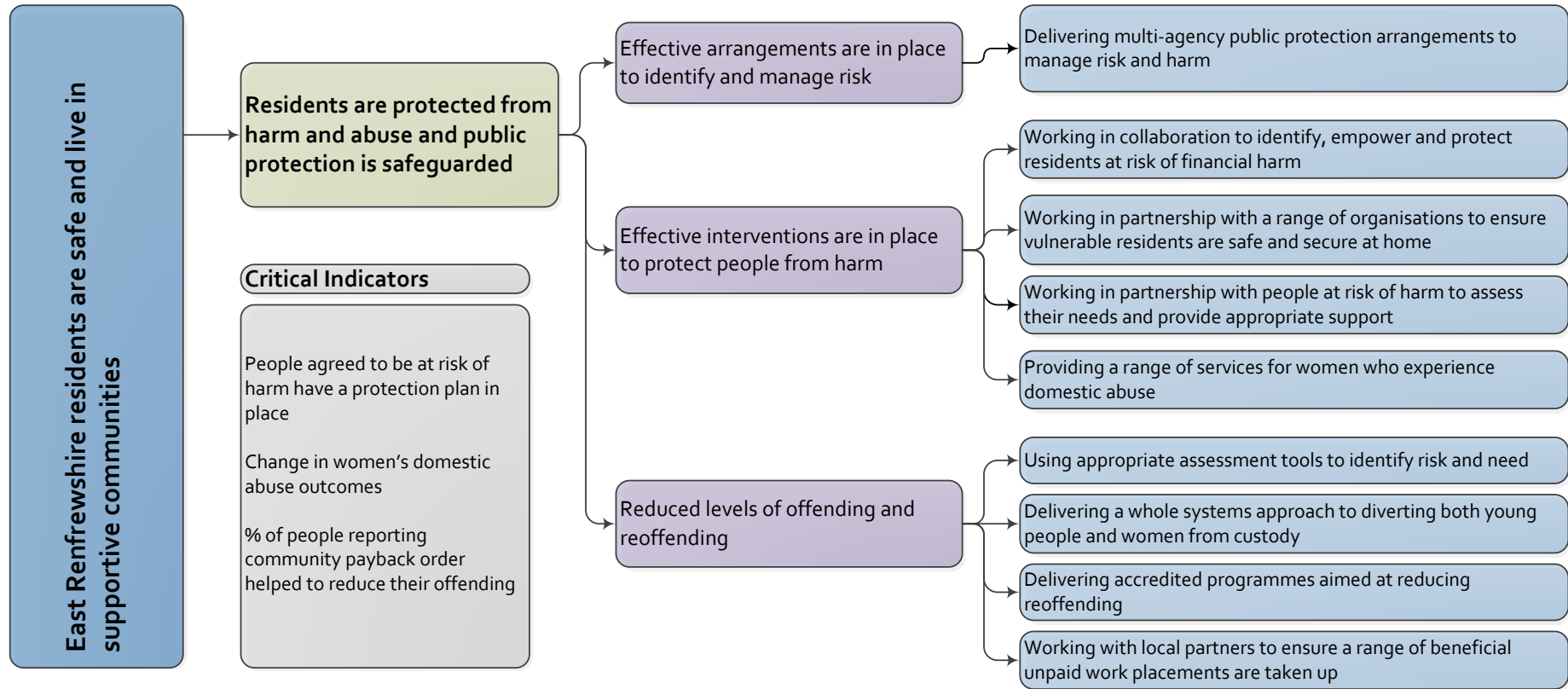
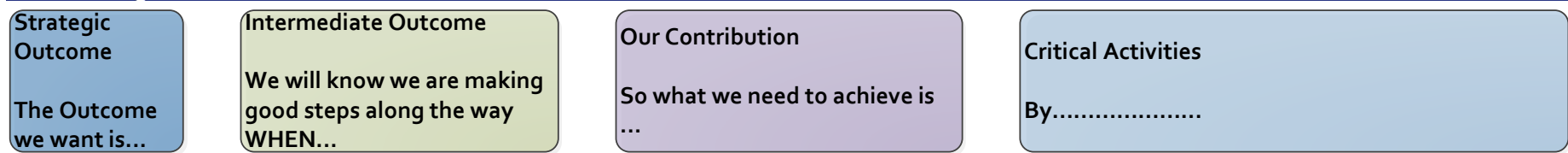
## Residents' mental health and wellbeing is improved



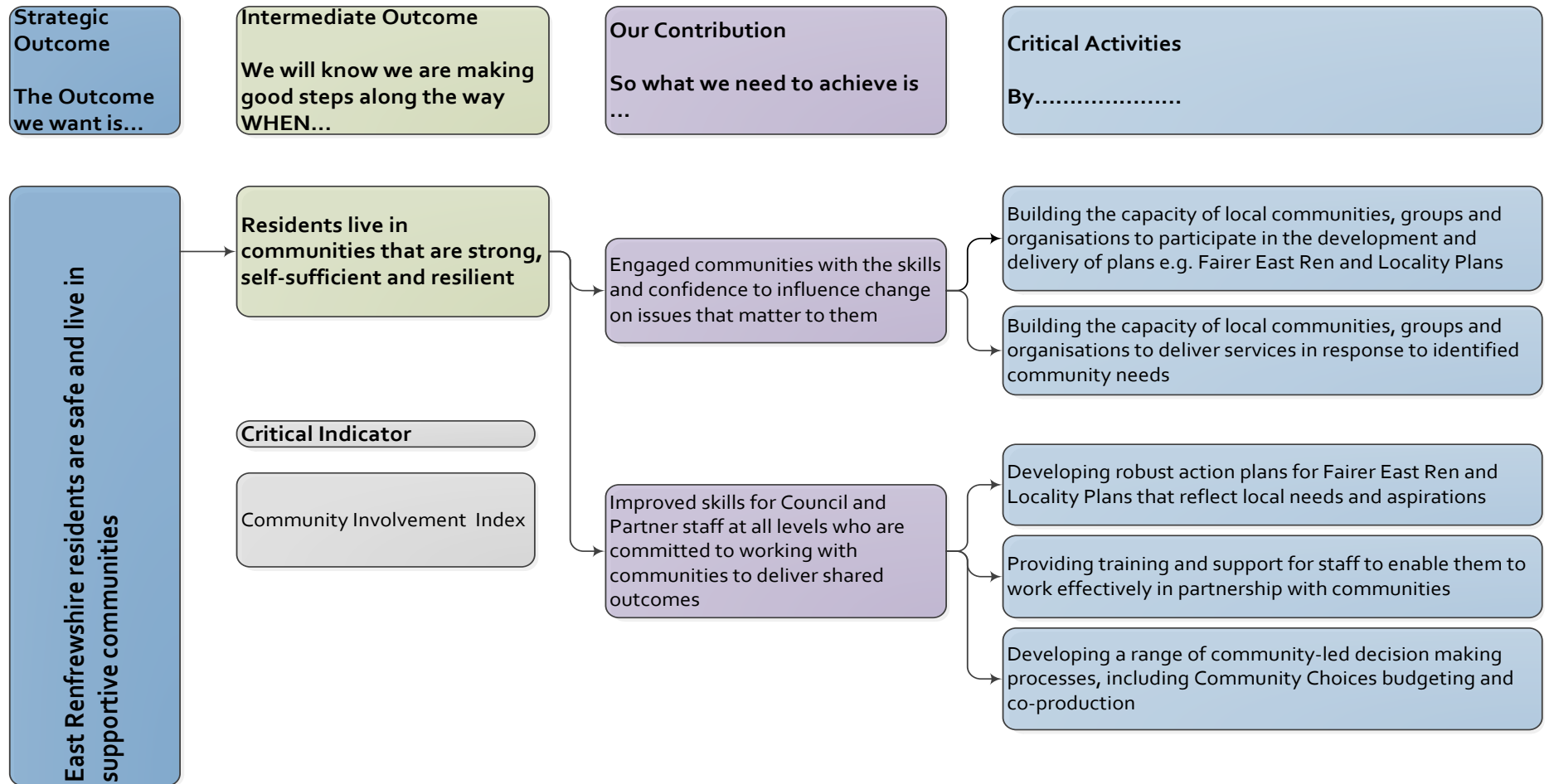
# 4.2 Residents live in safe communities with low levels of crime and anti-social behaviour



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



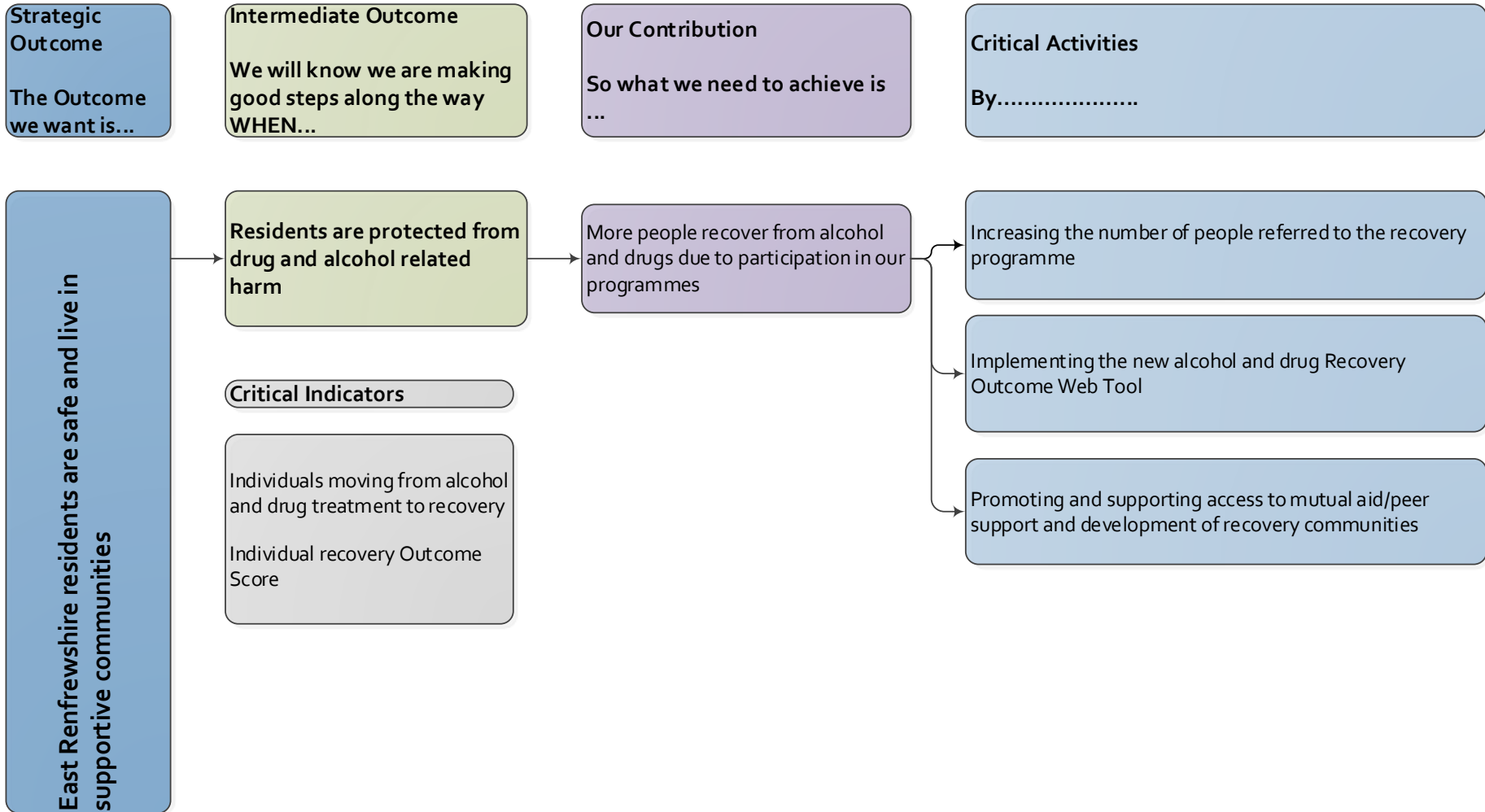
# 4.4 Residents live in communities that are strong, self-sufficient and resilient



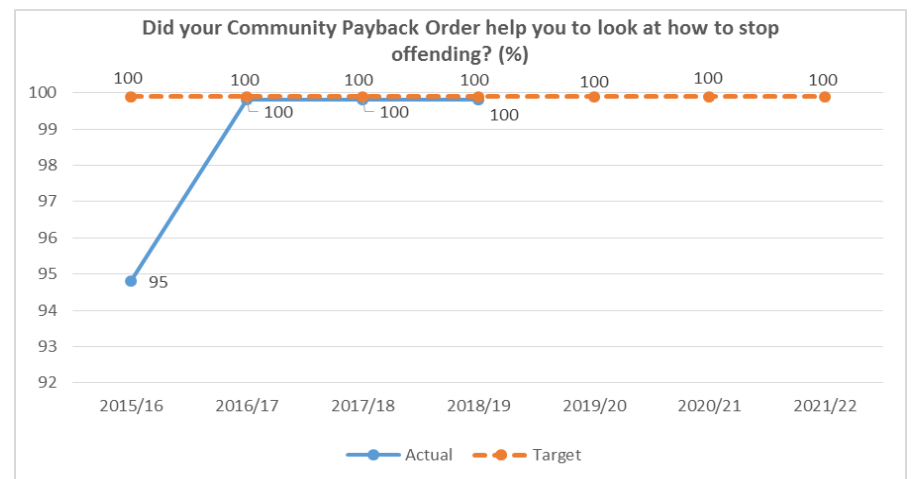
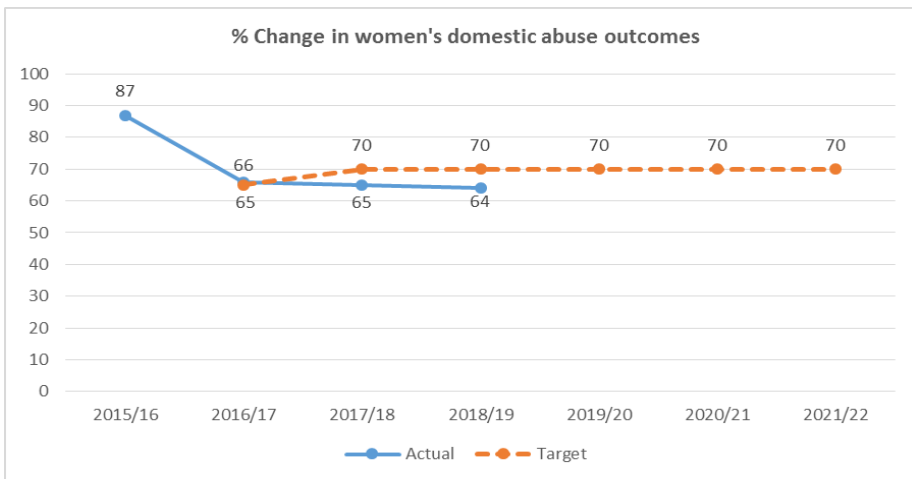
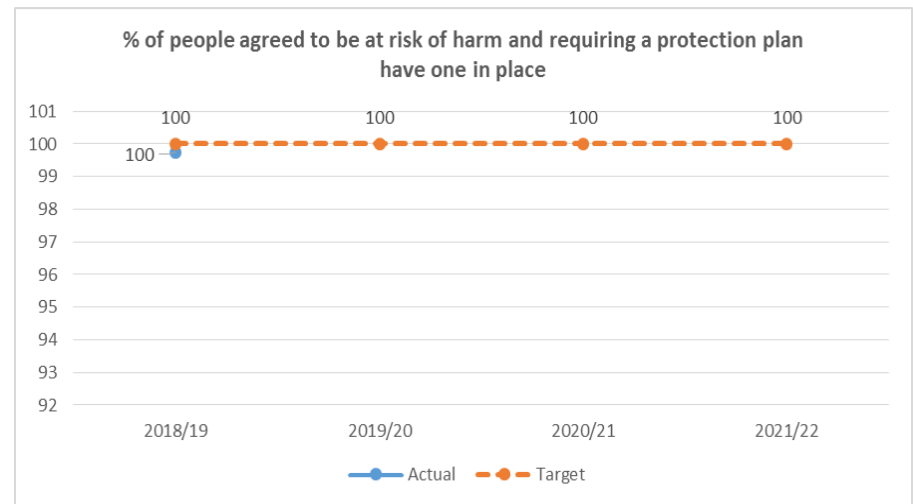
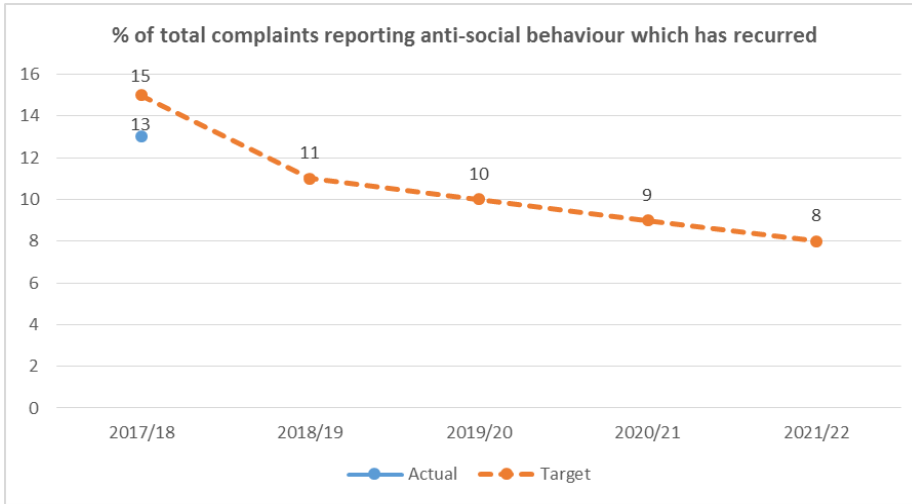


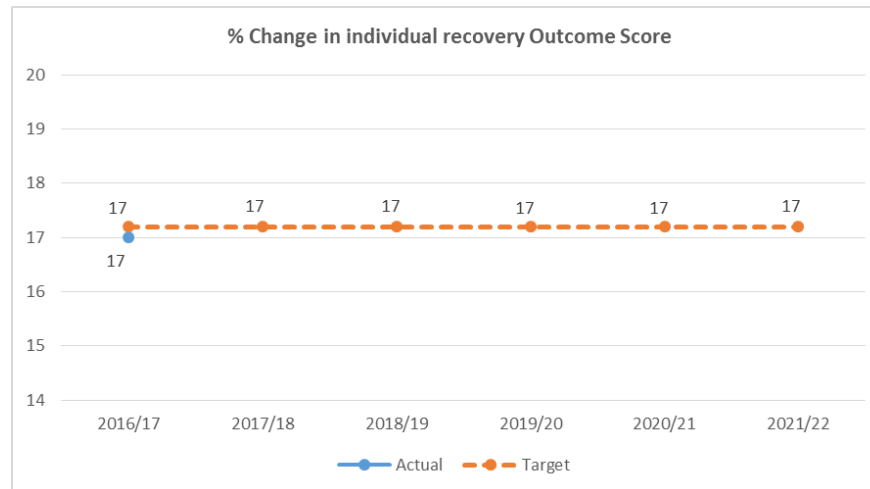
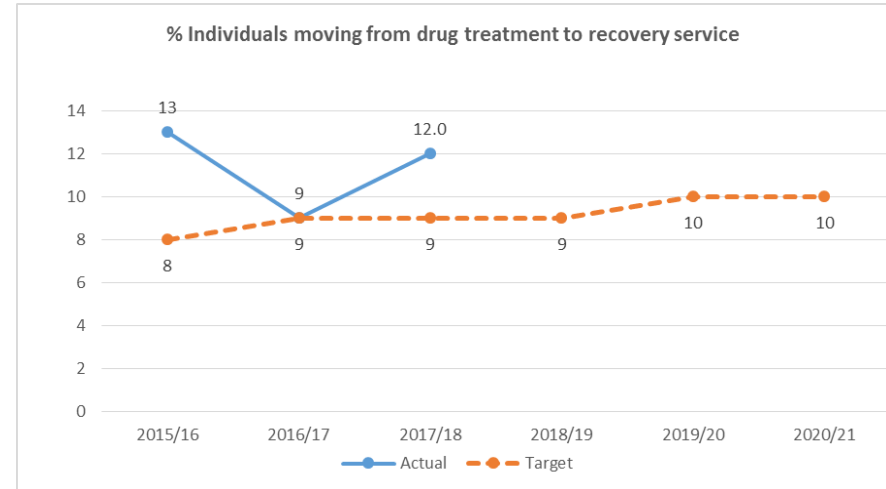
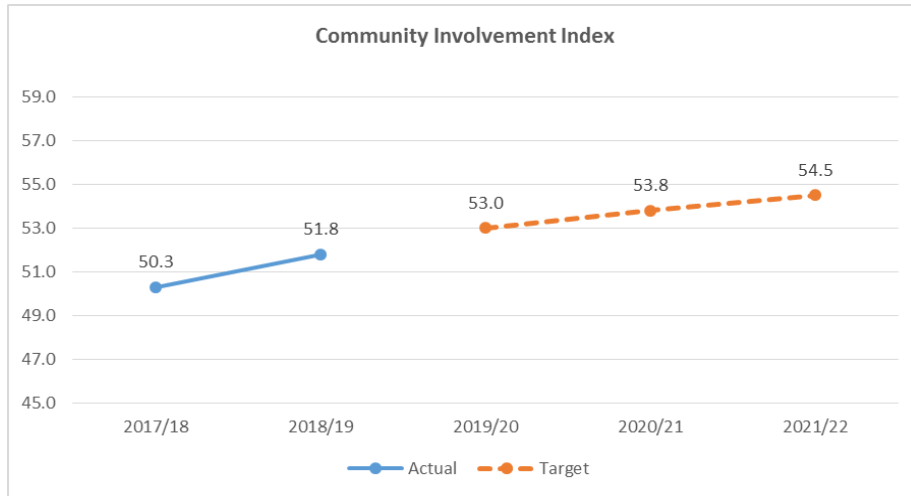
# 4.5

## Residents are protected from drug and alcohol related harm



## Outcome 4 indicators





## S5

## SECTION 5

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

## Strategic Outcome

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

## Intermediate Outcomes

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

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

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

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

## Community Plan Indicators

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



## STRATEGIC OUTCOME 5

### Older people and people with long term conditions

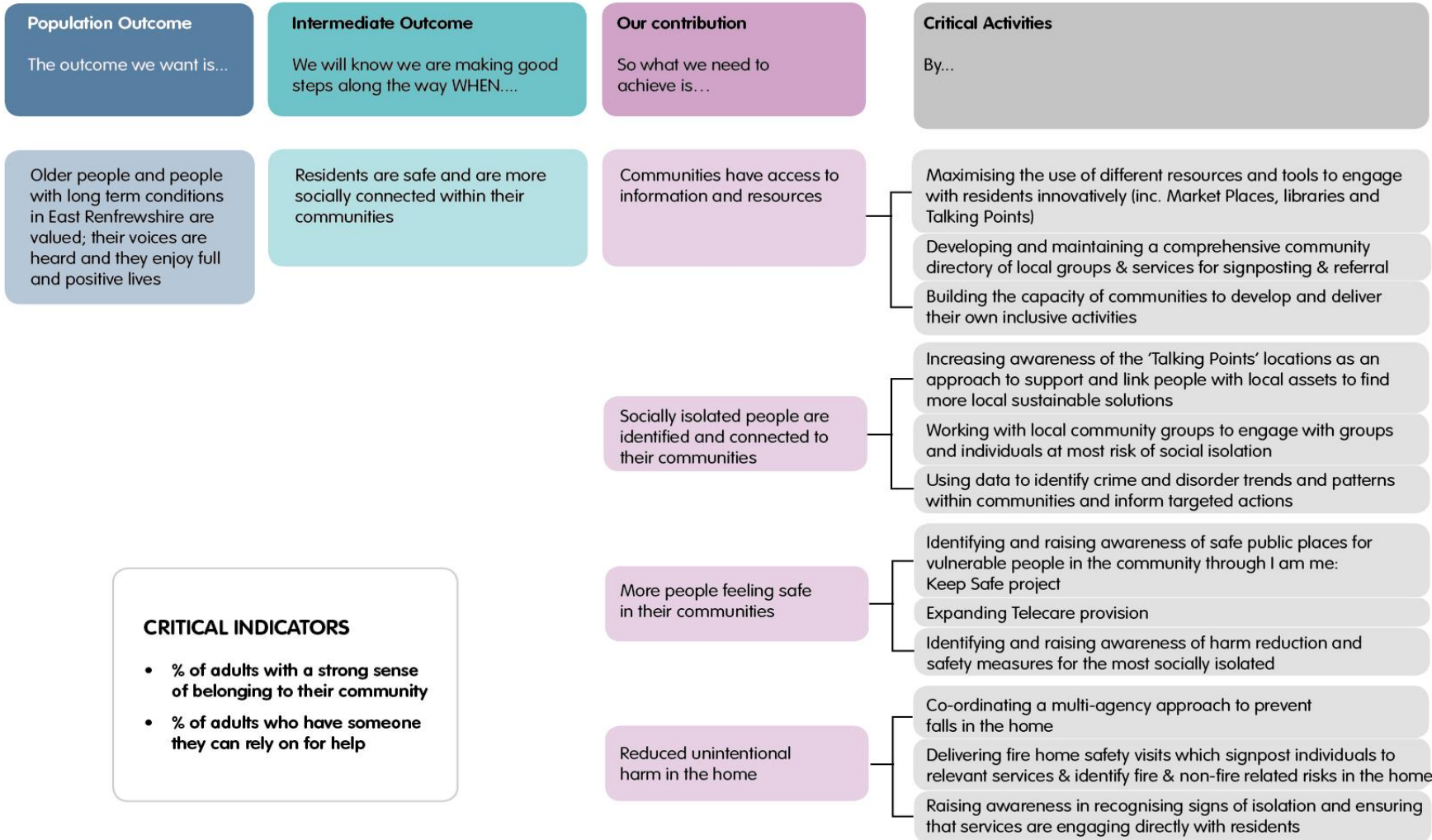
In East Renfrewshire we have been leading the way in delivering integrated social care and health services. Our successful partnership between East Renfrewshire Council and NHS Greater Glasgow and Clyde has been running for more than 10 years. In 2018 the HSCP established a new Strategic Plan for the period 2018-2021 supported by our commissioning plan and annual implementation plans. The Strategic Plan outlines our key strategic priorities including: supporting older people and people with long-term conditions to maintain their independence at home and in their local community; reducing unplanned admissions to hospital; ensuring carers are able to exercise choice and control; supporting recovery from mental ill-health; and ensuring wellbeing is improved in our communities that experience poorer health outcomes.

We have growing numbers of people living in East Renfrewshire with disabilities and long term conditions. Many people have more than one long term condition. The HSCP strategic plan sets out how, working in partnership, we are tackling these demographic challenges and redesigning services. Our oldest residents are most likely to experience multi morbidity, ill-health and disability. As a result of this they are the greatest users of health and social care services and can become isolated from our local communities. We know that quite often these needs emerge unexpectedly. Our integrated Rehabilitation and Enablement Service has social work, nursing, occupational therapy and rehabilitation staff based in teams working alongside groups of GP practices, providing services to people who need support. We want to work closer with communities offering more local people the opportunity to talk about any concerns and plan ahead to stay independent and avoid reaching a crisis.

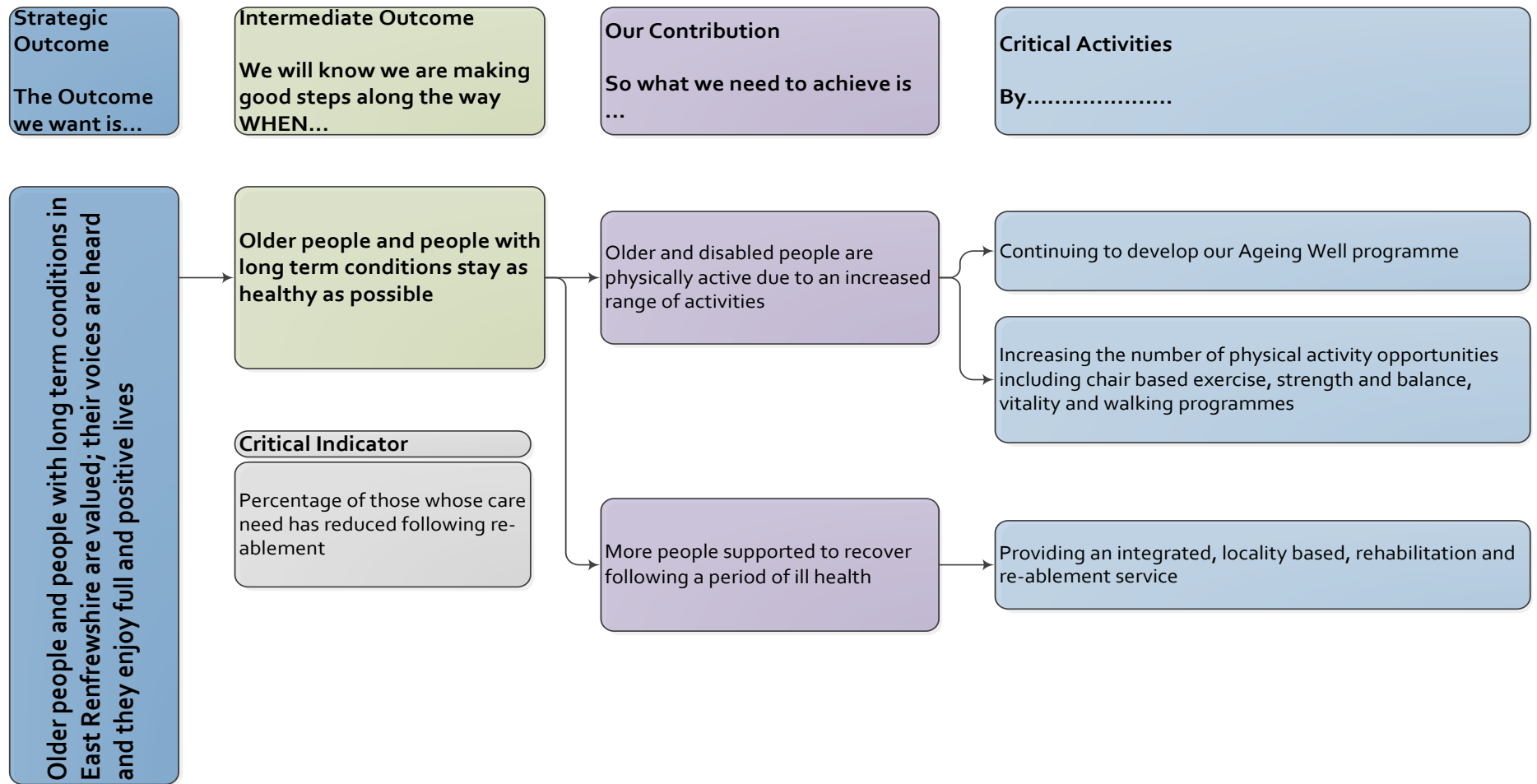
The HSCP is implementing its 'Fit for the Future' improvement programme, which includes an emphasis on redesigning services to better support people who are extremely frail and/or approaching end of life. In partnership with Voluntary Action and our Culture and Leisure Trust we also provide opportunities for older people to remain active including volunteering opportunities, and leisure and social events. We are working to increase the range of opportunities available and support more vulnerable and isolated people to get involved.

Self-directed support and extending choice and control for people who require support remain a focus of HSCP activity. In 2019 we will introduce a new individual budget calculator for self-directed support. This will remove the barriers and potential inequity of our current equivalence model and provide a simpler and more transparent approach. We want to make sure that all our systems support choice and control and we will also introduce outcome focused support plans that move away from specifying tasks and time to allow more innovation and flexibility. Technology Enabled Care (TEC) is the umbrella term to describe how technology can be used to support health and wellbeing. This includes Telecare, Telehealth and digital health and care. One of our strategic priorities has been the expansion of our telecare programme. Through active promotion of the service, new marketing materials implemented and refreshed web pages including online application, over 1500 additional citizens have benefitted from Telecare over the course of the 3 year national TEC programme.

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



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



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

**Strategic Outcome**  
The Outcome we want is...

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

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

**Critical Activities**  
By.....

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

Older people and people with long term conditions are living independently in the community

- Critical Indicators**
- % of people supported at home who agree that they are supported to live as independently as possible
  - % of adults with intensive care needs receiving care at home
  - % of people aged 65+ with intensive needs receiving care at home
  - % of people aged 65+ who live in housing rather than a care home or hospital
  - People reporting 'living where you/as you want to live' needs met (%)

More people stay independent and avoid reaching a crisis through early intervention

More people have choice and control over their life through planning support plans with us

Improved pathways for people leaving or at risk of going into hospital

Supporting more people through Telecare to live independently in their own homes for longer

- Delivering local 'Talking Points' where people can talk to a range of professionals, carer and community supports
- Implementing an initial contact team to provide fast access to information, advice and support

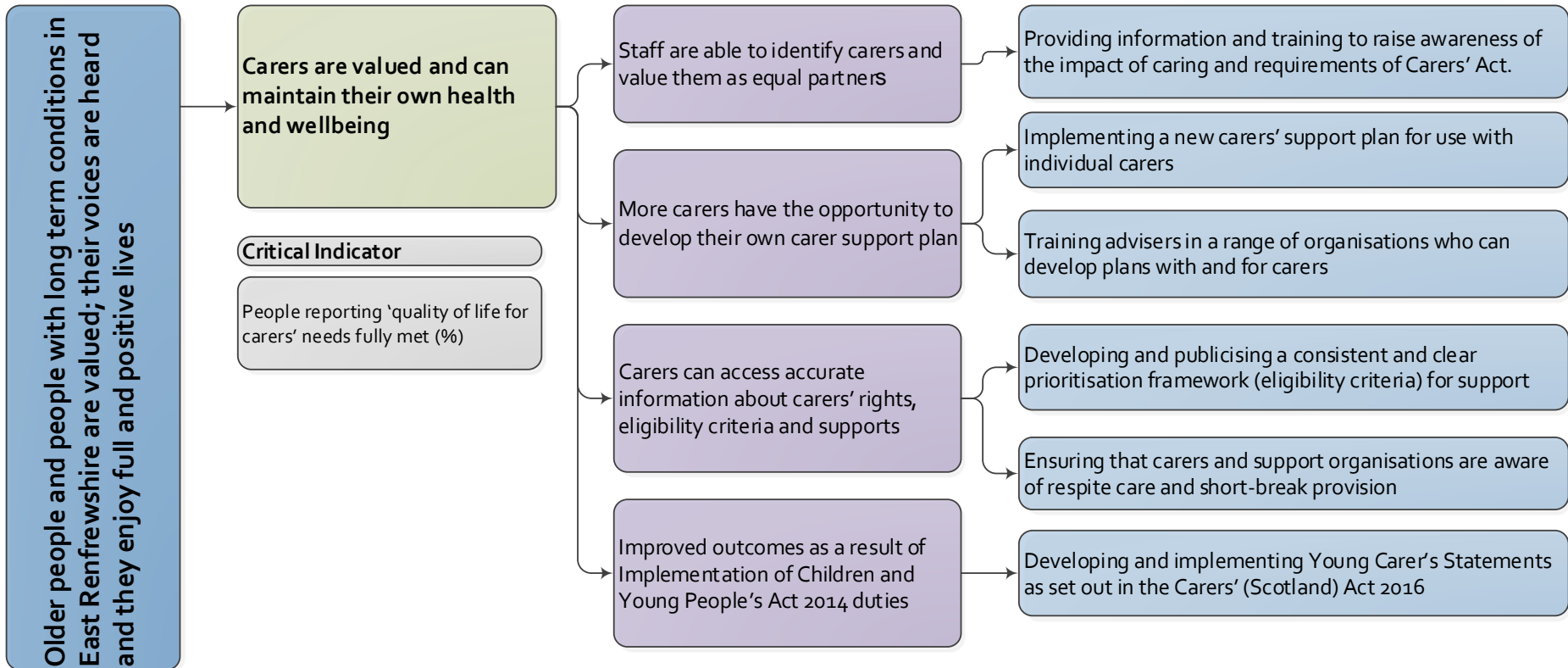
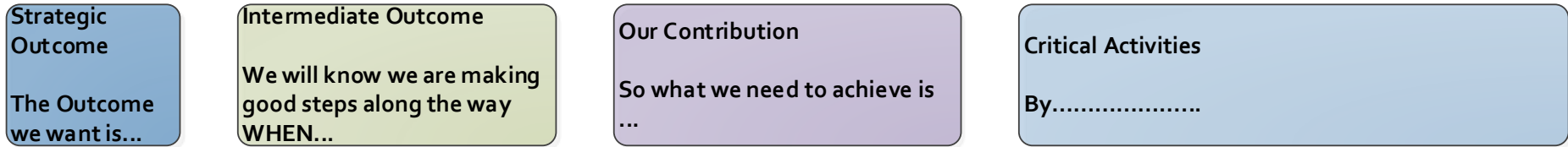
- Introducing a new method of calculating individual budgets for self-directed support
- Working with people to develop outcome focused support plans

Developing Bonnyton House as step-down facility to aid hospital discharges

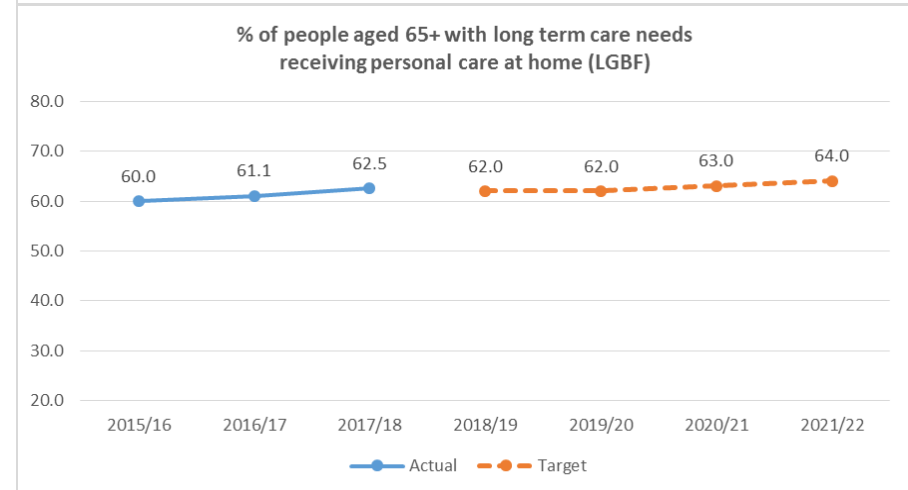
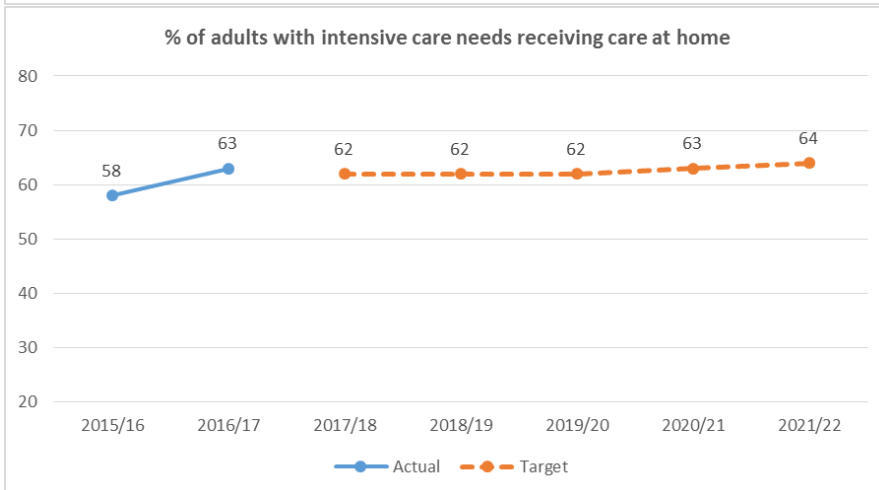
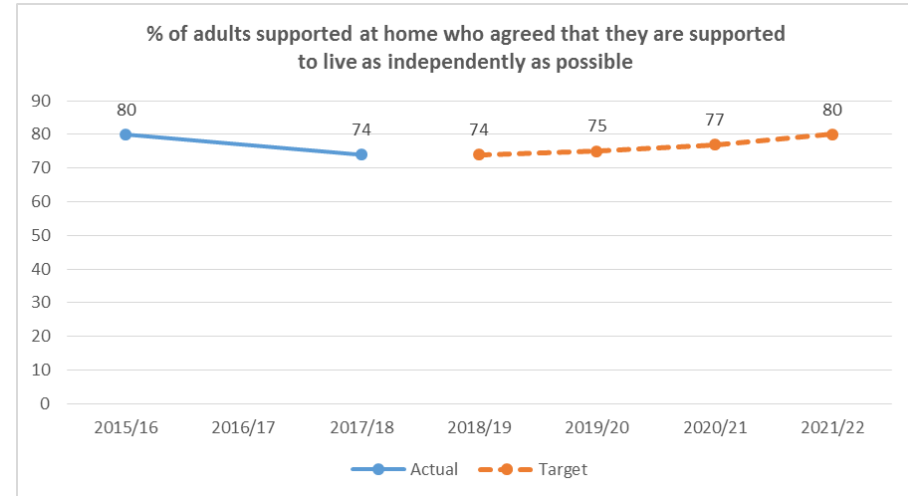
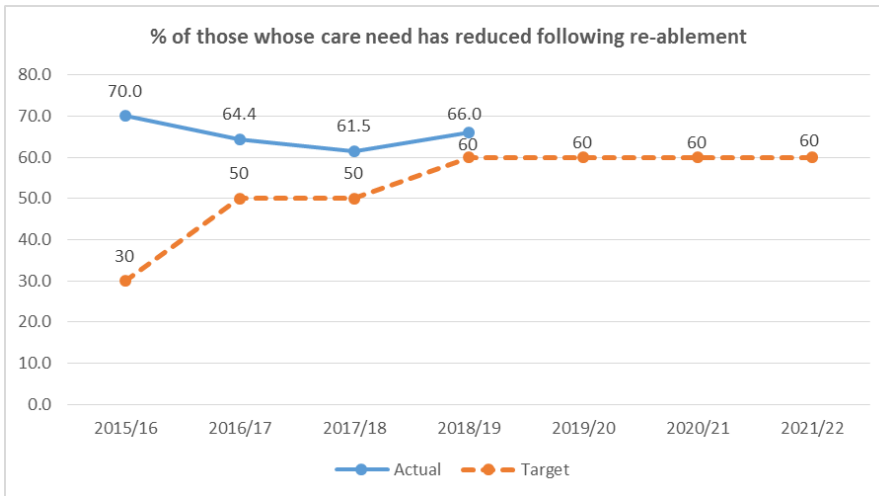
- Developing more responsive care at home and out of hours services
- Ensuring Technology Enabled Care is more strongly embedded in all support provision

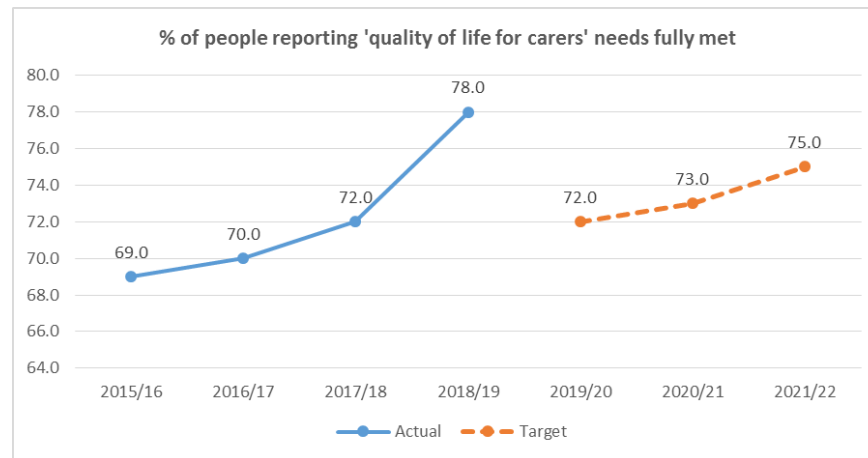
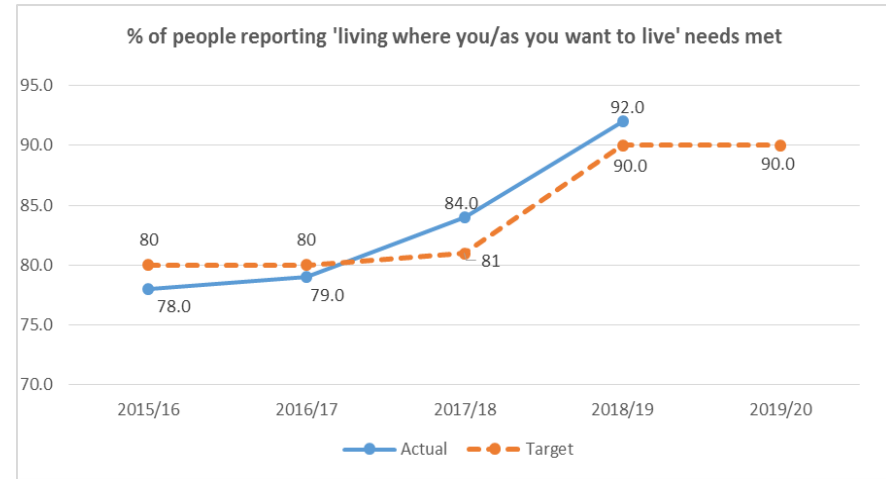
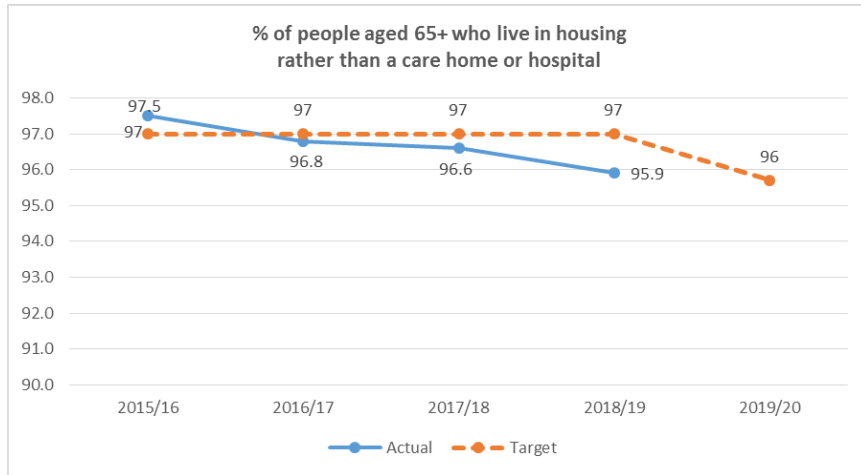


# 5.4 Carers are valued and can maintain their own health and wellbeing

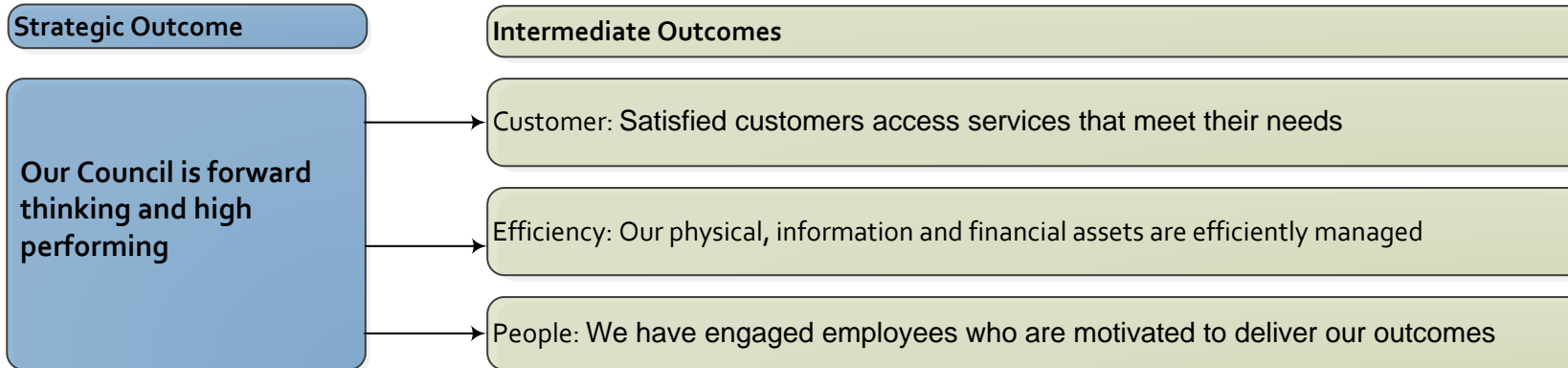


## Outcome 5 indicators





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





## CUSTOMER

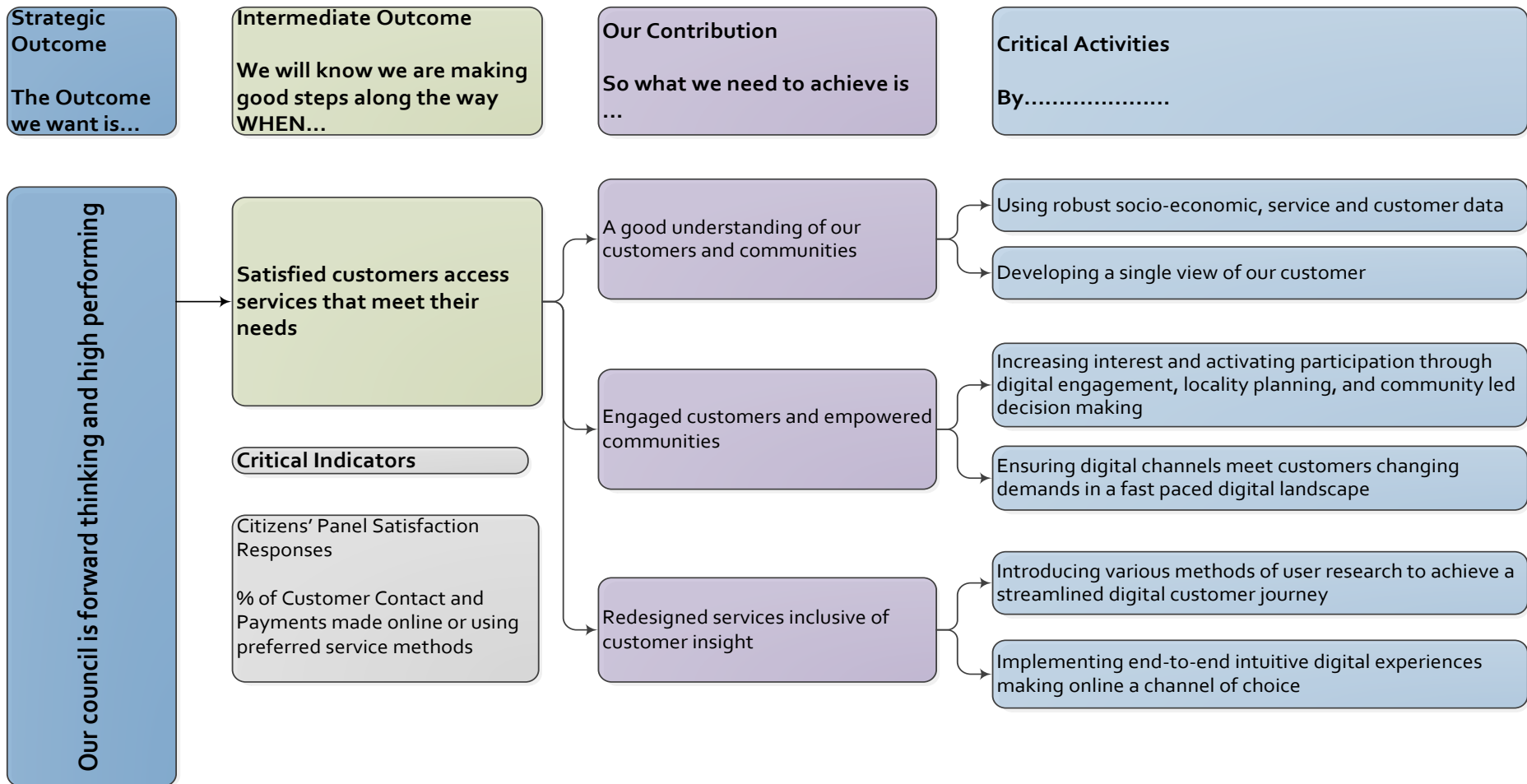
### Satisfied customers access services that meet their needs

As a Council we continue to be customer focused and to put the customer at the heart of everything we do. Our Customer First service deals with nearly half a million contacts a year. We are developing the digital agenda with a shift to services online, with a digital customer experience approach with the ambition of a seamless end-to-end journey for the customer. We are also moving into social customer service, building on our social media success through Facebook and Twitter.

We are committed to listening to the views of our residents and carry out an annual Citizens' Panel survey, which includes a range of questions about satisfaction with our services and current topical issues. The results of the survey are communicated to residents to ensure they are kept up to date with the changes that have been made in response to their views. In the latest survey 94% of respondents reported they were satisfied with East Renfrewshire as a place to live.

In addition to our Citizens' Panel survey there are a number of front facing services that carry out their own specific user surveys. We also ensure complaints are responded to efficiently and effectively, and that we use this feedback to improve our services in the future. Our focus is on improving the experience of our customers by simplifying our processes and making more services available online - we aim to be digital by default wherever we can.

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





## EFFICIENCY

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

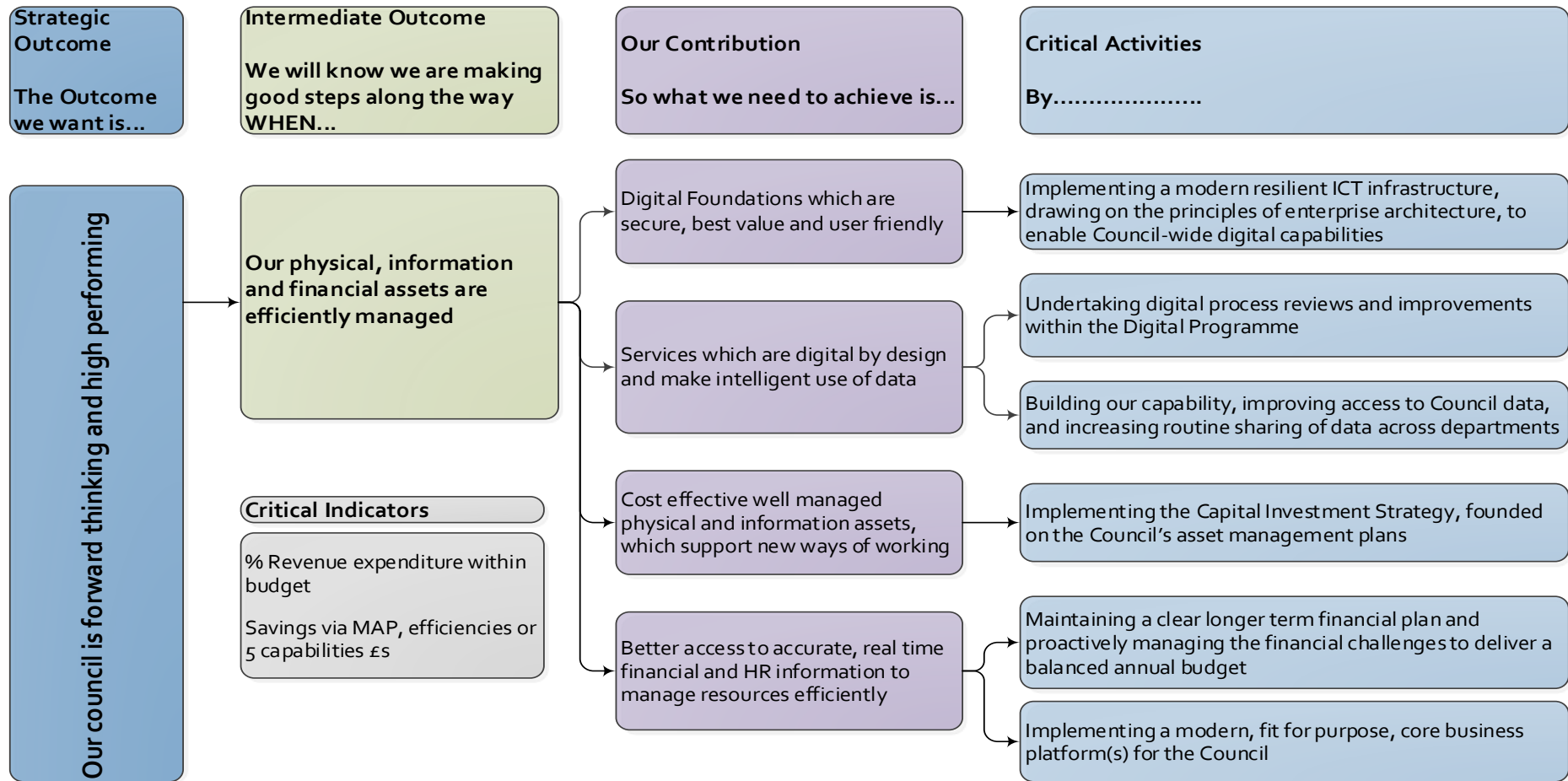
We continually developing the way we work and have in place a change programme - the Modern Ambitious Programme (MAP), to ensure our resources are managed effectively and our services are efficiently meeting the needs of our customers and local residents. This programme particularly concentrates on 3 of the 5 capabilities: modernising, digital, and data. Our continuous aim is to drive up efficiencies wherever possible, by modernising and streamlining processes. This has helped us meet ambitious savings targets and significantly lessened the impact on frontline services. In 2019/20 two thirds of the required savings will come from efficiencies through our modernisation and change programme. Each department and the HSCP, have a wide range of change projects that contribute to the delivery of the overall MAP programme. Whilst it is recognised that it will become progressively more difficult to identify efficiencies in future, it is our aim to identify at least £3m of savings per year through efficiencies or change projects.

Over 2019/20 we will drive forward a specific programme aimed at modernising and transforming the processes and systems used to manage Finance, Procurement, HR and Payroll – we call these the Core Corporate Systems as they are integral to so much of the Council’s business. This is a huge programme of work and has the potential to change many of the basic systems and processes we use to run our finances, services and manage our employees. A project has also begun to deliver a new council website that is underpinned by a fit for purpose solution to create a seamless online journey for our customers. We are currently in the procurement stage for the new solution and are working with services to identify how processes currently available online can be improved when implementing the new solution and identifying opportunities to digitise manual processes.

The remainder of our MAP change programme will concentrate on laying the foundations for further digitisation of processes and redesign of services. We will continue our drive to become a fully digital Council, with more digital transactional services which are easy for the customer to use and which will reduce administration costs considerably. We will develop more community engagement and self-directed support in the design of services to provide services which meet the needs of individuals and communities better and potentially at lower costs. The long-term direction to invest in prevention activity to reduce the cost of services in the longer term will continue and we will improve the sharing and management of data across the organisation.

**EFFICIENCY**

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







## PEOPLE

We have engaged employees who are motivated to deliver our outcomes

Our people are our greatest asset and we recognise the need to invest in our people, seek their feedback, and ensure they are able to work efficiently and effectively. We are focused on developing our workforce planning arrangements, in particular our plans to make the most of technology. This will further enable us to provide a more efficient service to local residents and more effectively meet our outcomes for the local area.

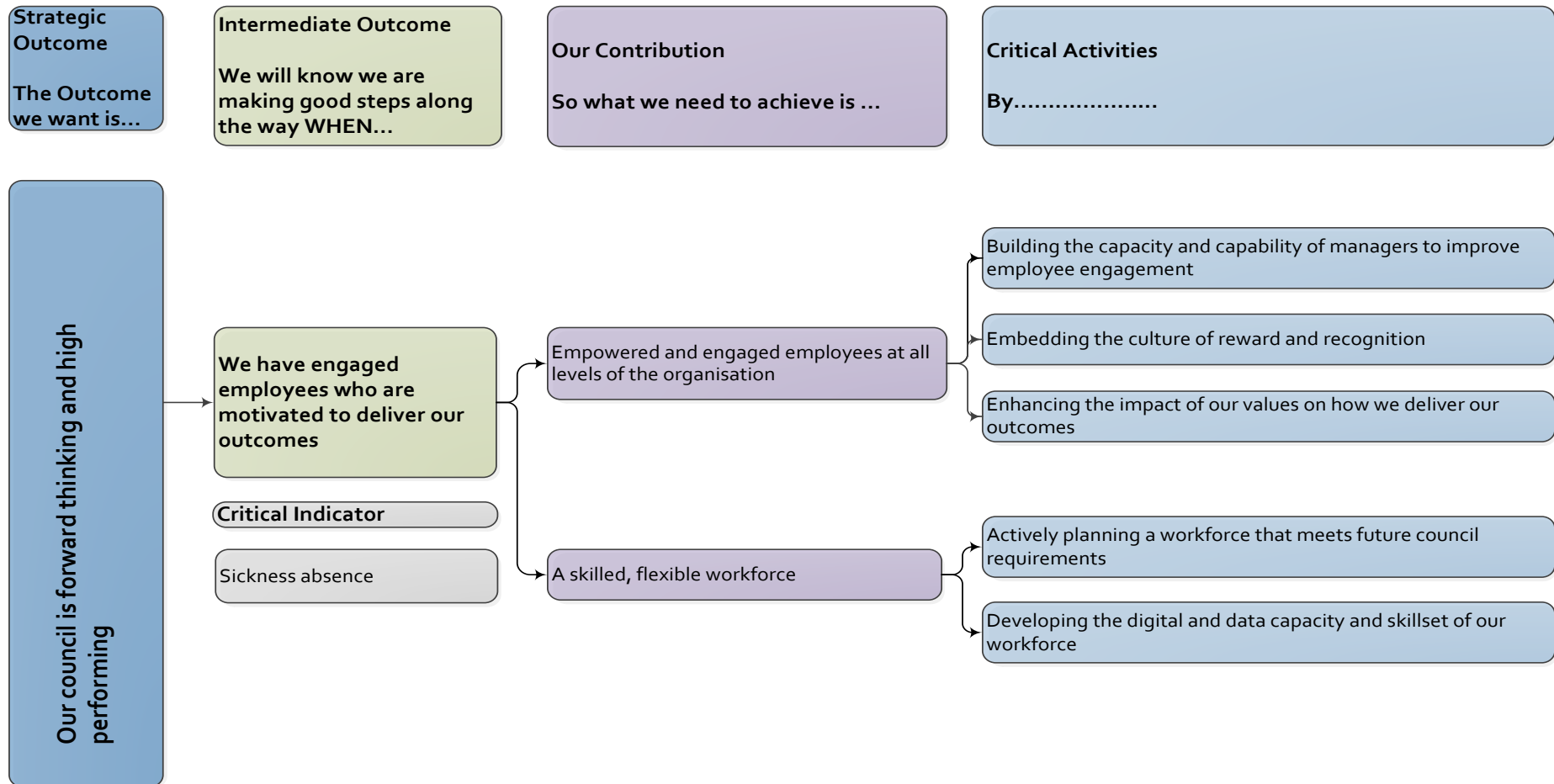
We are committed to supporting employees, and listening to and acting on their views. This is a vital part of our work to improve services, working practices and employee engagement. To ensure that employees are able to communicate their views on key issues affecting them we are introducing iMatter, an employee engagement tool which builds on the previous employee survey approach and will result in tangible improvement actions across the organisation. The results of the first survey were circulated to teams in May 2019.

We have a well embedded leadership programme aligned with our strategy which supports new, aspiring and existing managers to identify their needs as a leader and to work out a development plan to prepare them for any future career progression as well as benefitting the services provided by us. We offer a comprehensive programme of in-house training for staff to maximise their skills and capabilities to deliver effective, fair, efficient services. Our aspiration is to enhance the digital skills of all employees and we will have a particular focus in this area. Whilst our absence rates are improving, it will continue to be a focus. We have a maximising attendance policy which is aimed at maximising attendance at work for all employees in a fair, consistent and timely way, and training on this policy is run throughout the year. In addition departments continue to monitor absence on a regular basis.

We wish to recognise and celebrate our employee's achievements and success and continue to build on the successful launch of our employee reward and recognition scheme in 2018, We Are East Ren awards. This year award applications have increased by over one third. We remain committed to supporting staff development, career progression and modern working practices. Our values were recently reviewed and are ambition, kindness and trust.

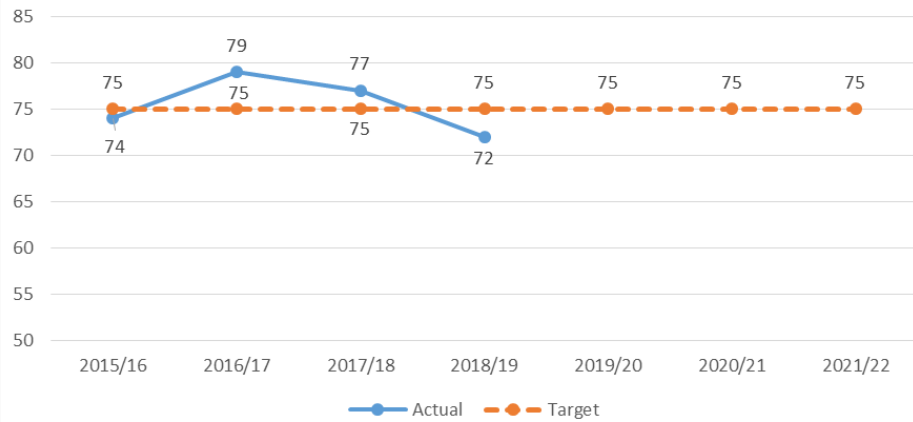
**PEOPLE**

**We have engaged employees who are motivated to deliver our outcomes**

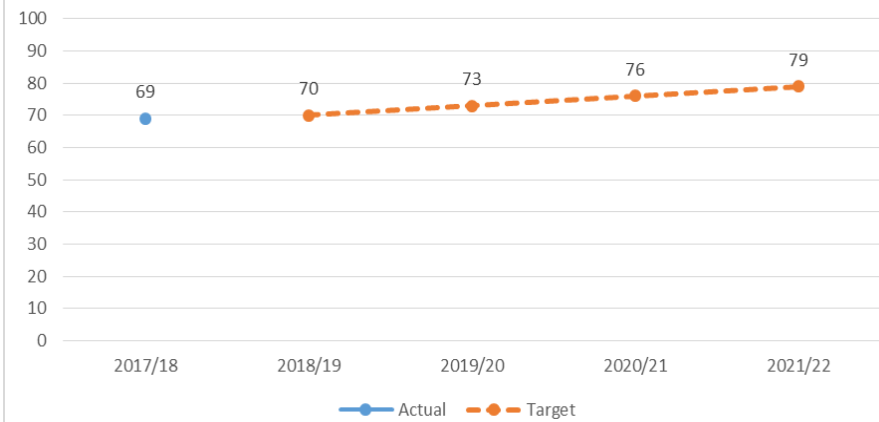


## Customer, Efficiency and People indicators

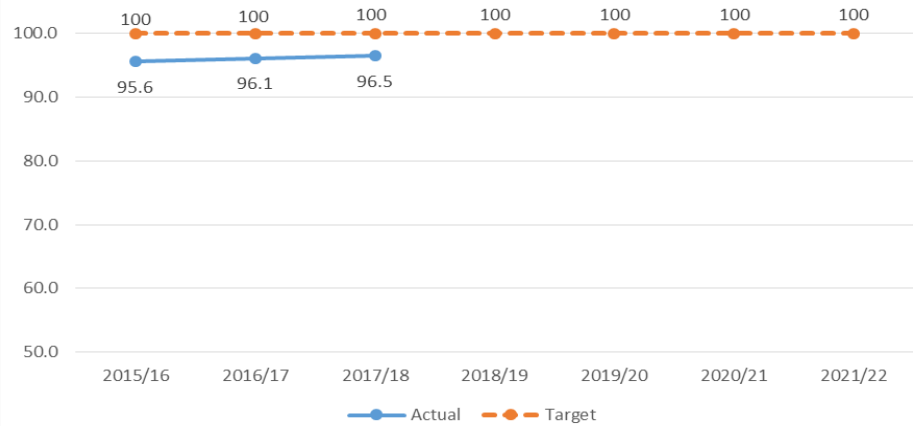
Citizens Panel - % of respondents who were satisfied or very satisfied with the services provided by the Council



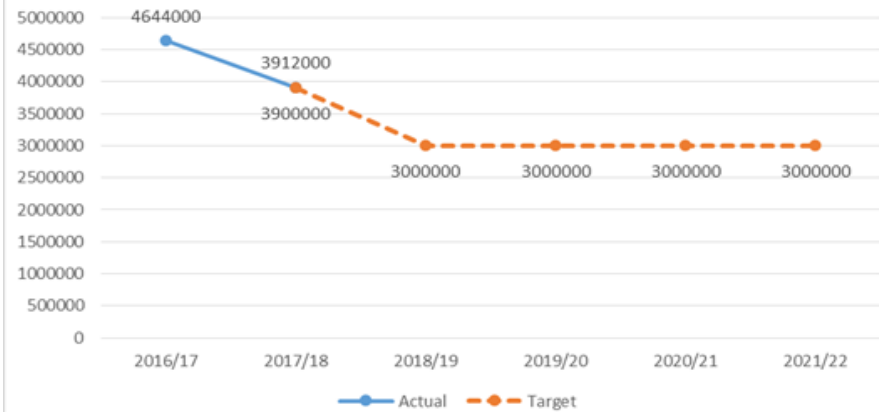
% of Customer Contact and Payments made online or using preferred service methods

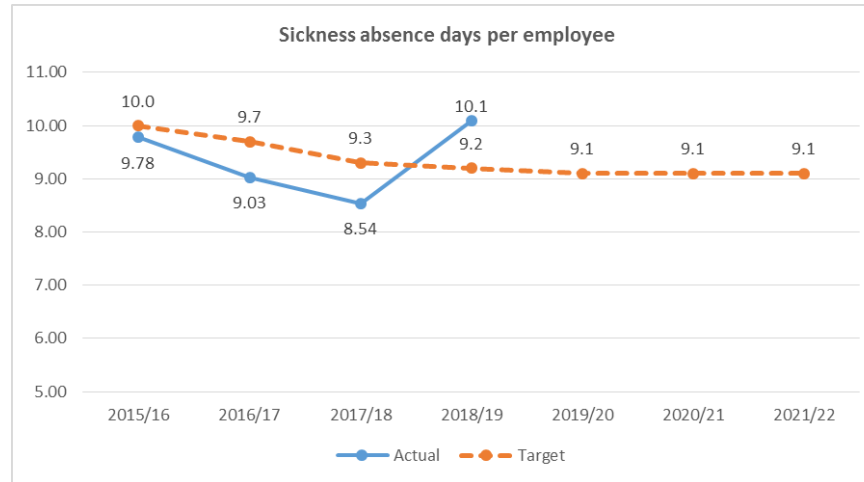


% of Council revenue expenditure kept within agreed annual budget level



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





## Our finances

Department	2018/19	2019/20	2020/21	2021/22
	APPROVED	APPROVED	INDICATIVE	INDICATIVE
	BUDGET	BUDGET	BUDGET	BUDGET
	£'000	£'000	£'000	£'000
Education	131,504	139,067	143,104	144,383
Contribution to Integration Joint Board	48,175	49,350	48,525	48,960
Environment	27,462	26,687	26,565	26,802
Corporate & Community - Community Resources	12,816	12,411	12,471	12,449
Chief Executive's Office	27	15	16	17
Joint Board	2,229	2,258	2,258	2,278
Miscellaneous Services	1,979	1,957	1,967	1,984
Capital Financing Costs	10,263	10,545	10,863	13,280
Additional Savings to be identified			(5,894)	(15,548)
<b>Total</b>	<b>234,455</b>	<b>242,290</b>	<b>239,875</b>	<b>234,605</b>
Chief Executive - Central Support	3,031	3,034	2,912	2,938
Corporate & Community- Central Support	9,245	9,468	9,563	9,648
Environment - Central Support	2,057	2,234	2,415	2,436
	<b>14,333</b>	<b>14,736</b>	<b>14,890</b>	<b>15,022</b>
<b>Capital - General Services</b>	<b>40,429</b>	<b>48,017</b>	<b>58,460</b>	<b>52,540</b>
<b>Capital - Housing Revenue Account</b>	<b>24,710</b>	<b>10,969</b>	<b>10,320</b>	<b>13,693</b>

Amounts in £'000's

### **Budgets**

Budgets are constrained by available funding, comprising Scottish Government grants and Council Tax income. The Council's grant has only been confirmed for 2019/20. Budgets are also listed for future years' figures reflecting spending pressures and service demands that could be faced and Exchequer commentary and economist forecasts on public sector funding levels, however they are purely indicative and are reflective of the mid-range scenario within the Council report on Financial Planning. Once more information on the likely level of future years funding is available these figures will be revised.

### **Joint Boards**

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

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

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

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

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

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

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

### **Miscellaneous Services**

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



## Data notes

### **Annexes**

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

### **Local Government Benchmarking Framework (LGBF) Indicators**

In 2010, the Society of Local Authority Chief Executives (SOLACE), and COSLA, began work with the Improvement Service (IS) to develop a set of national benchmarking indicators on behalf of Scottish councils. The project resulted in the establishment of the Local Government Benchmarking Framework (LGBF) indicator set which councils are required to use to compare and improve their performance. These indicators are a mix of former Statutory Performance Indicators (SPIs) information published by other bodies, cost and satisfaction indicators, and are used across the Council to improve service delivery. The full suite is reported to Cabinet in spring of each year.

### **Education Data – use of academic years**

Following the national approach school attainment, exclusion and school leaver data in the plan refers to the relevant academic year rather than the financial year.

### **Target setting**

Individual three year targets have been set for indicators where appropriate. In some areas where no targets have been set the boxes are denoted with a '-' e.g. there are some indicators where the target is set for the end of a two or three year period, or is a three year average e.g. number of exclusions per 1,000 pupils. Some existing indicators will not have targets set for them until the end of the school year e.g. education data.

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

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

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



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

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

**National Outcome**

**Strategic Outcome**

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

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

# Vision for the future

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

We are working across East Renfrewshire to achieve best Outcomes for



EARLY YEARS  
AND VULNERABLE  
YOUNG PEOPLE



LEARNING, LIFE  
AND WORK



ENVIRONMENT  
AND ECONOMY



SAFE, SUPPORTIVE  
COMMUNITIES



OLDER PEOPLE  
AND PEOPLE WITH  
LONG-TERM CONDITIONS

We will achieve this by excelling in our Five Capabilities



PREVENTION



EMPOWERING  
COMMUNITIES



DATA



MODERNISATION



DIGITAL

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



Ambition



Kindness



Trust



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EAST RENFREWSHIRE COUNCIL  
AUDIT AND SCRUTINY COMMITTEE

20 June 2019

Report by Chief Executive

Proposed Guide to Scrutiny and Review

## **PURPOSE OF REPORT**

1. To provide the Audit and Scrutiny Committee with enhanced guidance on scrutiny, review and evaluation arrangements, within the overall context of Best Value, in East Renfrewshire Council.

## **RECOMMENDATIONS**

2. It is recommended that the committee:-
- (a) considers the draft guidance on scrutiny and review, within the overall context of Best Value in East Renfrewshire Council;
  - (b) recommends to the Council that the draft *Guide to Scrutiny and Review* be approved, making it available to all Committees and Members of the Council for their use;
  - (c) considers the 2019/20 annual work plan to the extent it has been developed thus far; identifies other specific areas of work for review to be scoped further; and agrees the scope of a detailed review to be progressed over the forthcoming months; and
  - (d) notes that a further update of the work plan will be submitted to next meeting.

## **BACKGROUND**

3. The Audit of Best Value in East Renfrewshire Council took place in 2017, and overall, was very positive. The Audit contained a recommendation that Elected Members should take a more transparent and active role in scrutiny. Progress has been made subsequently on a range of scrutiny issues including:-

- the delivery of a new programme of essential scrutiny skills training for Elected Members
- the change in arrangements at meetings of the Cabinet involving officers, where appropriate, presenting reports instead of Members, which has led to an increase in the level of questions being asked by Members
- most recently, the appointment of a Scrutiny and Evaluation Officer, whose remit includes supporting the work of the Audit and Scrutiny Committee, for example in the undertaking of reviews on individual pieces of work identified by Members

4. To complement the above, a *Guide to Scrutiny and Review* has been prepared (see Appendix A). The advice provided in the *Guide* is intended primarily for Members of the Audit and Scrutiny Committee to help them identify specific issues they wish to review and progress related work and, once approved, the *Guide* will be available to all Elected Members, and Committees of the Council.

5. As well as the *Guide* being available to assist Elected Members in their decision-making around scrutiny, review and evaluation, the development of a work plan is proposed for the Audit and Scrutiny Committee, starting with one for 2019/20 (see Appendix 4 to *Guide*).

6. The *Guide* has been prepared in the overall context of Best Value in the Council. It includes advice on good practice; what could be within and outwith 'scope' for scrutiny reviews; questioning techniques; and selection and rejection criteria for reviews. It also provides links to related documents.

7. To help the committee determine what detailed scrutiny and evaluation work it wishes to include in its work plan for the current year, a list of examples of potential topics has been prepared (See Appendix 2 to *Guide*). The list includes policy areas discussed by the Cabinet, Council etc. over the past 5 years or so and reflects feedback from the Corporate Management Team. A further list has also been provided (See Appendix 3 to *Guide*), of topics which have been the subject of audit/scrutiny reviews by some selected local authorities in Scotland and England, the majority of which also have Cabinet systems.

8. These lists have been provided for the Audit and Scrutiny Committee to reflect on as areas for potential review which would form part of the committee's work plan for 2019/20. The committee has both an audit and a scrutiny role, and regularly considers reports on risk management, the Internal Audit Plan, related progress reports, External Audit issues, treasury management and the Annual Accounts and Audit Report to the Council. Taking account of the appointment of the Scrutiny and Evaluation Officer referred to previously, scope now exists to complement that work by scheduling more in-depth review work to be progressed by the committee.

## **FINANCE AND EFFICIENCY**

9. The post of Scrutiny and Evaluation Officer has been funded on a 1 year basis on a ring fenced basis as a result of a decision of Council in March 2018. There are no additional financial implications arising from this report, but efficiencies in terms of savings, improved working practices, or service delivery may be derived from the outcomes of reviews undertaken.

## **CONSULTATION**

10. Informal Meetings with Members of the Audit and Scrutiny Committee have taken place, such as on 31 May, to discuss the draft *Guide*, and help identify potential areas which the committee might wish to review. The Corporate Management Team have also had an initial conversation on the way forward.

## CONCLUSION

11. This report has been prepared as part of the ongoing commitment to develop scrutiny, review and evaluation arrangements within the context of Best Value in the Council.

## RECOMMENDATIONS

12. It is recommended that the committee:-

- (a) considers the draft guidance on scrutiny and review, within the overall context of Best Value in East Renfrewshire Council;
- (b) recommends to the Council that the draft *Guide to Scrutiny and Review* be approved, making it available to all Committees and Members of the Council for their use;
- (c) considers the 2019/20 annual work plan to the extent it has been developed thus far; identifies other specific areas of work for review to be scoped further; and agrees the scope of a detailed review to be progressed over the forthcoming months; and
- (d) notes that a further update of the work plan will be submitted to next meeting.

Chief Executive  
6 June 2019

Report author: Scrutiny and Evaluation Officer in liaison with the Clerk to the Committee (0141 577 8788)  
E-mail address: [charles.leleux@eastrenfrewshire.gov.uk](mailto:charles.leleux@eastrenfrewshire.gov.uk)

### Background Papers

A range of guidance on scrutiny and evaluation

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# EAST RENFREWSHIRE COUNCIL

## Guide to Scrutiny & Review

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## INTRODUCTION

The advice provided in this *Guide to Scrutiny and Review* is primarily for members of the Audit and Scrutiny Committee to help them undertake robust scrutiny, but will also be useful to all Elected Members whose role as a Council, Cabinet or Committee member involves scrutiny.

Good scrutiny plays an important part in demonstrating good governance and ensuring public confidence in Scotland's councils. As highlighted by the Improvement Service (IS), "*the overall objective of scrutiny is improvement*" and it is "*less about the activities that services undertake than it is about the outcomes they deliver.*" The IS highlights the importance of this function in the face of reducing resources, considering it an investment in improvement.

Scrutiny can be undertaken as part of the ongoing operations of the Council, through meetings of the Council, Cabinet, and the Committees and Boards which have a scrutiny function e.g. scrutiny of performance, scrutiny of proposed policies, and scrutiny of the effectiveness of policies. The convention which has been followed within East Renfrewshire Council is for reports on investigations by the Audit and Scrutiny Committee to be recommended for consideration and approval to the Cabinet. This helps to ensure that there is separation of roles between the two bodies and minimises the risk of any overlap in terms of scrutiny. An area of scrutiny could also include an integrated team, and as a result, may involve wider scrutiny and engagement with another body such as the Health Board.

The Council's Scheme of Administration specifies issues for which each of the Council's main bodies, including the Council itself, are responsible. The Audit and Scrutiny Committee has an audit and scrutiny role and its full remit (see Appendix 1) covers both financial and non-financial performance. In relation to financial controls, these are covered by the role of the Chief Auditor. The committee's remit includes for example: promoting internal controls; reviewing the control environment; developing an anti-fraud culture; promoting good financial practice; agreeing the internal audit strategy; reviewing internal and external audit reports; and considering some decisions made by the Cabinet that are called in for scrutiny. Its remit also includes other aspects of scrutiny i.e. "*to review the performance of the Council in terms of:-*

- *service delivery*
- *the processes by which policy decisions have been taken*
- *the substance of a particular policy and how it fits in with the overall objectives of the Council*
- *the effectiveness of a policy in terms of implementation"*

When conducting reviews, the Audit and Scrutiny Committee may refer to concerns which they have about performance in the reports that they prepare and submit to Cabinet. Scrutiny can also be undertaken externally. For Scottish councils, the work of external scrutiny bodies is coordinated and results in an annual Local Scrutiny Plan. The plan is based on a Shared Risk Assessment undertaken by the Local Area Network (LAN) of external scrutiny bodies, such as Audit Scotland, the Care Inspectorate, Education Scotland and the Scottish Housing Regulator. The LAN brings together such bodies with the aim of improving the coordination of strategic scrutiny activity amongst them.

This new *Guide to Scrutiny and Review* has been prepared in the overall context of Best Value in the Council. It complements the wide range of guidance already available to all Members on scrutiny, including documents published by the IS. These documents are accessible on the Councillors' intranet pages but are also available through the following link ([Improvement Service Guide on Scrutiny](#)).

The *Guide* includes advice on good practice on scrutiny; what could be within and outwith 'scope' for scrutiny reviews; questioning techniques, and considers selection and rejection

criteria for reviews. It also comments on critical success factors as well as providing links to other documents that already exist, such as on performance. Finally, it refers to the preparation of an annual work plan for the Audit and Scrutiny Committee.

## 1. WHY IS SCRUTINY IMPORTANT

Under the Local Government (Scotland Act) 2003, Councils have a statutory duty to make arrangements to secure Best Value, which requires them to:-

- Work with their partners to identify a clear set of priorities that respond to the needs of their local communities
- Make arrangements to deliver those priorities
- Demonstrate they are meeting their community's needs
- Operate in a way that drives continuous improvement in its activities

To be successful, the approach adopted to scrutiny should take all such issues into account, and help embed the principles of Best Value and related good practice criteria set out by Audit Scotland, including, for example, Best Value 'Toolkits'.

Four principles have been developed by the Centre for Public Scrutiny which it argues should underpin Councils' approaches to scrutiny. It should:-

- Provide a 'critical friend' challenge to executive policy-makers and decision makers
- Reflect the voice and concerns of the public
- Be carried out by 'independent minded governors' who lead and own the scrutiny role
- Drive improvement in public services

Critical success factors of effective scrutiny in the Council, such as those to be used by the Audit and Scrutiny Committee, include that:-

- Reviews should be undertaken within the overall context of Best Value
- Reviews should demonstrate clear links to the strategic priority areas of the Community Plan and the Council's strategy Vision for the Future
- Reviews should be undertaken in a spirit of mutual respect

Objectives for scrutiny would include:-

- Management of risk
- Improved working practices
- Improved service delivery
- Securing financial savings and other efficiencies
- Identifying opportunities for further exploration

## 2. WHAT SHOULD BE SCRUTINISED

This guidance, which is meant to be advisory and not prescriptive, has been produced to help Elected Members initially identify topics, and progress related work, which could be the subject of scrutiny and review evaluations.

The selection of topics for review by the committee is an ongoing matter. Examples of the types of initial questions Elected Members may wish to ask themselves, when considering what might be useful to look at in more depth, are as follows:-

*How would scrutiny benefit East Renfrewshire residents?*

*How would scrutiny add value (e.g. improve service delivery)?*

*Do performance indicators suggest an area should be reviewed?*

*Would scrutiny help deliver savings or efficiencies?*

*Has a risk or issue been highlighted in an audit report?*

*Would work the Council does in partnership with other organisations merit review?*



### Potential Selection/Rejection Criteria

To avoid poor topic selection, an objective and structured approach to determining which potential topics should be subject to detailed scrutiny and review can help. Potential selection and rejection criteria are provided in the following table. The selection criteria is not a check-list requiring all of the selection criteria having to be met for a single investigation:-


<b>Selection Criteria</b>	<b>Rejection Criteria</b>
Policy to be reviewed has been implemented for at least one year	Policy to be reviewed has been implemented within the last year
A policy gap has been identified	Policy is in place or is planned for a service
To help focus on all areas of service, preferably the area concerned has not been the subject of a scrutiny review in the past year	The area of service concerned has been the subject of a scrutiny review in the past year, or scrutiny has been carried out by another committee
Area of review would add value to one or more of the 5 strategic outcomes of the Community Plan	Review would not meet the Community Plan outcomes
The review will benefit residents of East Renfrewshire, customers & service users	The review will impact upon too few residents, customers & service users
Performance data suggests the need for a review	Performance data suggests that the service is being delivered well
Scrutiny could add value to how the Council conducts its operations	The subject has too narrow a focus and would have limited impact
Scrutiny could deliver savings/efficiencies	Anticipated savings/efficiencies are not of a sufficient level to justify selection
There is scope for a revised service delivery model	The topic is already under review
The review is in response to concerns of residents or stakeholders (e.g. through public consultations, representative groups and forums, Council surgeries and the complaints process)	The issue has already been responded to in the recent past
It would be a valid topic for detailed review by Elected Members	It would be more appropriate for scrutiny of the issue to be done by another body aligned to the Council
The issue is in response to an identified risk (e.g. from the Strategic Risk Register, or the Local Scrutiny Plan)	The risk is already being addressed, or is programmed for attention
The selection of the area of review has been made on a non-partisan basis	The area of review selected may be regarded as overtly political

## **Potential Topics**

To help the committee determine what detailed scrutiny and evaluation work it wishes to include in its annual work plan, a list of examples of potential topics has been prepared (See Appendix 2). The list includes policy areas discussed previously by the Cabinet, Council etc. over the past 5 years or so. A further list has also been provided (See Appendix 3) of topics which have been the subject of audit/scrutiny reviews by some selected local authorities in Scotland and England, the majority of which also have Cabinet systems.

## **Performance Information**

When topics for detailed scrutiny and evaluation reviews are being selected and carried out, a review of performance information can be valuable. In general terms though, performance information is provided as one of a number of ways to assess how well, or how efficiently, a service is being delivered. Comparing performance or financial information about a service from one period or year to another can then be used as a basis for asking further questions.

The Annual Public Performance Report provides a summary of Council and Community Planning Partnership (CPP) Performance, and is closely linked to the *Council's Strategy – Vision for the Future*, which sets out the vision to be “a modern, ambitious council creating a fairer future with all”. Key activities covered include Early years; Learning health and wellbeing; Employment and training; Economy and environment; Living in East Renfrewshire; Safe supportive communities; Older years; Customer efficiency; People; and Looking ahead to the future. The performance reports can be viewed by year, and by service area, through the following link:  [Annual Public Performance Report 2017-18](#)

The Cabinet also receives strategic mid-year and end of year performance reports, which provide a summary of CPP and Council performance as set out in the Outcome Delivery Plan 2019-22 (ODP), highlighting performance that is both good and off-target. Access to a wide range of performance data available is accessible through the following link: [www.eastrenfrewshire.gov.uk/performance](http://www.eastrenfrewshire.gov.uk/performance)

The performance of the Council can be compared to that of other similar councils (our family group) using the Local Government Benchmarking Framework. Further information on the Local Government Benchmarking Framework can be found on the Improvement Service website: [www.improvementservice.org.uk/benchmarking/](http://www.improvementservice.org.uk/benchmarking/)

The Citizens Panel is another way in which the Council listens to the views of local residents to help make decisions on how best to improve services and to inform policies. Self-awareness of the Council's performance is an important part of scrutiny and evaluation.

## **Developing the Committee's Work Plan**

To help the Audit and Scrutiny Committee schedule and prioritise its scrutiny and evaluation review work over the course of each year, it is proposed that an annual work plan should be developed and agreed. This will help to provide transparency, openness and evidence of the Council's ongoing commitment to demonstrating Best Value, and continuous improvement, in the interests of local residents, customers and service users in accordance with the strategic priorities and outcomes of the Community Plan; Vision for the Future (Corporate Plan); and ODP 2019-22.

A draft work plan for 2019-2020 is attached as Appendix 4, and includes recurring cyclical reports on, for example, Treasury Management, Internal Audit, Workforce Management, Housing Benefits, and Risk, and anticipated National External Audit reports on a range of different subjects.

The work plan would effectively be a 'live' document, as items could be moved, or added as appropriate. It is intended that the work plan will be extended to include specific areas

identified by the Audit and Scrutiny Committee for a scrutiny and evaluation investigation. The format of the committee's work plan, and related updates on progress, should follow the same model adopted for the Cabinet work plan, a template for which is provided below:-

**Audit and Scrutiny Committee**  
**Scrutiny and Evaluation Work Plan**

<b>Planned Report Date (Month)</b>	<b>Report Subject</b>	<b>Report by</b>	<b>Date Considered by Audit &amp; Scrutiny Committee</b>

**4. HOW DO WE CARRY OUT SCRUTINY**

**General Comments**

A scrutiny and review evaluation might assess a Council policy or service activity to determine how well the policy is being implemented, the effectiveness of the service being delivered, or if value for money is being achieved. Alternatively, the evaluation could focus on the delivery of a specific project.

Arguably the more information sources that are used and reviewed the better equipped Members will be to form a more rounded picture of the issue under scrutiny. Irrespective of the extent to which that is pursued, a well-planned and structured approach is essential.

### **Timescale of Reviews**

An individual review is likely to involve a number of stages. After the topic is selected and the scope of the work is determined, evidence requirements will need to be identified and related discussions will be required to allow conclusions to be drawn, and a related report and recommendations to be prepared on the committee's behalf such as for the Cabinet.

Ideally, reviews should be conducted over a set timescale, which would usually be 2 to 3 formal meetings of the committee to allow detailed discussions to take place and information to be requested and provided. However to ensure this timescale is met, a lot of the detailed work is likely to take place between formal meetings. A flowchart diagram is provided as Appendix 5 to the Guide, showing the different stages of a scrutiny and review investigation.

### **Gathering Information**

In terms of the detailed work progressed and the gathering of evidence, techniques for gathering information that could form part of the scrutiny and review evaluation could include:-

- Discussion with partner organisations, other stakeholders and customers
- Visits to facilities to gain 'first hand' experience of the policy or service under review
- Interviews with officers and others and taking of evidence from them
- Gathering information from other sources external to the authority, such as from other local authorities directly, or through the Local Government Benchmarking Framework, the Improvement Service, or the Convention of Scottish Local Authorities (COSLA) for example

### **Detailed Framework for Review**

Initially a topic may be quite loosely defined and to enable it to be prioritised appropriately, it may need to be defined more tightly. However, if it is selected for detailed review, further clarification is likely to be needed on a range of issues, not least of all what is within and outwith scope. Appendix 6 to this Guide suggests a framework that could be followed for agreeing the precise scope and terms of reference for a scrutiny and evaluation review, and how it could be carried out, which Elected Members may like to consider following.

It includes:-

- Considering the background to a review

- Setting objectives
- Defining the scope of work
- Outlining the precise approach to be adopted
- Considering evidence requirements
- Determining with whom discussions should take place
- Confirming the timescale for the whole review and related aspects of work

### **Conduct at Scrutiny Meetings**

Following on from comments at the start of this guide on the principles of effective scrutiny, it is considered essential that all parties involved in reviews approach them from a standpoint of mutual respect and on a non-partisan basis from the outset. This has been highlighted by the committee itself on more than one occasion since its establishment since 1999. Key points which the Audit and Scrutiny Committee itself has highlighted as important before, are summarised below:-

- Conduct at meetings, including when detailed investigations are being progressed, is governed by the Council's Standing Orders
- Members and officers attending meetings are always expected to ensure that they are adhering to their Code of Conduct
- Everyone attending a meeting is expected to respect the Chair's direction and to act in a proper and reasonable manner
- It is considered important that the committee establishes as informal an atmosphere as possible, pursuing questioning which is fair and impersonal
- Before attending any meetings, whether formal or informal, those invited to attend will be advised of the subject, purpose and direction of any enquiry in progress and how they may be expected to assist
- The committee has no powers to censure or discipline; the committee's primary interest is not to apportion blame but, through its endeavours, to seek improvement in the Council's quest for Best Value, minimisation of risk and demonstration of continuous improvement
- The committee will be happy for those attending meetings to ask appropriate questions if they feel that any matter needs to be expanded on or explained further
- Where appropriate, any individual invited to attend a meeting (such as when a detailed investigation is being progressed) may be accompanied by an adviser or supporter to assist them with their responses to questions
- Those attending meetings may bring with them any reference materials, overheads or printed information they consider necessary to present, subject to discussion with the Clerk beforehand

The Chair has a key role in ensuring that the above principles are adhered to; that the committee undertakes its role as fairly as possible; that evidence and everyone's contributions are heard, considered and respected; that all meetings operate in a courteous and constructive manner; and ensuring that the committee operates on a non-partisan basis.

### **Getting Value from Questions**

It is almost inevitable that at least some of those who engage with the Audit and Scrutiny Committee during a detailed review, or more generally, may be doing so for the first time. Some could find that prospect daunting, even if that is not intended to be the case.

The IS guidance emphasises the importance, not only of putting people at ease who are engaging with such committees and ensuring their views are fully understood, but also of approaching questioning in a way that is sensitive and enables information to be drawn out as intended.

As well as emphasising the importance of balancing good rapport with the need to discuss issues and receive required answers, the IS guide on scrutiny also suggests that it is prudent, before any questions are asked, to do some research to help ensure questions are targeted effectively and then gauge if answers provided are sufficiently informative.

It also highlights that, if there is a wish to secure useful information, it is counterproductive for questions to be confrontational.

Whatever approach is adopted, it would be good practice to ensure that all those who interface with the committee are made aware of the scope of the review, why it is considered important to speak to them, and to ensure that they are given sufficient notice of the date and time of any meeting they are invited to attend.

Examples and guidance are provided below.

- Some forms of questions (e.g. open questions) can be more useful to use than others which are better avoided
- Repeating key words can encourage fuller replies
- Allow respondents time to consider their reply
- Use plain language rather than jargon whenever possible
- Considering what questions are to be asked before meetings, what order they should be asked in, and who should ask them, is useful
- Letting people know in advance the main questions to be posed (it is acknowledged that this may not necessarily be a restrictive list) and the outline of the issues the review is intended to cover, helps ensure they can both prepare for and answer them

## **Useful Types of Questions**

### **Open and Probing Questions**

Such questions:-

- Start with what, how, why, when etc.,
- Encourage people to provide more detail
- Are useful for seeking detailed feedback
- Can be useful to seek verifiable data

#### **Examples**

*What impact has the new legislation had?*

*How are you intending to .....?*

*Can you explain what happens when.....?*

*You said that your service had not done (A) in the past, could you tell me more about that?*

### **Behavioural Questions**

Such questions:-

- Can be useful when seeking evidence on how a task might be done in future using examples of what has been done in the past
- Can be useful to seek verifiable data

#### Examples

*What have you done in the past that worked well?*

*How do you know that worked well before?*

### **Hypothetical Questions**

Such questions:-

- Are useful for testing ideas
- Can be useful for seeking evidence

#### Examples

*If it was possible to (A), how would that impact on the way the service is delivered?*

*If you had another type of vehicle, could you.....?*

### **Less Useful Types of Questions**

#### **Closed Questions**

Such questions:-

- May be useful when a short, factual answer is required
- Are not good to use when more detail is being sought

#### Examples

*When did the service end?*

*How long has the policy been in place?*

*When was the (A) policy last reviewed?*

#### **Leading Questions**

Such questions:-

- Suggest that a question is expected to be answered a particular way
- Are unlikely to yield genuine answers
- Make it harder for a respondent to answer candidly and honestly

#### Examples

*It is already known that (A) is the most successful approach, what do you think?*

*It is obvious that there is only one option going forward, do you agree?*

*I support Option A, as it seem the only sensible thing to do, what are your thoughts?*

### **Double Headed Questions**

Such questions:-

- Ask more than one question at a time
- Can be confusing
- May result in only one part of a question being answered, when all parts of it are valid

#### Examples

*If your service was given responsibility for (A), how many staff would be required and what would it cost?*

*Could (A) be done through Customer First, what impact would that have, would there be any problems with that and are there any reasons why that cannot be done?*

### **Multiple Choice Questions**

Such questions:-

- Suggest a number of answers are possible
- Do not really ask for any real explanation

#### Examples

*Do you think A, B or C is the best approach in future?*

## **7. CONCLUSION**

This guide is intended to be a helpful aid to Elected Members, particularly members of the Audit and Scrutiny Committee who are involved in reviewing aspects of policy or service. As a matter of good practice, it also comments that it would be useful for the committee to consider and agree an annual work plan. The guide can be updated as required, including in



the light of practical experience of review work, such as that progressed by the Audit and Scrutiny Committee, and any other relevant developments, including the publication of any new advice on scrutiny.

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**Audit and Scrutiny Committee Terms of Reference**

- (a) to promote internal controls, financial and otherwise, in order to provide reasonable assurance of effective and efficient operations and compliance with laws and regulations;
- (b) to review the control environment and make an annual statement to the Council on its evaluation of internal controls;
- (c) to develop an anti-fraud culture within the Council to ensure the highest standards of probity and public accountability;
- (d) to promote good financial practice within the Council;
- (e) to agree the internal audit strategy and plan;
- (f) to receive internal audit progress reports;
- (g) to oversee and review action taken on internal audit recommendations and assist in responding to any criticisms made;
- (h) to review the internal audit annual report;
- (i) to be consulted on the external audit strategy and plan;
- (j) to review all external audit material, in particular the annual report and management letters relative to the audit opinion of the Council's financial statements;
- (k) to oversee and review action on external audit recommendations;
- (l) to review financial procedures including the effective operation of financial regulations;
- (m) to review the Council's financial performance as contained in the Annual Accounts;
- (n) to examine the activities and accounts of the Council in order to ensure that (a) the expenditure approved by the Council has been incurred for the purposes intended, (b) services are being provided efficiently and effectively and (c) value for money is being obtained;
- (o) to consider those decisions of the Cabinet "called in" in terms of agreed procedure;
- (p) to make recommendations to the Cabinet on the introduction and development of appropriate risk management arrangements across the Council;
- (q) to review the performance of the Council in terms of:-
  - service delivery
  - the processes by which policy decisions have been taken
  - the substance of a particular policy and how it fits in with the overall objectives of the Council
  - the effectiveness of a policy in terms of implementation
- (r) to undertake whatever research and consultation is required in support of the analysis being undertaken on any particular issue.

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**Examples of Policies/Strategies Discussed in Past 5 Years by Cabinet/Council etc.**

<p><b><i>Policy/Strategy Areas (General)</i></b>  Anti-fraud and Bribery Strategy  Community Choices Budgeting  Community Empowerment (Scotland) Act 2015  Community Plan (including Fairer East Ren)  Community Transport  Corporate Debt and Rent Arrears Policies  Framework for Participation Requests  Funding for Community &amp; Voluntary Groups  Procurement Strategy and Improvement Plan  Unacceptable Actions by Customers Policy  Vision for the Future</p>
<p><b><i>Operational</i></b>  Anti-Money Laundering Plan  Benchmarking  Charging for Services  Data Protection Policy  Mobile Device Policy</p>
<p><b><i>Partnerships</i></b>  City Deal Review  East Renfrewshire Renewable Energy Fund  SPT/Bus Deregulation</p>
<p><b><i>Asset Management</i></b>  Corporate Asset Management &amp; Planning  Environment Asset Management  Fleet Asset Management Plan  Housing Asset Management  ICT Asset Management Plan  Open Space Asset Management Plan  Property Asset Management</p>
<p><b><i>Workforce Management</i></b>  Equality Mainstreaming, Human Rights &amp; Fulfilling Equality Duties  Modern Apprenticeships (Council Employees)  Workforce Planning</p>
<p><b><i>Environmental/Energy Efficiency</i></b>  Employability Strategy &amp; Action Plan  Environment Sustainability Strategy &amp; Action Plan  Local Transport Strategy &amp; Active Travel Plan for East Renfrewshire  Energy Efficiency Measures – Capital Investment  Kerbside Recycling Service  Roads Revenue Works Programme  Winter Maintenance Arrangements</p>

**Education**

Advancing Excellence & Equity in Education in East Renfrewshire  
Anti-bullying Policy  
Community Learning and Development  
Devolved School Management Carry Forward Arrangements  
Developing Young Workforce in East Renfrewshire  
Early Learning and Childcare Strategy  
Language Learning Policy in East Renfrewshire based on A 1+2 Approach  
Literacy Strategy  
Vocational Education in East Renfrewshire Schools  
Young Persons Services

**Housing**

Discretionary Housing Payments  
Homeless Households (e.g. Leasing Temporary Accommodation in Private Sector,  
Elimination of Use of Bed & Breakfast Accommodation & Rough Sleeping)  
Housing Allocation Policy & Implementation of Choice Based Letting  
Housing - Delivering Improvement to East Renfrewshire  
Housing - Local Strategy & Investment  
Housing Services - Customer Engagement Strategy  
Rent Arrears and Write-off Policy  
Sheltered Housing Issues

**Health and Social Care**

Chief Social Work Officer's Annual Report on social work issues are now delegated to the East Renfrewshire Health and Social Care Partnership Integration Joint Board

**Sample List of Audit and Scrutiny Review Areas Conducted by Other Local Authorities in Scotland and England**

<p><b><i>Policy/Strategy Areas (General)</i></b>  Brexit  Digital Strategy  Effectiveness of Fair Trade  Income Generation and Commercialisation</p>
<p><b><i>Operational</i></b>  Benchmarking  Corporate Fraud  Customer Experience  Disaster Recovery  Information Governance</p>
<p><b><i>Partnerships</i></b>  Bus Deregulation and its Impact on Transport Services  Scrutiny of External Organisations  Shared Digital Services</p>
<p><b><i>Asset Management</i></b>  Accommodation Strategy  Data Security registers</p>
<p><b><i>Environmental/Energy Efficiency</i></b>  Conversion of Grassed Areas to Parking  Flood Risks  Fly-tipping in the Countryside  Japanese Knotweed  Newly Introduced Speed Limits  Waste Strategy</p>
<p><b><i>Education</i></b>  Children with High Needs  Early Years Provision  Effective Home Education  School Meals  Youth Employment/Youth Services</p>
<p><b><i>Housing</i></b>  Homelessness  Housing repairs by Council and outside contractors  Maintenance of Multi-occupancy Accommodation</p>
<p><b><i>Health and Social Care</i></b>  Child poverty  Homecare  Occupational Therapy  Safeguarding of Children</p>

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**Audit and Scrutiny Committee**  
**Draft Forward Work Plan 2019-2020**

<b>Planned Report Date</b>	<b>Report Subject</b>	<b>Report by</b>
20 June 2019	Guide to Scrutiny and Review, including Audit and Scrutiny Committee Work Plan 2019/20	Chief Executive
	Code of Corporate Governance	Deputy Chief Executive
	Arboricultural Framework	Director of Environment
	Unaudited Annual Accounts 2019/20	Head of Accountancy
	Local External Audit Report – East Renfrewshire Council Management Report 2018/19	External Auditor
	National External Audit Report - Local Government in Scotland: Challenges and Performance 2019	Clerk in liaison with Deputy Chief Executive
	National External Audit Report - Health and Social Care Integration – Update on Progress	Clerk in liaison with Director, HSCP
	Public Sector Internal Audit Standards (PSIAS) Internal Self-Assessment	Chief Auditor
	Audit Charter	
	Internal Audit Plan 2018/19 - Implementation Progress – January to March 2019	
	Internal Audit Annual Report 2018/19	
Committee's Specialisation Arrangements for Dealing with Internal and External Audit Reports & Inspection Reports	Clerk	
27 June 2019	<i>Cancelled as no longer required</i>	

15 August 2019	Update on Audit and Scrutiny Committee Work Plan 2019/20 (TBC)	Chief Executive
	National External Audit Report - How Councils Work - Safeguarding Public Money: Are You Getting it Right?	Clerk in liaison with Head of Accountancy
	Annual Treasury Management Report 2018/19	Head of Accountancy
	Internal Audit Plan 2019/20 - Implementation Progress – March to June 2019	Chief Auditor
26 September 2019	Strategic Risk Register and Risk Management Progress – Biannual Report	Chief Executive
	National External Audit Report: National Fraud Initiative (TBC)	Clerk in liaison with Head of Communities, Revenues and Change, and External Auditor
	2018/19 Annual Accounts for Council's Charitable Trusts and External Audit International Standard on Auditing 260 Report	Head of Accountancy
	2018/19 Annual Accounts and Draft Annual Audit Report for East Renfrewshire Council	
	Managing Absence - Annual Report 2018/19	Deputy Chief Executive
	Summary of Early Retirement/ Redundancy Costs to 31 March 2019	
21 November 2019	Interim Treasury Management Report 2019/20	Head of Accountancy
	Internal Audit Plan 2019/20 – Implementation Progress – July to September 2019	Chief Auditor
	Housing Benefit Performance Audit: Annual Update (TBC)	Clerk in liaison with Head of Communities, Revenues and Change
	National External Audit Report: Revenue Financing of Assets (Non-Profit Distributing and Hub Models) (TBC) <i>(Anticipated Publication Date: August 2019)</i>	Clerk in liaison with Head of Accountancy

23 January 2020	National External Audit Report: NHS in Scotland (TBC) <i>(Anticipated Publication Date: October 2019)</i>	Clerk in liaison with Director, HSCP
	Internal Audit Plan 2019/20 – Implementation Progress – October to December 2019	Chief Auditor
20 February 2020	Treasury Management Strategy 2020/21	Head of Accountancy
12 March 2020	Strategic Risk Register and Risk Management Progress - Biannual Report	Chief Executive
	Audit and Scrutiny Work Plan 2019-20 Progress, and 2020/21 Work Plan (TBC)	
	Internal Audit Strategic Plan 2020/21 – 2024/25	Chief Auditor
	East Renfrewshire Council - Annual Audit Plan 2019/20	External Auditor
	National External Audit Report: Scotland's City Region and Growth Deals (TBC) <i>(Anticipated Publication Date: November 2019)</i>	Clerk in liaison with Director of Environment
	National External Audit Report: Local Government in Scotland – Financial Overview <i>(Anticipated Publication Date: October - December 2019)</i>	Clerk in liaison with Head of Accountancy

**Note 1**

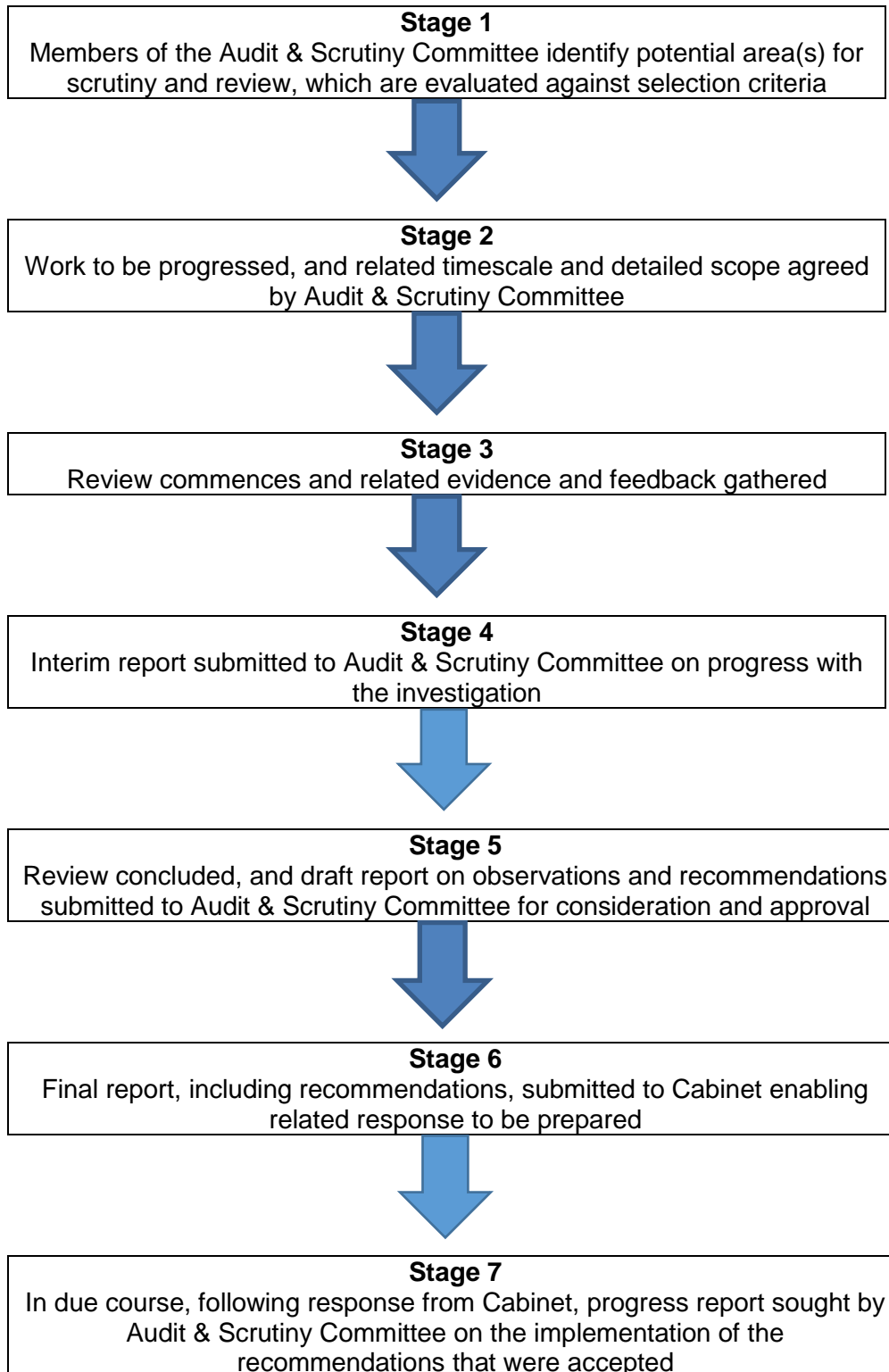
Audit Scotland has indicated that the following reports will be published in 2019/20, but their publication date remains to be confirmed:-

- National External Audit Report: Self-directed Support
- National External Audit Report: Equal Pay in Scottish Councils

**Note 2**

Audit Scotland has indicated that the scope, timing and any performance audit work on the proposed 'National External Audit Report: Withdrawal from the European Union' will be dependent upon developments. Once the national report has been published, the Clerk, in liaison with the Chief Executive, will prepare a report for the Audit and Scrutiny Committee.

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**Stages for Conducting a Scrutiny Review and Evaluation Investigation**

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**Scoping and Progressing a Scrutiny and Evaluation Review**

<b>Background</b>	<ul style="list-style-type: none"> <li>• Consider the background to the review</li> <li>• Confirm that the topic has been prioritised against the agreed selection criteria</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Confirm what the main aim of the review is</li> <li>• Propose objectives covering the various aspects to be examined as part of the review</li> </ul>
<b>Scope &amp; Exclusions</b>	<ul style="list-style-type: none"> <li>• Define in detail what areas will be covered  <i>For example, is the focus a whole service or part of it; is a particular timeframe to be looked at; is there to be a focus on a particular geographical area</i></li> <li>• Highlight any aspects that will not be covered by the review  <i>For example, are some things excluded due to time or resource constraints; or because they have recently been or to be examined such as by internal or external audit</i></li> </ul> <p><u>Note</u></p> <p><i>It is already considered good practice to advise the Chair and Director with responsibility for a service/policy under review that work is progressing on a matter relating to them and what is within the scope of the review</i></p>
<b>Approach</b>	<ul style="list-style-type: none"> <li>• Determine the approach to be taken to the review</li> </ul> <p><i>Depending on what is being reviewed, there may be a range of approaches that are appropriate to complete the work. Determining what lines of enquiry are appropriate from the outset is useful as this informs timescales, resources, involvement of various key stakeholders etc.</i></p> <p><i>Approaches may include:-</i></p> <ul style="list-style-type: none"> <li>○ <i>Reviewing local performance data and trends</i></li> <li>○ <i>Reviewing financial data and trends</i></li> <li>○ <i>Benchmarking and determining what is good practice</i></li> <li>○ <i>Discussions with appropriate council officers</i></li> <li>○ <i>Local site visits</i></li> <li>○ <i>Visits to other service providers or partners, such as other local authorities</i></li> <li>○ <i>Meeting with external partners (e.g. representatives of community groups)</i></li> <li>○ <i>Inviting internal and external stakeholders to provide evidence</i></li> <li>○ <i>Determining which members of the committee may be involved in any of the above</i></li> </ul>

<p><b>Consider Evidence Requirements</b></p>	<ul style="list-style-type: none"> <li>• Consider what evidence (both written and oral) would be useful to gather and review and the preferred format of it</li> </ul> <p><i>Depending on the nature of the review, this may include:-</i></p> <ul style="list-style-type: none"> <li>○ <i>Reports, plans and strategies</i></li> <li>○ <i>Identifying background reading (e.g. research articles)</i></li> <li>○ <i>Recording interviews</i></li> <li>○ <i>Seeking written evidence</i></li> <li>○ <i>Collecting benchmarking data</i></li> <li>○ <i>Preparing a survey/questionnaire</i></li> <li>○ <i>Writing up comments from site visits</i></li> <li>○ <i>Research and analysis</i></li> <li>○ <i>Equalities Impact Assessments</i></li> <li>○ <i>Options Appraisals</i></li> </ul>
<p><b>Interviews etc.</b></p>	<ul style="list-style-type: none"> <li>• Consider who needs to be spoken to</li> </ul> <p><i>Depending on the nature of the review, this may include:-</i></p> <ul style="list-style-type: none"> <li>○ <i>Other Elected Members</i></li> <li>○ <i>Members of CMT</i></li> <li>○ <i>Other Officers</i></li> <li>○ <i>Service Users</i></li> <li>○ <i>Trade Unions</i></li> <li>○ <i>Professional Experts</i></li> <li>○ <i>Community Groups</i></li> <li>○ <i>External Partners</i></li> <li>○ <i>Deciding what advance correspondence is required with any or all of the above</i></li> </ul>
<p><b>Anticipated Outcome</b></p>	<ul style="list-style-type: none"> <li>• Considering from the outset what you expect the review to deliver can be useful</li> </ul> <p><i>Depending on the nature of the review, this may include:-</i></p> <ul style="list-style-type: none"> <li>○ <i>Making recommendations to Cabinet on how a policy or service delivery could be improved</i></li> <li>○ <i>Improved understanding of the challenges faced by the service concerned</i></li> <li>○ <i>Suggesting a different approach to delivery of a service</i></li> </ul>
<p><b>Timescales</b></p>	<ul style="list-style-type: none"> <li>• To help ensure the review progresses as intended, consider setting timescales for various aspects of the review</li> </ul> <p><i>This may include:-</i></p> <ul style="list-style-type: none"> <li>○ <i>When the review is scheduled to start and finish</i></li> <li>○ <i>When any updates are to be provided to the committee</i></li> <li>○ <i>When a draft report is shown to officers for comments</i></li> <li>○ <i>When the final version of a report and related executive summary, prepared on the committee's behalf, are to be submitted to the committee and then the Cabinet</i></li> <li>○ <i>When progress on implementation of recommendations accepted by the Cabinet may be reviewed</i></li> </ul>



EAST RENFREWSHIRE COUNCIL26 JUNE 2019Report by Deputy Chief ExecutiveCITY DEAL CABINET – APPOINTMENT OF SUBSTITUTES**PURPOSE OF REPORT**

1. To seek approval for new substitute arrangements for the Leader and Depute Leader of the Council on the City Deal Cabinet.

**RECOMMENDATION**

2. That the Council:-
- (a) homologate the attendance of Councillor Merrick at the City Deal Cabinet on 4 June 2019; and
  - (b) agree that to ensure the Council is represented at meetings, in the event neither the Leader of the Council or Deputy Leader of the Council are able to attend, all remaining Members be appointed as substitutes.

**BACKGROUND**

3. The City Deal Cabinet has been set up as a joint committee in terms of the Local Government (Scotland) Act 1973. In terms of membership of the City Deal Cabinet, the Council is represented by the Leader of the Council and at the meeting of the Council in May 2017 it was also agreed that the Depute Leader be appointed as substitute for the Leader.

**REPORT**

4. Due to other commitments, neither the Leader nor Depute Leader was able to attend the meeting of the City Deal Cabinet on 4 June 2019. Whilst the Chief Executive attends these meetings, arrangements had to be made for political representation and Councillor Merrick attended the meeting. However, as mentioned above only the Leader and Depute Leader had formally been appointed to represent the Council on the City Deal Cabinet. In light of this, homologation of Councillor Merrick's attendance at the meeting is now sought.

5. To avoid the need for homologation to be sought in future if a Member attends a meeting of the City Deal Cabinet due to the unavailability of both the Leader and Depute Leader it is recommended that the Council agree to appoint all remaining Members as substitutes.

**RECOMMENDATION/...**

**RECOMMENDATION**

6. That the Council:-
- (a) homologate the attendance of Councillor Merrick at the City Deal Cabinet on 4 June 2019; and
  - (b) agree that to ensure the Council is represented at meetings, in the event neither the Leader of the Council or Deputy Leader of the Council are able to attend, all remaining Members be appointed as substitutes.

Local Government (Access to Information) Act 1985

Background Papers - None

Report Author: Eamonn Daly, Democratic Services Manager 577 3023

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

EAST RENFREWSHIRE COUNCIL26 June 2019Report by Deputy Chief ExecutivePROVOST'S ENGAGEMENTS**PURPOSE OF REPORT**

1. To advise the Council of a number of civic engagements attended by and civic duties performed by Provost Fletcher since the last meeting.

**RECOMMENDATION**

2. That the report be noted.

**REPORT**

3. Since the last meeting of the Council, the Provost has attended a number of civic engagements on behalf of the Council and carried out a number of civic duties.. Details are as follows:-

7 May – Attended 50<sup>th</sup> Birthday Celebrations of Rabbi Rubin, Giffnock

14 May – Attended an Interfaith Event, The Prince and Princess of Wales Hospice

18 May – Attended the Opening of the General Assembly, Edinburgh

18 May – Attended the Centenary of the Giffnock, Tennis, Squash and Hockey Club, The Redhurst Hotel

6 June – Attended the East Renfrewshire Business Awards Dinner, Barrhead

14 June – Attended the We Are East Ren Awards Ceremony, Clarkston Hall

19 June – Attended a photoshoot to promote Giving Blood with representatives from Scottish Ahlul Bayt Society Charity (SABS) and Scottish National Blood Transfusion (SNBT), Council Headquarters

23 June – Attended the Great Get Together Event, Rouken Glen Park

24 June – Attended Armed Forces Day Flag Raising, Council Headquarters

**School Events**

17 May – Attended Carlibar Primary School concert

7 June – Attended the Grow, Cook and Eat showcase lunch, Isobel Mair Shool

7 June – Attended the Woodfarm High School Graduation Ceremony

7 June – Attended the St Ninian’s High School Graduation Ceremony

11 June – Attended at High School Musical show, Braidbar Primary School

25 June – Attended a Reading Recovery End of Year Celebration, Carlibar Primary School

**RECOMMENDATION**

4. That the report be noted.

Report Author

Eamonn Daly, Democratic Services Manager 577 3023

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

Background papers - None

EAST RENFREWSHIRE COUNCIL26 June 2019Report by the Chief Financial OfficerGENERAL FUND CAPITAL PROGRAMME**PURPOSE OF REPORT**

1. The purpose of this report is to recommend adjustments to the 2019/20 General Fund Capital Programme, approved on 28 February 2019, resulting from finalisation of the previous year's programme and in light of subsequent information.

**RECOMMENDATIONS**

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

**CURRENT POSITION**

- |    |  |                 |
|----|--|-----------------|
| 3. | Total anticipated expenditure (Appendix A) | £51.395m        |
|    | Total anticipated resources (Appendix B)   | <u>£51.395m</u> |
|    | Shortfall                                  | <u>£ 0m</u>     |

**FINALISATION OF THE 2018/19 PROGRAMME**

4. The finalisation of the previous year's Capital Programme has cash flow implications for the 2019/20 Programme i.e. any unfinished works will now be completed during 2019/20.
5. Appendix A shows the effect of this cash flow adjustment on the expenditure. This is not new or additional expenditure but simply an adjustment to reflect the later timing of expenditure.

**INCOME MOVEMENTS**

6. The main income movements are as follows: -
  - i. Borrowing  
Planned borrowing of £2.363m not utilised during 2018/19 has been made available in the current year to support the expenditure.

## Capital Funded from Current Revenue

An element of revenue funding earmarked to support additional costs of the Cashless Catering project was utilised in 2018/19.

## Salix/Central Energy Efficiency Fund

Expenditure in 2018/19 was lower than anticipated and the fund remains available to support projects in 2019/20, increasing from £0.075m to £0.217m.

## Sustrans

£0.325m funding from Sustrans is available for the City Deal projects however £0.055m of this was applied in 2018/19, reducing the balance available to support 2019/20 expenditure.

## Town Centre Fund

In March 2019 the Scottish Government confirmed that grant of £50m available to support transformation of town centres across Scotland. The distribution across local authorities indicates a total of £0.981m available for East Renfrewshire and this has been added to the programme.

## EXPENDITURE MOVEMENTS

7. The programme approved during February 2019 has increased from £48.017m to £55.084m for purely cash flow reasons between 2018/19 and 2019/20.
8. The programme has been subsequently reduced by £3.689m to the latest projected outturn of £51.395m. The main expenditure movements are as follows:

### Revised Project Timing

#### i. Property - Schools

New Non-Denominational PS for Newton Mearns – work is progressing however a total of £1.786m of expenditure has fallen into 2019/20. It is anticipated that the project will complete in 2019/20

Early Learning & Childcare Expansion - A total of £0.399m has been brought forward following completion of a value engineering exercise. Work is expected to begin on site for all five new build early years facilities over the next 6 weeks and as such, projected outturn for 2019/20 has been increased by £0.419m to £14.087m. This is not an increase in cost, and will result in a reduction in planned 2020/21 expenditure.

#### ii. Property – Other

Office Accommodation – £0.659m is carried forward to support ongoing review of accommodation strategy.

Property Maintenance – A total of £0.522m is brought forward to allow completion of a number of projects. This includes the Salix/Central Energy Efficient Fund for which a total of £0.142m is carried forward.

#### iii. Open Spaces

£0.981m has been added to the programme following the acceptance of Town Centre Fund grant from the Scottish Government to support the transformation of town centres.

iv. Roads, City Deal

Levern Valley Accessibility Project, Aurs Road/Levern valley Link – ground investigation and design work is complete. Some advance spend in 2018/19 was possible however majority of construction work will now fall into 2020/21 therefore the 2019/20 allocation has been reduced by £2.607m to £1.000m.

v. Council Wide ICT

A number of underspends totalling £1.353m have been brought forward to continue work on projects within the ICT programme. A total of £1.494m has subsequently been moved into 2020/21 to reflect revised project timing. These include:

Safety Net Technology – this project is now being progressed in 2019/20 and will continue into 2020/21. As such, allocated 2018/19 budget of £0.105m has been brought forward, however this has been reduced to £0.100m with the remainder falling into 2020/21.

Major ICT Contract Renewals – the purpose of this provision is to support the renewal or upgrade of IT applications. In light of the core corporate systems development, expenditure on this line has been lower than anticipated therefore a total of £0.154m has been brought forward to support contract extensions as the core corporate projects progresses. A revised timing of expenditure has resulted in 2019/20 forecast being reduced to £0.300m with a total of £0.702m now falling into 2020/21.

Core Corporate Finance, Payroll & HR

Expenditure in 2018/18 was £0.225m lower than planned. This will be required as the project progresses and has been brought forward to 2019/20.

Carefirst, Corporate GIS, Flexi-time Application

These projects will now fall into 2020/21 and therefore 2019/20 allocations including 2018/19 brought forward balances have been reduced to zero for the current year.

Expenditure reductions resulting from revised project timing are not cost savings but simply a transfer of expenditure to future financial years.

**PARTNERSHIP WORKING**

9. 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**

10. The Council is asked to:-

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

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

Margaret McCrossan  
Head of Accountancy Services (Chief Financial Officer)  
MMcC/PP  
20 June, 2019



**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

	<b>ANNUAL COSTS £'000</b>		
	<b>CURRENT YEAR APPROVED AT 28.02.19</b>	<b>ADJUSTED FOR 2018/19 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>
Property - Schools	19,489	22,287	22,488
Property - Culture & Leisure	1,769	2,047	1,647
Property - Other	8,429	9,991	9,621
Open Spaces	1,723	2,443	3,424
Roads	8,461	8,282	5,675
Corporate Wide - ICT	6,234	7,587	6,093
Fleet	1,912	2,447	2,447
<b>TOTAL</b>	<b>48,017</b>	<b>55,084</b>	<b>51,395</b>

	<b>TOTAL COST £'000</b>		
	<b>SPENT PRIOR TO 31.03.19</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
	38,046	101,220	101,220
	3,017	31,314	31,314
	14,346	39,025	39,025
	699	4,726	4,726
	1,635	40,550	40,550
	5,480	14,756	14,756
	0	2,447	2,447
	63,223	234,038	234,038

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Property - Schools

COST CODE	PROJECT NAME	APPROVAL DATE	LEG COMM	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
				CURRENT YEAR APPROVED AT 28.02.19	ADJUSTED FOR 2018/19 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31.03.19	PREVIOUS TOTAL COST	REVISED TOTAL COST
	Schools Major Maintenance		Y	900	1,077	1,077		0	1,077	1,077
	Cashless Catering	12.02.15	Y	103	0	0	Main works completed in 2018/19. Any residual spend funded from revenue	86	103	103
3568	Crookfur PS & Nursery Condition Improvements		Y	0	114	114	Complete - retention payments outstanding	8,763	8,877	8,877
3562	Joint Faith Campus (New Denominational PS for Mearns Area & Relocation of Calderwood Lodge PS)	12.02.15	Y	0	209	209	Complete - retention payments outstanding	16,462	16,671	16,671
3588	New Non-Denominational PS For Newton Mearns (2 Stream + 60:60 Nursery)	29.09.16	Y	3,841	5,627	5,627	Work in progress	9,396	15,300	15,300
	St Cadoc'S Ps Remodelling To Provide Pre-Five Provision For 3 & 4 Years Olds	02.03.18		430	524	524	Value engineering exercise carried out following tender returns, programmed completion of August 2019 still on course	166	690	690
3589	Early Learning & Childcare - Expansion to 1,140 Hours, Phase 1	09.02.17	Y	0	381	381	Ongoing	2,179	2,560	2,560
3605	Early Learning & Childcare - Expansion to 1,140 Hours, Phase 2	02.03.18		13,269	13,287	13,706	Ongoing	348	22,092	22,092
	Early Years - Crookfur/Fairweather/Overlee Masterplanning	02.03.18		0	60	60	Ongoing	0	60	60
3526	Security (CCTV) Expansion	09.02.12		0	71	71	Ongoing	129	200	200
3587	Kirkhill PS - Rewire	09.03.16	Y	148	126	126	Phases 1 to 4 complete	365	491	491
3596	Education Provision In Neilston ( Campus Development Study)	09.02.17	Y	0	14	14	Work in progress	151	165	165

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Property - Schools

<b>ANNUAL COSTS £'000</b>							<b>TOTAL COST £'000</b>			
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>APPROVAL DATE</b>	<b>LEG COMM</b>	<b>CURRENT YEAR APPROVED AT 28.02.19</b>	<b>ADJUSTED FOR 2018/19 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>	<b>SPENT PRIOR TO 31.03.19</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
	St Ninian's HS Additional Temp Accomodation	28.02.19		30	29	29	Work to be programmed	1	2,200	2,200
new code to follow	Learning & Leisure in Neilston	28.02.19		418	418	200	Work to be programmed	0	30,384	30,384
3618	St Mark's Car Park	28.02.19		350	350	350	Work to be programmed	0	350	350
				<b>19,489</b>	<b>22,287</b>	<b>22,488</b>		<b>38,046</b>	<b>101,220</b>	<b>101,220</b>

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Property - Culture & Leisure

<b>ANNUAL COSTS £'000</b>							
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>APPROVAL DATE</b>	<b>LEG COMM</b>	<b>CURRENT YEAR APPROVED AT 28.02.19</b>	<b>ADJUSTED FOR 2018/19 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>
5211 & 5284	Barrhead Foundry Refurbishment (including Pool & Filtration System)	09.02.17	Y	0	38	38	Complete - payments outstanding.
	Barrhead Foundry Final Phase Works	02.03.18		400	516	516	Work in progress
5288	Eastwood Park Leisure - Entrance	02.03.18		0	66	66	Further assessment of scope and costs to take place
5131	Education - Theatre Equipment	09.02.17		0	54	54	Work programmed
5280	Equipment - Gym and Theatre	28.06.17	Y	277	277	277	Work to be programmed
5296	Lock & Leave Library Completion	02.03.18	Y	13	17	17	Work programmed
	Eastwood Park Leisure - Refurbishment	28.02.19		500	500	100	Work to be programmed
	ERCLT General Building Improvement Fund	28.02.19		150	150	150	Work to be programmed
	Eastwood HS Sports Centre Changing Rooms/Disabled Facilities	28.02.19		429	429	429	Work to be programmed
				<b>1769</b>	<b>2,047</b>	<b>1,647</b>	

<b>TOTAL COST £'000</b>		
<b>SPENT PRIOR TO 31.03.19</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
2,822	2,860	2,860
134	650	650
34	100	100
0	54	54
0	277	277
27	44	44
0	26,000	26,000
0	900	900
0	429	429
<b>3,017</b>	<b>31,314</b>	<b>31,314</b>

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Property - Other

<b>ANNUAL COSTS £'000</b>								<b>TOTAL COST £'000</b>		
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>APPROVAL DATE</b>	<b>LEG COMM</b>	<b>CURRENT YEAR APPROVED AT 28.02.19</b>	<b>ADJUSTED FOR 2018/19 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>	<b>SPENT PRIOR TO 31.03.19</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
	<b>1. HSCP</b>									
3551	Auchenback Family Centre & Community Hub (Joint With Education)	07.02.13	Y	0	4	4	Complete - payments outstanding	5,265	5,269	5,269
	<b>2. City Deal</b>									
6662	Barrhead South Access - New Railway Station	09.03.16		429	470	100	Design stage completed	110	10,354	10,354
6701	Barrhead South Access - Balgraystone Road	09.03.16		1,682	1,544	1,544	At design stage, site start mid 2019	466	2,210	2,210
6663/4	Country Park Visitor Centre & Infrastructure	09.03.16		107	90	90	At design stage, progress made on technical and legal fronts	187	4,836	4,836
6660/5	Greenlaw Business Incubator And Innovation Centre & Employment Support Linked To Barrhead Foundry	09.03.16	Y	239	374	374	Work complete - payments outstanding	5,348	5,722	5,722
	<b>4. Environment Other Projects</b>									
6685	Thornliebank Depot Mechanical Extraction	09.03.16	Y	0	39	39	Complete - payments outstanding	102	141	141
	Cowan Park Changing Facilities	09.02.17		297	289	289	Feasibility assessment ongoing	11	300	300

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Property - Other

<b>ANNUAL COSTS £'000</b>								<b>TOTAL COST £'000</b>		
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>APPROVAL DATE</b>	<b>LEG COMM</b>	<b>CURRENT YEAR APPROVED AT 28.02.19</b>	<b>ADJUSTED FOR 2018/19 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>	<b>SPENT PRIOR TO 31.03.19</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
	Cathcart Cemetery Welfare Facilities	02.03.18	Y	0	48	48	Work in progress	42	90	90
6511	Greenhags Access Road	02.03.18	Y	0	23	23	Complete - payments outstanding	477	500	500
	Crookfur Pavilion Changing Upgrade	28.02.19		650	650	650	Work to be programmed	0	805	805
	Overlee Pavilion Changing	28.02.19		905	905	905	Work to be programmed	0	905	905
	Bonnyton House	28.02.19		434	434	434	Work to be programmed	0	434	434
	<b>5. Council Wide Property</b>									
	Retentions - All Services	09.02.17		50	68	68		0	68	68
1646	Vacant (Surplus) Property/ Demolition	12.02.15	Y	70	134	134	Ongoing	142	276	276
1647	Capelrig House Remedial Works	09.03.16		0	50	50	Work in progress	0	50	50
1650	Eastwood Park Campus Improvements	09.02.17	Y	176	213	213	Work in progress	309	522	522
2004	Office Accommodation	02.03.18		1,450	2,109	2,109	Further work to be programmed	91	2,200	2,200
1652	Capital Investment In Energy Efficiency Measures (NDEE Initiative)	09.02.17	Y	648	733	733	Work in progress	1,021	1,754	1,754

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Property - Other

<b>ANNUAL COSTS £'000</b>							
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>APPROVAL DATE</b>	<b>LEG COMM</b>	<b>CURRENT YEAR APPROVED AT 28.02.19</b>	<b>ADJUSTED FOR 2018/19 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>
	Property Maintenance			1,292	1,814	1,814	
				<b>8,429</b>	<b>9,991</b>	<b>9,621</b>	

<b>TOTAL COST £'000</b>		
<b>SPENT PRIOR TO 31.03.19</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
775	2,589	2,589
<b>14,346</b>	<b>39,025</b>	<b>39,025</b>

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Open Spaces

COST CODE	PROJECT NAME	APPROVAL DATE	LEG COMM	ANNUAL COSTS £'000			COMMENT
				CURRENT YEAR APPROVED AT 28.02.19	ADJUSTED FOR 2018/19 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR	
	<b>1. Regeneration</b>						
6648 & 6698	Public Realm/Town Centre Resilience	09.03.16	Y	0	79	79	Work in progress
	Giffnock Town Centre Improvements	02.03.18		0	10	10	Work to be programmed
6678	Other Public Realm	09.03.16		0	17	17	At design stage
	Clarkston Town Centre Action And Traffic Management Improvements	09.02.17		90	192	192	Work programmed
6592	Thornliebank Town Centre Action Plan	09.02.17		0	117	117	At design stage
6649	Land And Property Acquisitions	12.02.15		0	255	255	Work in progress
6655	Country Park - Tourism Infrastructure And Economic Activity Projects	13.02.14		134	184	184	At design stage
6694	White Cart Tributaries Environmental Improvements			603	614	614	At design stage - funded by SEPA grant
	<b>2. Environment - Other Projects</b>						
6532	Environment Task Force	02.03.18		20	40	40	At design stage
6530	Town Centre Action	09.03.16		20	78	78	At design stage
5295	Parks, Cemeteries & Pitch Improvements	02.03.18	Y	300	300	300	Work in progress
	Cowan Park	02.03.18		296	316	316	Work to be programmed

TOTAL COST £'000		
SPENT PRIOR TO 31.03.19	PREVIOUS TOTAL COST	REVISED TOTAL COST
171	250	250
0	10	10
3	20	20
25	217	217
3	120	120
144	399	399
51	235	235
47	1,264	1,264
0	40	40
0	78	78
0	300	300
0	316	316



**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Open Spaces

<b>ANNUAL COSTS £'000</b>							
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>APPROVAL DATE</b>	<b>LEG COMM</b>	<b>CURRENT YEAR APPROVED AT 28.02.19</b>	<b>ADJUSTED FOR 2018/19 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>
6681	Woodfarm - Grass Pitches	12.02.15		0	2	2	Complete - payments outstanding
6693	Mearns Historic Kirkyard Protective Works	09.02.17	Y	0	3	3	Complete - payments outstanding
	Regeneration Projects - Provisional Sums	28.02.19		250	201	201	Work to be programmed
	Town Centre Fund			0	0	981	SG Grant funded. Projects to be identified
	<b>3. Education - Other Projects</b>						
3586	St Ninian's HS - Rugby Pitch	09.03.16	Y	10	35	35	Nearing completion, small element of work remaining.
				<b>1,723</b>	<b>2,443</b>	<b>3,424</b>	

<b>TOTAL COST £'000</b>		
<b>SPENT PRIOR TO 31.03.19</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
57	59	59
81	84	84
0	201	201
0	981	981
117	152	152
699	4,726	4,726

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Roads

COST CODE	PROJECT NAME	APPROVAL DATE	LEG COMM	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
				CURRENT YEAR APPROVED AT 28.02.19	ADJUSTED FOR 2018/19 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31.03.19	PREVIOUS TOTAL COST	REVISED TOTAL COST
	<b>1. City Deal</b>									
6659	Levern Valley Accessibility Project - Aurs Road Realignment	09.03.16		3,619	3,438	1,000	Design and investigation work progressing. On site Oct 2019 however majority of work will fall into 20/21. Additional project cost funded by	907	10,185	10,185
	Levern Valley Accessibility Project - Levern Valley Link	09.03.16		190	169	0	Options appraisal work brought forward resulting in acceleration of spend in 18/19. Remaining works to take place from 20/21	121	10,320	10,320
	<b>2. ERC Roads</b>									
6692	Lighting - Core Cable & Equipment Replacement	02.03.18	Y	160	160	160	Ongoing	0	160	160
6671	Bridges Refurbishment & Pointing Work	02.03.18	Y	53	53	53	Ongoing	0	53	53
6173	Principal Inspection Group 1-6	02.03.18	Y	21	21	21	Ongoing	0	21	21
6180	Traffic Calming Studies	02.03.18	Y	25	25	25	Ongoing	0	25	25
6175	Road Safety Measures/Equipment at Schools	02.03.18	Y	20	20	20	Complete	0	20	20
6251	Safe Routes to School	02.03.18	Y	20	20	20	Ongoing	0	20	20
6246	A77 Ayr Road Reconstruction	02.03.18		125	125	125	This element complete - payments outstanding	216	345	345
6268	B769 Stewarton Rd (Rural) Reconstruction	02.03.18	Y	100	100	100	This element complete	161	770	770

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Roads

COST CODE	PROJECT NAME	APPROVAL DATE	LEG COMM	ANNUAL COSTS £'000			COMMENT
				CURRENT YEAR APPROVED AT 28.02.19	ADJUSTED FOR 2018/19 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR	
6267	B769 Thornliebank/Spiersbridge Reconstruction	02.03.18	Y	166	166	166	Complete
6152	Cycling, Walking & Safer Streets	02.03.18		155	155	155	Work in progress
	Roads Retention Works			0	23	23	Retention payments for 2017/18 works
6254	Roads Online Costing System	13.02.14	Y	120	120	120	Work to be programmed
	C2 Kingston Road Reconstruction	28.02.19		125	125	125	Work in progress
	B755 Glenifer Road	28.02.19		100	100	100	Work in progress
	B776 ROWBANK ROAD	28.02.19		110	110	110	Work in progress
	C2 NEILSTON ROAD	28.02.19		100	100	100	Work in progress
	C3 UPLAWMOOR RD / MAIN ST, NEILSTON	28.02.19		100	100	100	Work in progress
	A77 Fenwick Road Reconstruction	28.02.19		75	75	75	Work in progress
	PROVISIONAL SUM	28.02.19		77	77	77	Work to be programmed
	Roads Capital Works	28.02.19		3,000	3,000	3,000	Work to be programmed
				<b>8,461</b>	<b>8,282</b>	<b>5,675</b>	

TOTAL COST £'000		
SPENT PRIOR TO 31.03.19	PREVIOUS TOTAL COST	REVISED TOTAL COST
158	324	324
0	155	155
0	23	23
72	200	200
0	585	585
0	716	716
0	575	575
0	321	321
0	470	470
0	185	185
0	77	77
0	15,000	15,000
1,635	40,550	40,550

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Council Wide - ICT

COST CODE	PROJECT NAME	APPROVAL DATE	LEG COMM	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
				CURRENT YEAR APPROVED AT 28.02.19	ADJUSTED FOR 2018/19 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31.03.19	PREVIOUS TOTAL COST	REVISED TOTAL COST
4032	ICT Infrastructure Projects	02.03.18	Y	500	543	543		0	543	543
4055	Corporate Information Security	11.02.10		71	73	73	Ongoing	607	750	750
4106	GDPR Requirements	02.03.18		125	228	110	Ongoing	22	250	250
3399	Education Network	02.03.18	Y	131	101	101	Work in progress	0	101	101
4080	School Servers Storage	12.02.15		0	205	100	Work programmed	145	350	350
4096	Document Repository Refresh	09.02.17	Y	11	12	12	Work programmed	38	50	50
4097	PCI DSS	09.02.17		100	120	120	Work to be programmed	15	135	135
4085*	Public Wifi Network	02.03.18		215	265	150	Pilot scheme in progress.	0	265	265
4071	Agile Working Solution (HSCP)	07.02.13	Y	7	11	11	Ongoing	784	795	795
6666	Environment Agile/Mobile Programme	12.02.15	Y	0	3	3	Work in progress	215	218	218
4082	Wireless Local Area Network 2015	12.02.15	Y	131	160	100	Work in progress	890	1,050	1,050
4093	Agile (Rest Of Council)	09.03.16	Y	0	4	4	Ongoing	256	260	260
4079	Software Asset Management	13.02.14	Y	0	17	17	Work in progress	48	65	65
4085	Enterprise Public Access Wifi (Incl BYOD)	09.03.16	Y	20	4	4	Phase 1 complete. Phase 2 - pilot scheme in progress	96	100	100
4090	CCTV Infrastructure Refresh	09.03.16	Y	246	426	426	Work in progress	99	525	525

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Council Wide - ICT

COST CODE	PROJECT NAME	APPROVAL DATE	LEG COMM	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
				CURRENT YEAR APPROVED AT 28.02.19	ADJUSTED FOR 2018/19 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31.03.19	PREVIOUS TOTAL COST	REVISED TOTAL COST
4089	Licensing And Consultancy Services - Information As An Asset	09.03.16	Y	21	35	35	Work in progress	105	140	140
4098	Modern Smart Forms	09.02.17	Y	50	52	52	Work in progress	98	200	200
4099	Enterprise Mobile Development Management	09.02.17	Y	20	24	24	Work in progress	76	100	100
4100	My Account Middleware & Vendor APIs	09.02.17		120	153	153	Work in progress	7	210	210
4101	Internet/Intranet Presence	09.02.17	Y	0	27	27	Work in progress	23	50	50
4091	Electronic Document Records Management (Rest Of Council)	09.03.16	Y	128	124	60	Consultant work complete, Remaining works in progress	229	353	353
4084	Myaccount Signing In To On-Line Services	12.02.15	Y	0	56	56	Work programmed	150	285	285
4103	The Digital Workplace	09.02.17		221	147	147	Work programmed	228	600	600
4102	HSCP - Responder Service Modernisation & Safety Net Technology	09.02.17		75	180	100	Work to be programmed	0	180	180
4095	Financial Systems	09.02.17	Y	0	71	71	This project linked with Core Corporate, work to be programmed	129	200	200
4107	Major ICT Contract Renewals	02.03.18	Y	848	1,002	300	Ongoing	146	1,338	1,338
4027	Core Corporate Finance, Payroll & HR	02.03.18		1,750	1,975	1,975	Ongoing	775	3,500	3,500
new code to follow	Carefirst	02.03.18		0	110	0	Work in progress	0	110	110
3355	Education - Computer Equipment	02.03.18	Y	370	370	370	Ongoing	0	370	370

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Council Wide - ICT

<b>ANNUAL COSTS £'000</b>							
<b>COST CODE</b>	<b>PROJECT NAME</b>	<b>APPROVAL DATE</b>	<b>LEG COMM</b>	<b>CURRENT YEAR APPROVED AT 28.02.19</b>	<b>ADJUSTED FOR 2018/19 CASHFLOW</b>	<b>PROJECTED OUTTURN FOR CURRENT YEAR</b>	<b>COMMENT</b>
5129	ERCLT People's Network	02.03.18	Y	20	29	29	Ongoing
5283	Culture & Sport Self-Service Kiosk Hardware Refresh	09.03.16	Y	50	56	56	Work in progress
N/A	IT General Provision	28.02.19		540	540	540	Work to be programmed
4083	Income Management E-Store	28.02.19		100	100	100	Work to be programmed
4088	Corporate GIS	28.02.19		100	100	0	Work to be programmed
4104	Flexi Time Application Replacement	28.02.19		40	40	0	Work to be programmed
4072	HR and Payroll System Deveopment	28.02.19		50	50	50	Work to be programmed
new code to follow	Corporate & Community Debt Recovery System (5 year replacement programme)	28.02.19		39	39	39	Work to be programmed
new code to follow	ERCLT Digital Platform	28.02.19		135	135	135	Work to be programmed
				<b>6,234</b>	<b>7,587</b>	<b>6,093</b>	

<b>TOTAL COST £'000</b>		
<b>SPENT PRIOR TO 31.03.19</b>	<b>PREVIOUS TOTAL COST</b>	<b>REVISED TOTAL COST</b>
0	29	29
54	110	110
0	540	540
105	205	205
100	200	200
40	80	80
0	50	50
0	39	39
0	410	410
<b>5,480</b>	<b>14,756</b>	<b>14,756</b>

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Fleet

COST CODE	PROJECT NAME	APPROVAL DATE	LEG COMM	ANNUAL COSTS £'000			COMMENT
				CURRENT YEAR APPROVED AT 28.02.19	ADJUSTED FOR 2018/19 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR	
7026	HSCP - Vehicles	02.03.18		288	288	288	Ongoing
3449	Education - Vehicles	02.03.18		98	364	364	Ongoing
5261	Environment - Vehicles	02.03.18	Y	1,341	1,610	1,610	Ongoing
	Additional Cleansing/Recycling Vehicles	28.02.19		185	185	185	Ongoing
				<b>1,912</b>	<b>2,447</b>	<b>2,447</b>	

TOTAL COST £'000		
SPENT PRIOR TO 31.03.19	PREVIOUS TOTAL COST	REVISED TOTAL COST
0	288	288
0	364	364
0	1,610	1,610
0	185	185
0	2,447	2,447

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Annex 1 - Schools Major Maintenance Analysis

COST CODE	PROJECT NAME	APPROVAL DATE	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
			CURRENT YEAR APPROVED AT 28.02.19	ADJUSTED FOR 2018/19 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31.03.19	PREVIOUS TOTAL COST	REVISED TOTAL COST
3591	Hazeldene Nursery - Window Renewal	09.02.17	0	10	10	Retention and Fees only to come	0	10	10
	Braidbar PS - Roof Improvements	02.03.18	0	50	50	Will follow completion of other works.	0	50	50
3576	Carolside PS - Window Renewal	02.03.18	75	94	94	Ongoing	0	94	94
3592	Mearns Castle HS - Window Renewal	09.02.17	50	54	54	Ongoing	0	54	54
3599	Mearns Castle HS - Rear Stair Improvements	02.03.18	0	2	2	Complete - payments outstanding.	0	2	2
3598	St Joseph's PS - Window Renewal	02.03.18	0	11	11	Complete - payments outstanding.	0	11	11
	St Joseph's PS - Structural Improvements		0	4	4	Complete - payments outstanding.	0	4	4
3600	St Joseph's PS - Fabric Improvements	02.03.18	0	3	3	Complete - payments outstanding.	0	3	3
3331	St Luke'S HS - Roof Improvements (Gym Hall)	02.03.18	0	10	10	Complete - payments outstanding.	0	10	10
3578	Woodfarm HS - Window Renewal	09.03.16	75	98	98	Ongoing	0	98	98
	Provisional Sums	09.03.16	43	84	84	Work to be programmed	0	84	84
	St Cadocs Windows	28.02.19	35	35	35	Work to be programmed	0	35	35
	St Luke's Windows Entrance Area	28.02.19	50	50	50	Work to be programmed	0	50	50
	St Johns Windows and Gym	28.02.19	45	45	45	Work to be programmed	0	45	45
	St Cadocs water system upgrade	28.02.19	47	47	47	Work to be programmed	0	47	47



**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Annex 1 - Schools Major Maintenance Analysis

			<b>ANNUAL COSTS £'000</b>						
COST CODE	PROJECT NAME	APPROVAL DATE	CURRENT YEAR APPROVED AT 28.02.19	ADJUSTED FOR 2018/19 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR	COMMENT	<i>SPENT PRIOR TO 31.03.19</i>	<i>PREVIOUS TOTAL COST</i>	<i>REVISED TOTAL COST</i>
	St Josephs Primary windows and entrance door	28.02.19	80	80	80	Work to be programmed	0	80	80
	Giffnock Primary windows (original block and ext	28.02.19	125	125	125	Work to be programmed	0	125	125
	School Toilet Improvements	28.02.19	275	275	275	Work to be programmed	0	275	275
			<b>900</b>	<b>1,077</b>	<b>1,077</b>		0	1,077	1,077

**GENERAL FUND CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

Annex 2 - Property Maintenance Analysis

COST CODE	PROJECT NAME	APPROVAL DATE	LEG COMM	ANNUAL COSTS £'000			COMMENT
				CURRENT YEAR APPROVED AT 28.02.19	ADJUSTED FOR 2018/19 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR	
1015	Disability Discrimination Act	02.03.18	Y	90	136	136	Ongoing
1266	HardWire Testing	02.03.18		45	90	90	Ongoing
1258	COSHH Upgrade	02.03.18	Y	100	103	103	Ongoing
1109	Asset Management	02.03.18	Y	300	302	302	Ongoing
1246	Eastwood HQ Lighting Improvements	09.03.16		0	33	33	Ongoing
1300	CEEF/Salix Energy Efficiency	02.03.18	Y	75	217	217	New schedule of works to be programmed
1228	Fire Risk Assessment Adaptations	02.03.18	Y	150	176	176	Work in progress
1260	Structural Surveys & Improvements	02.03.18	Y	40	86	86	Ongoing
1609	Thornliebank Depot Roof Improvements	13.02.14	Y	0	9	9	Complete - payments outstanding
5268	Community Facilities Improvements	22.11.07	Y	82	130	130	Ongoing
1160	Boiler Replacement	02.03.18	Y	100	90	90	Ongoing
1222 & 1660	Roof Improvements	02.03.18	Y	200	188	188	Ongoing
	Provisional Sum	02.03.18		110	254	254	Projects to be identified
	<b>Corporate Total</b>			<b>1,292</b>	<b>1,814</b>	<b>1,814</b>	

TOTAL COST £'000		
SPENT PRIOR TO 31.03.19	PREVIOUS TOTAL COST	REVISED TOTAL COST
0	136	136
0	90	90
0	103	103
0	302	302
15	48	48
0	217	217
0	176	176
0	86	86
760	769	769
0	130	130
0	90	90
0	188	188
0	254	254
775	2,589	2,589

**GENERAL FUND CAPITAL PROGRAMME 2019/20**

**PROGRESS REPORT**

**RESOURCES**

	<b>£'000</b>	<b>£'000</b>
Borrowing		29,135
Grants		
Capital Grant	7,929	
City Deal	1,200	
Early Learning and Childcare - 1140 Hours Expansion	4,600	
Cycling, Walking & Safer Streets	155	
Scottish Environmental Protection Agency	614	
Town Centre Fund	981	
Renewable Energy Fund	<u>0</u>	15,479
Developers Contributions		1,644
Salix/Central Energy Efficiency Fund		217
Sustrans		270
CFCR		0
Capital Reserve		1,200
Capital Receipts		3,450
		<u><b>51,395</b></u>

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EAST RENFREWSHIRE COUNCIL26 June 2019Report by the Chief Financial Officer and Director of EnvironmentHOUSING CAPITAL PROGRAMME**PURPOSE OF REPORT**

1. The purpose of this report is to recommend adjustments to the 2019/20 Housing Capital Programme, approved on 28 February 2019, resulting from the finalisation of the previous year's programme and in light of subsequent information.

**RECOMMENDATIONS**

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

**CURRENT POSITION**

3.	Total anticipated expenditure (Appendix A)	£10.560m
	Total anticipated resources (Appendix B)	<u>£10.560m</u>
	Shortfall	<u>£ 0m</u>

**FINALISATION OF THE 2018/19 PROGRAMME**

4. The finalisation of the previous year's capital programme has cash flow implications for the 2019/20 programme.
5. Appendix A shows the effect of this cash flow adjustment on the expenditure. This is not new or additional expenditure but simply an adjustment to reflect the later timing of expenditure.

**EXPENDITURE MOVEMENTS**

6. The programme approved in February 2019 has increased from £52.023m to £52.597m for purely cash flow reasons between 2018/19 and 2019/20.
7. The expenditure has subsequently been reduced by £0.983m in the current financial year to reflect revised timing of expenditure. The main expenditure movements are:-

Revised Project Timing

- i. External Structural Works – Later start dates caused by weather conditions and delays in scaffolding works near a railway line has resulted in some planned 2018/19 expenditure totalling £0.225m falling into 2019/20

- ii. Estate Works – A longer tender process has resulted in £0.066m planned works now taking place in 2019/29 including wall works at Crosslees/Eastwood Court.
- iii. Energy Efficiency – £0.109m of planned expenditure has been brought forward to continue work to bring houses up to the Energy Efficiency Standard for Social Housing (ESSH).
- iv. Aids & Adaptations – This is demand led and an increased number of referrals resulted in an overspend of £0.047m in 2018/19. The 2019/20 budget has been reduced by this amount however the position will be monitored closely.
- v. Renewal of Heating Systems – Access difficulties along with a delay in installation of gas supplies by Scottish Gas Networks has resulted in a carry forward of expenditure of £0.152m to 2019/20.
- vi. Internal Elements & Communal Door Entry Systems – a total of £0.145m is carried forward to continue planned works which have been delayed due to access issues and involvement of private owners.
- vii. Sheltered Housing – a small underspend of £0.022m has been carried forward to complete planned works.
- viii. Purchase of Property – No suitable properties were identified in 2018/19 therefore a total of £0.025m is carried forward to support Compulsory Purchase Orders and Mortgage to Rent purchases in 2019/20 as required.
- ix. Capital New Build – this is a major construction project across a number of sites. Construction at Fenwick Drive and Robertson Street is complete with some residual works and retention payments to follow. Work at Blackbyres Road is progressing well with some advance spend in 2018/19 and is expected to complete later in the year. The site start at Balgraystone Road is now anticipated in January 2020 and will continue into 2020/21.

As a result of these timing movements the 2019/20 allocation for phase 1 has been reduced by £1.203m to £2.843m.

Phase 2 works will include a number of sites at Maidenhill with the main works not expected to commence until 2021. However some advance spend on the Barrhead Road site is now expected late in 2019/20 and as such an allocation of £0.100m has been moved to the current financial year.

The above reductions are not savings but simply a transfer of expenditure to the next financial year.

## INCOME MOVEMENTS

- 8. Planned borrowing of £0.428m not utilised during 2018/19 has been made available within the current year to support the expenditure. Borrowing has been subsequently reduced by £0.325m in response to the reduced level of expenditure on new build houses. The net increase resulting from these two movements is £0.103m.

9. Commuted sums of £0.187m not utilised during 2018/19 to fund the expenditure on new builds also remain available to support 2019/20 programme. This has been increased by £0.001m to reflect revised number of units.
10. As a result of the reduced level of expenditure on the Balgraystone Road site, Scottish Government grant for phase 1 has been reduced by £0.800m. An increase of £0.100m is included for the advance work on phase 2 resulting in a net reduction in grant of £0.700m.

**RECOMMENDATIONS**

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

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

Margaret McCrossan  
Head of Accountancy Services (Chief Financial Officer)  
MMcC/PP  
20 June, 2019

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**HOUSING CAPITAL PROGRAMME**

**PROGRESS REPORT**

**2019/2020**

COST CODE	PROJECT NAME	LEG COMM	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
			CURRENT YEAR APPROVED AT 28.02.19	ADJUSTED FOR 2018/19 CASHFLOW	PROJECTED OUTTURN FOR CURRENT YEAR		SPENT PRIOR TO 31.03.19	PREVIOUS TOTAL COST	REVISED TOTAL COST
9487	Rewiring (including smoke/carbon monoxide detectors)	Y	645	642	642	Work in progress	0	642	642
9530	External Structural Works	Y	2,671	2,896	2,896	Work in progress	0	2,896	2,896
9486	Estate Works	Y	150	216	216	Work in progress	0	216	216
9483	Energy Efficiency (Including Cavity Wall Insulation)	Y	300	409	409	Work in progress	0	409	409
9488	Aids and Adaptations	Y	200	153	153	Ongoing - increased demand from HSCP referrals in 2018/19. Will be monitored closely	0	153	153
9227	Renewal of Heating Systems	Y	1,050	1,202	1,202	Work in progress	0	1,202	1,202
9447	Internal Element Renewals (including kitchens, bathrooms and doors) 2018/19	Y	1,057	1,180	1,180	Work in progress	0	1,180	1,180
9480	Communal Door Entry Systems		20	42	42	Work in progress	0	42	42
9489	Sheltered Housing	Y	520	542	542	Work in progress	0	542	542
9496	Purchase of Property (CPO/Mortgage to Rent Acquisition)		50	75	75	No suitable properties identified at this stage. Budget required to support CPO / MTR requirements.	0	75	75
	IT Systems		250	250	250		0	250	250
	Capital New Build Phase 1	Y	4,046	3,926	2,843	Work in progress	4,991	12,921	12,921
	Capital New Build Phase 2		0	0	100	Work to be programmed	0	17,371	17,371
	Retentions		10	10	10		0	10	10
		-	<b>10,969</b>	<b>11,543</b>	<b>10,560</b>		<b>4,991</b>	<b>37,909</b>	<b>37,909</b>

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**EAST RENFREWSHIRE COUNCIL**  
**HOUSING CAPITAL PROGRAMME 2019/20**

Appendix B

**PROGRESS REPORT**

**RESOURCES**

	19/20 Revised <b>£'000</b>
Borrowing	8,325
Commuted Sums - New Build Phase 1	220
Grant - New Build Phase 1	1,200
Grant - New Build Phase 2	100
Recharges to Owner Occupiers (including HEEPS grant)	715
<b>Total</b>	<b><u>10,560</u></b>

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EAST RENFREWSHIRE COUNCILCOUNCIL26 June 2019Report by Deputy Chief ExecutiveSTRATEGIC END YEAR COUNCIL PERFORMANCE REPORT 2018-19**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Council performance at end-year 2018-19 based on performance indicators in the [Outcome Delivery Plan \(ODP\) 2018-21](#). An end-year complaints report is also attached at Annex 2.

**RECOMMENDATIONS**

2. It is recommended that Council:
- (a) Scrutinises and comments on the summary of the Council's performance at end-year 2018-19 at Annex 1 and;
  - (b) Scrutinises and notes the end-year complaints report attached at Annex 2.

**BACKGROUND AND CONTEXT**

3. The Council sets out its contribution to the partnership outcomes in the [Community Plan](#) through the content of the Outcome Delivery Plan (ODP). The ODP is a three year plan, updated annually which sets out the Council's critical activities, performance measures and targets for the 3 year period 2018-21. It conveys what the Council is doing to contribute to the delivery of the agreed Community Planning local outcomes. The Council is responsible for ensuring that the money we spend contributes towards achieving these outcomes and we work in partnership with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust to deliver our outcomes.

4. Indicators included in Annex 1 have a latest data update that has not been previously reported, for most this will be for end-year 2018-19. Occasionally some health indicators have a time lag and the latest data will be more historic. Education data for the academic year 2017-18 was reported at mid-year point to Cabinet in December in the [Strategic Mid-Year Council Performance Report 2018-19](#).

**OTHER STATUTORY REPORTING**

5. We have a statutory duty to report on complaints and an end-year summary report on complaints is attached at Annex 2.

6. We have a statutory duty to report on a suite of benchmarking indicators that make up the national Local Government Benchmarking Framework (LGBF), to enable comparative performance analysis with other local authorities. LGBF data for 17/18 was reported to Cabinet in March 2019.

7. The Community Plan performance is reported at the Community Planning Partnership's Performance and Accountability Review and an update is provided in a separate paper on the agenda for Council.

8. As part of the requirements within the 2010 Equality Act we report performance on equalities. A progress report on the Councils' Equality and Human Rights Mainstreaming and Outcomes Programme 2017-21 was reported to Cabinet in April 2019.

## **COUNCIL PERFORMANCE**

9. East Renfrewshire Council continues to achieve excellent performance results across many areas including responding to noise complaints, street cleanliness, and supporting local businesses through economic development activities. Excellent household waste recycling rates continue to be maintained with 2018-19 rates to be verified by Scottish Environment Protection Agency (SEPA) in September 2019. In the social health care Talking Points survey, that asks if people's needs are being met, 92% of respondents felt they were living where or as they wanted to live.

10. Education results reported to Cabinet in December 2018 showed continued excellent results in educational attainment, primary school exclusion rates, and the number of awards achieved by young people participating in school and community based targeted programmes.

11. Attendances at both indoor sports and leisure facilities and libraries reached 86% of target, mainly attributed to the refurbishment of the swimming pool at Barrhead Foundry.

12. 39 units were added to the affordable housing supply in 2018-19 (cumulative target of 225 by 2020), however all data is not yet available for year-end regarding acquisitions and non-new build Scottish Government schemes.

13. The autumn 2018 Citizens' Panel survey showed 72% of respondents were satisfied with council services. This was a 5% decrease from the previous year and below the target of 75% however this perception measure has fluctuated between 72% and 79%.

14. Sickness absence across the Council increased to 10.1 days per FTE, against a target of 9.2 days, and can be attributed to both long and short term absence.

15. There is no data available at this time for the indicator on *% of identified Young Carers with a Young Carers' Statement*. The Carers (Scotland) Act 2016 came into effect in April 2018. The Council has planned critical activities in the Outcome Delivery Plan to develop and implement Young Carer Statements for all identified young carers. As part of this work, a Young Carers' School Group has been established to pilot a process for identifying young carers and supporting them through Young Carer Statements; a small number of Young Carers have already been identified through the work of this group. Good practice will be shared and rolled out across all establishments by June 2019 to ensure all young carers have a statement by 2020.

16. The Council is performing well across the majority of the ODP indicators. In the remaining areas where there is further scope for improvement, there is a clear understanding of reasons for performance levels and departments are closely monitoring progress and taking action.

## **COMPLAINTS**

17. All Scottish councils are required to assess and monitor their complaints handling performance quarterly against a number of high level performance indicators identified by Scottish Public Services

Ombudsman (SPSO) from 2018-19. A report on our performance against these indicators at end-year point is attached as Annex 2.

18. The volume of complaints received has dropped significantly from the corresponding period in 2017-18. This can be explained to some extent by the continued efforts of services to distinguish between complaints and service requests. The Council continues to meet SPSO targets for responding to both frontline and investigation stage complaints. There is also evidence that the Council is continuing to use complaints information to inform service improvements, e.g. in Planning, Education, Customer Services and Creditors.

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

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

## **ODP 2019-22**

20. The ODP 2019-22 was approved at Cabinet on 2 May and remitted for Council approval as part of the agenda for this meeting on 26 June 2019.

## **FINANCE & EFFICIENCY**

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

## **CONSULTATION**

22. There have been various consultations in 2018-19 and services across the Council continue to consult with customers and communities as part of service delivery and service redesign.

## **PARTNERSHIP WORKING**

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

## **IMPLICATIONS OF REPORT**

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

## **CONCLUSION**

25. This report details the performance of the Council at end-year 2018-19. The Council is performing well across the majority of the ODP indicators. The Council continues to work towards the aim of making people's lives better by delivering highly valued services and achieving positive outcomes for our communities.

**RECOMMENDATIONS**

26. It is recommended that Council:

- (a) Scrutinises and comments on a summary of the Council's performance at end-year 2018-19 (Annex 1) and;
- (b) Scrutinises and notes the end-year complaints report attached at Annex 2.

**18 June 2019**

**REPORT AUTHORS**

*Strategic Report and Annex 1:* Kim Gear, Corporate Policy Officer, 0141 577 3075, kim.gear@eastrenfrewshire.gov.uk

*Annex 2 Complaints:* Stephen Fraser, Policy and Improvement Assistant, 0141 577 3855; stephen.fraser@eastrenfrewshire.gov.uk

Caroline Innes, Deputy Chief Executive  
Convener contact details:-

Councillor Tony Buchanan  
(Leader of the Council)

Home: 0141 577 5717  
Office: 0141 577 3107/8

**BACKGROUND PAPERS**

- Strategic Mid-Year Performance Report 2018-19, Cabinet 6 December 2018
- Outcome Delivery Plan 2018-2021, Council 27 June 2018



Outcome Delivery Plan 2018 - 2021



**Strategic End-Year Performance Report 2018-19**

The following report provides an update of Council performance data at end-year 2018-19. The information contained in this report includes indicators in the Outcome Delivery Plan 2018-21.




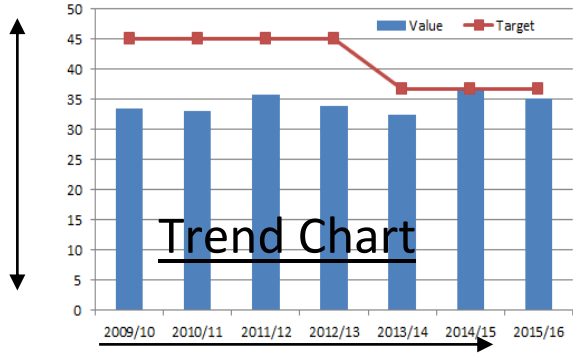
**Data notes**

Indicators included in Annex 1 have a latest data update that has not been previously reported. Occasionally some health indicators have a time lag and the latest data will not be the current year. Education data for the year was reported at mid-year point to Cabinet in December in the [Strategic Mid-Year Council Performance Report 2018-19](#).

**Key**

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

Indicators where there is no new data available at end-year point will be reported in December 2019.

<p><u>Performance note</u></p>	<p><u>Latest value</u></p> <ul style="list-style-type: none"> <li> Off target</li> <li> Target still to be achieved</li> <li> On target</li> </ul>	 <p style="text-align: center;">Trend Chart</p>
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## ODP 1 Council Performance

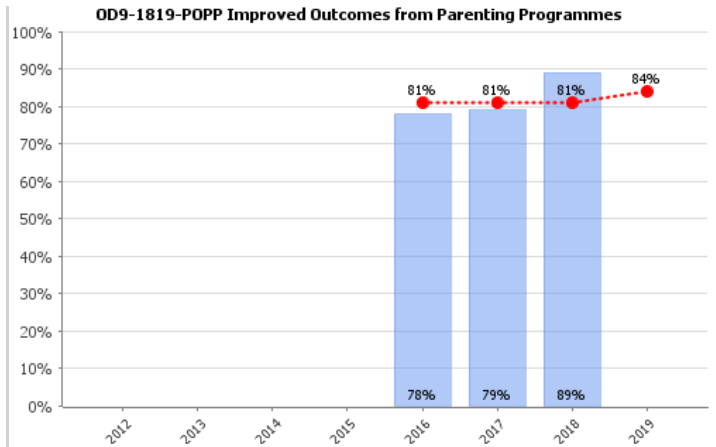


All children in East Renfrewshire experience a stable and secure childhood and succeed.

### Improved Outcomes from Parenting Programmes

Full data from calendar year 2018 now available. Cohorts for this year demonstrating a further increase as measured by SDQ (Strengths and Difficulties Questionnaire) of 89% (based on 45 children). National average 82%. 60% of parents/carers who start programme go on to complete (from 47). Again this is higher than national average of 53%.

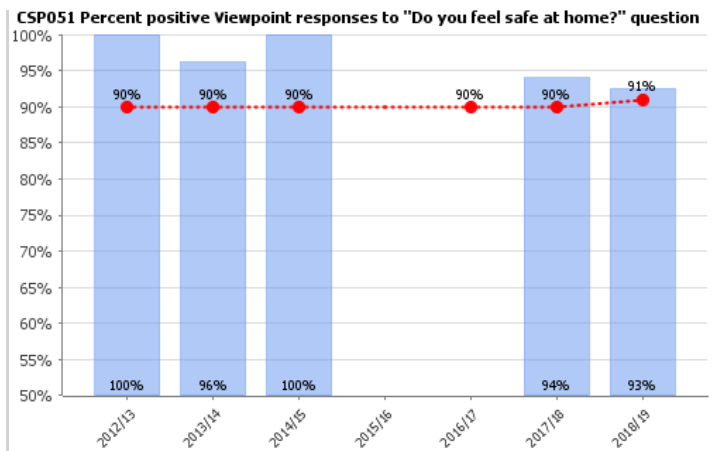
89%



### Percent positive Viewpoint responses to "Do you feel safe at home?" question.

End year (Apr-Mar 2018/19) figure from a total of fifty four responses. Viewpoint participation is a high priority for Children & Family Teams and support is being made available to increase take up. (Data not available in 2015-16 and 2016-17.)

93%



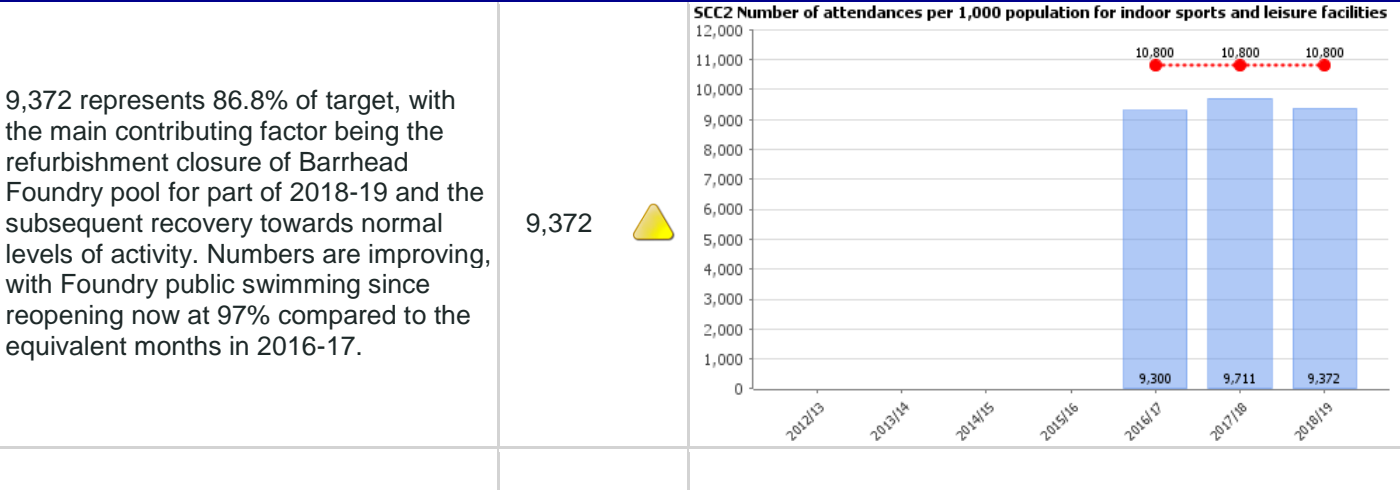
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## ODP 2 Council Performance

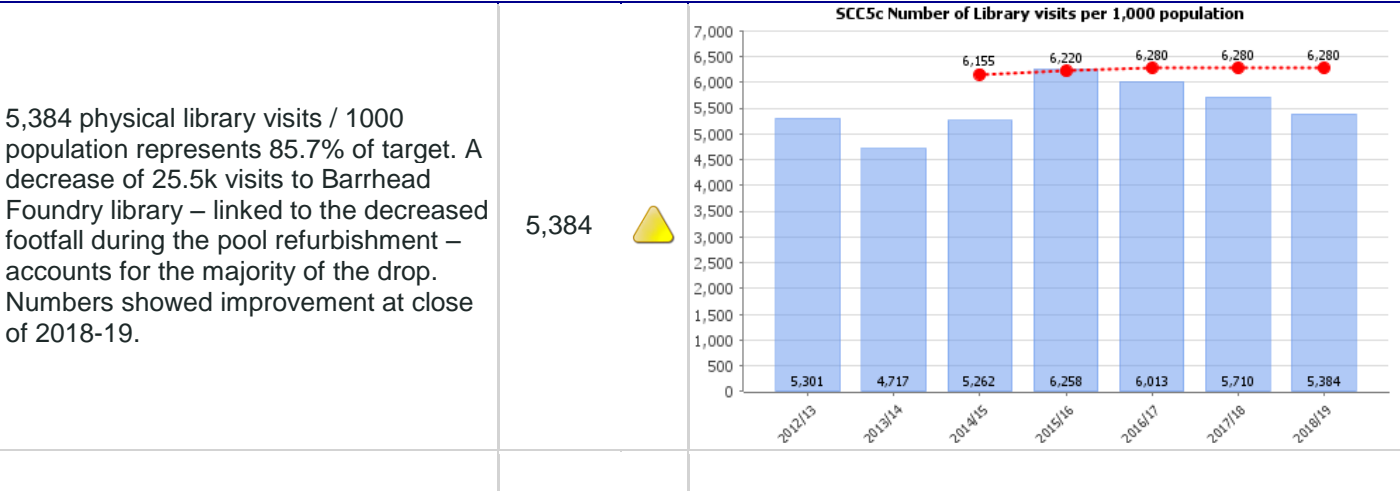
East Renfrewshire residents are healthy and active and have the skills for learning, life and work.



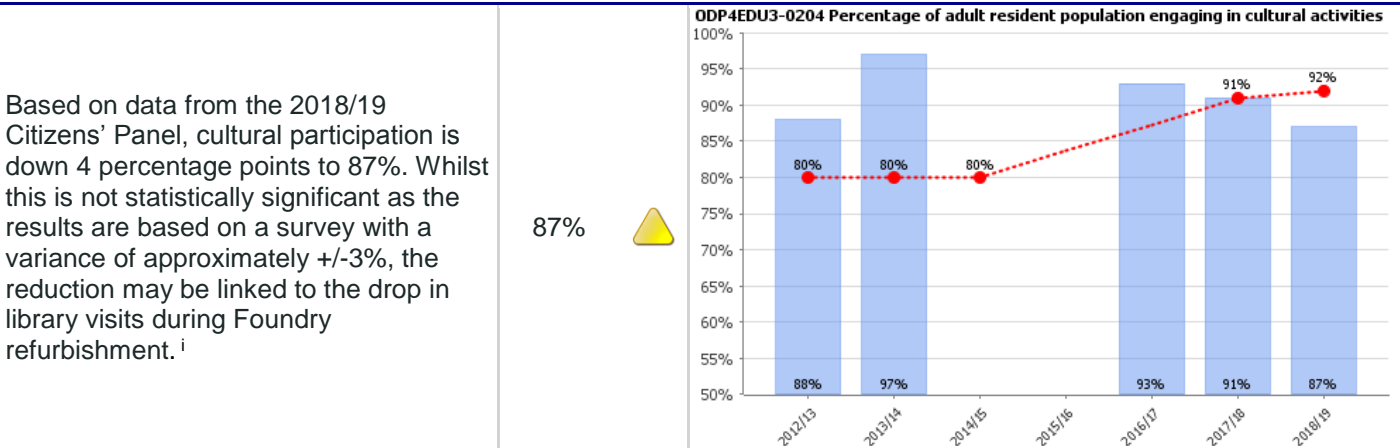
### Number of attendances per 1,000 population for indoor sports and leisure facilities



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



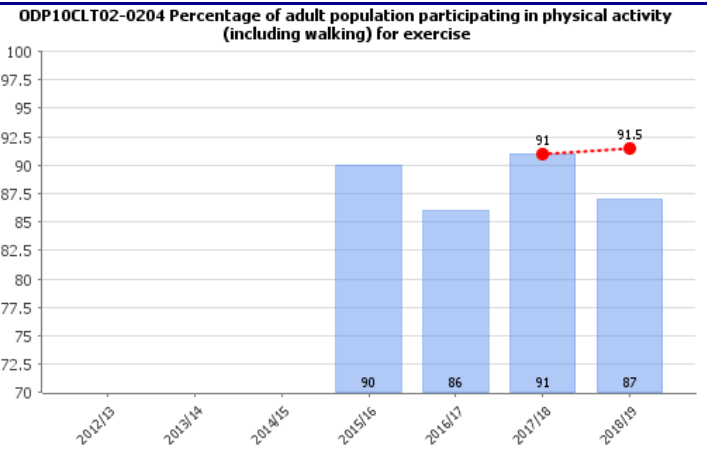
### Percentage of adult resident population engaging in cultural activities (Citizens' Panel)



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

Based on data from 2018/19 Citizens' Panel, Physical Activity down 4 percentage points to 87%. Whilst this is not statistically significant as the results are based on a survey with a variance of approximately +/-3%, the reduction may be linked to the drop in visits during the Foundry refurbishment. <sup>ii</sup>

87% 



## ODP 3 Council Performance

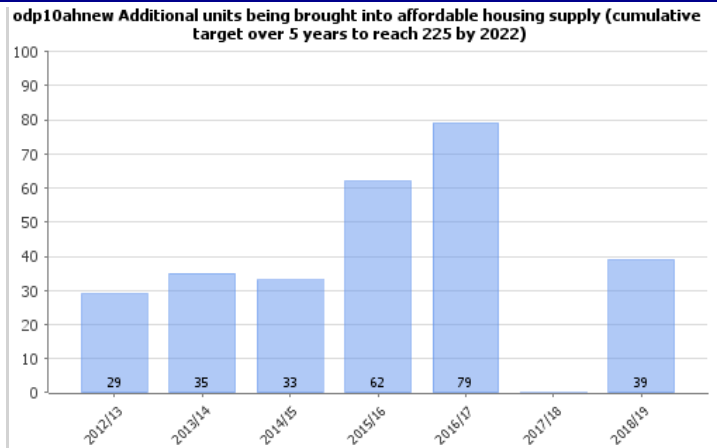
East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents



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

All data not yet available for year-end regarding acquisitions and non-new build Scottish Government schemes. New build completions of affordable housing is 39 units (8 Link HA, 12 Cube HA, 19 Council House Build Programme - with a further 4 units handed over on 1st April. Provisional total for year = 39 units of affordable housing added to supply.

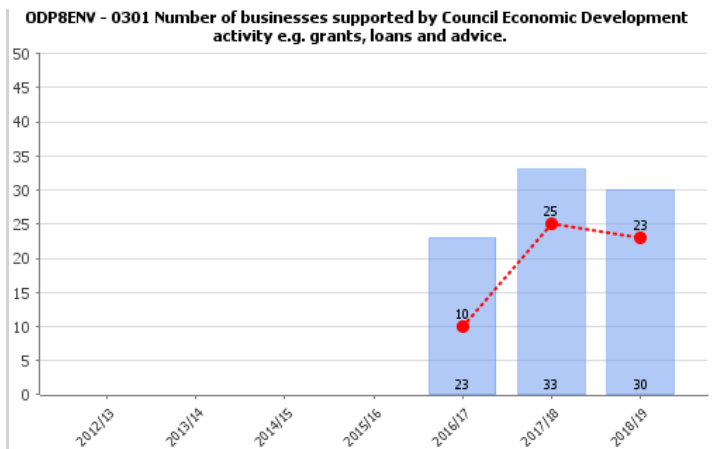
39



### Number of businesses supported by Council Economic Development activity e.g. grants, loans and advice.

Target exceeded. 30 businesses supported with information to access grants, loans and Business Gateway services. The Council's Grant team and Business Gateway services are currently working with 14 Early Years businesses to help prepare for growth due to Scottish Government Early Years agenda and increase in childcare provision.

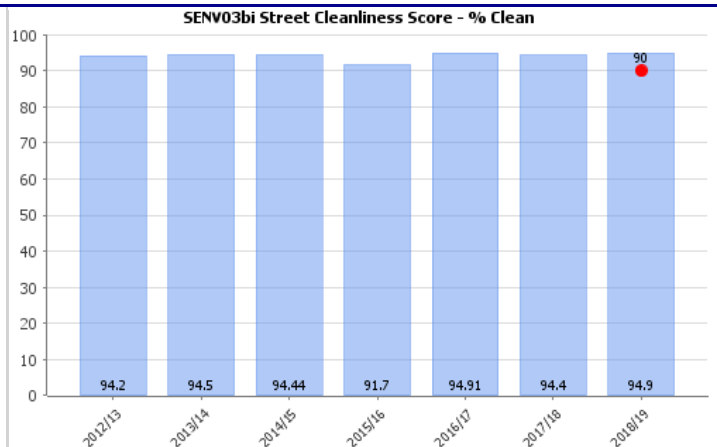
30



### Street Cleanliness Score - % Clean


After a minor drop in 2017/18 from 94.9% to 94.4%, the Cleanliness Score for 2018/19 is back to 94.9%.

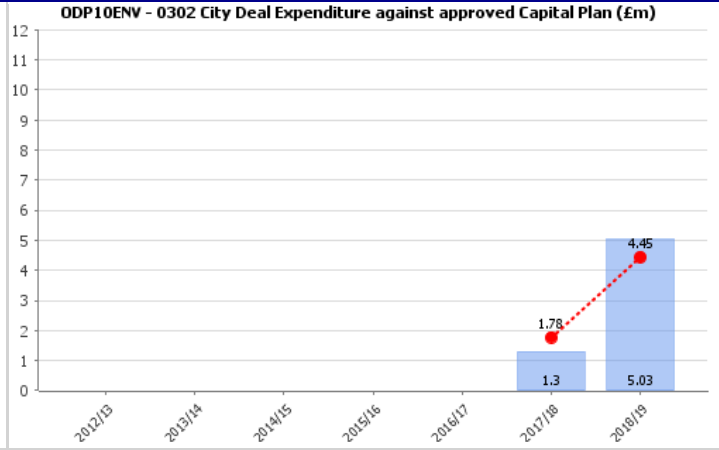
94.9



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

Target exceeded. The majority of the financial year 2018/19 City Deal capital expenditure has been directed towards the creation of the Greenlaw Business Centre which was completed this year. However, we continued to develop a number of projects with detailed design progressing on both Balgraystone Road, which will commence on site in June 2019, and Aurs Road improvements due to tender during 2019.

£5.03m 





# ODP 4 Council Performance

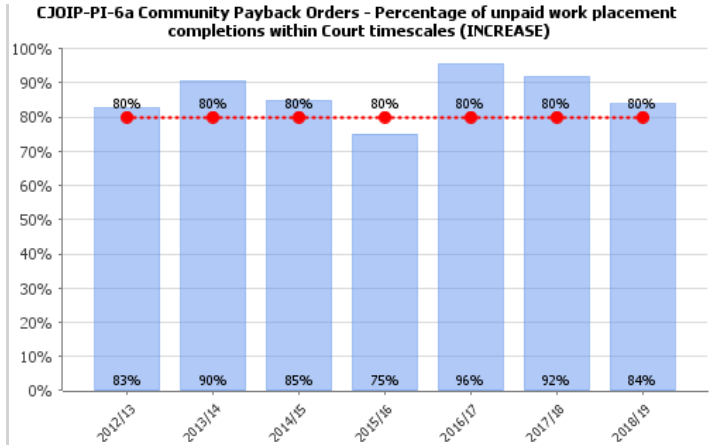
East Renfrewshire residents are safe and live in supportive communities



## Community Payback Orders - Percentage of unpaid work placement completions within Court timescales.

Sixty of a total seventy two Orders were completed within timescales set by the Courts in 2018/19.

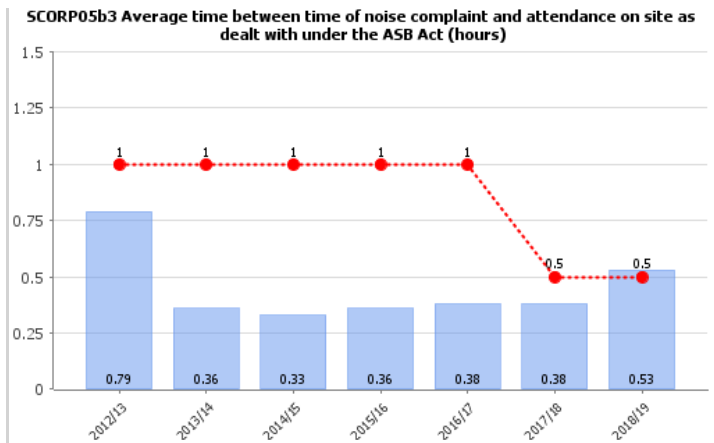
84%



## Average time between time of noise complaint and attendance on site as dealt with under the Anti-Social Behaviour Act (Scotland) 2004 (hours)

The anti-social behaviour investigation service has been redesigned, with all frontline complaints now handled by community wardens, enabling a quick response time. The community warden team operates 7 days a week and in 2018/9 responded to 1839 anti-social behaviour calls - an 18% increase from the previous year. Despite this increase in calls handled, the average time between receiving a noise complaint call and community wardens arriving on site remained on target, at an average 32 minutes.

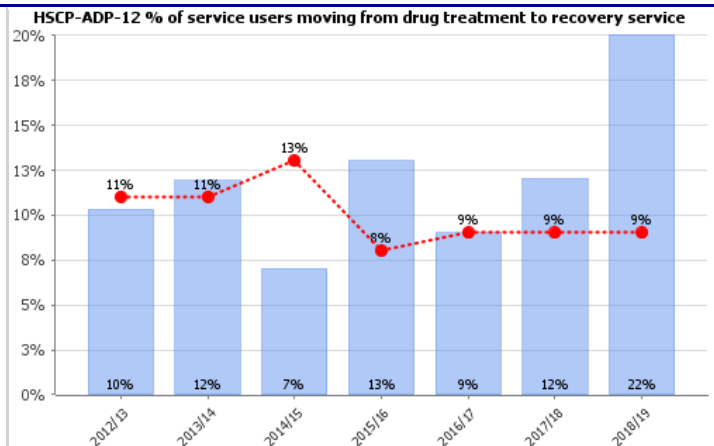
0.53



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

There was an increase in the percentage of people moving from treatment to recovery from 12% in 2017/18 to 22% in 2018/19. 364 service users. Current target achieved.

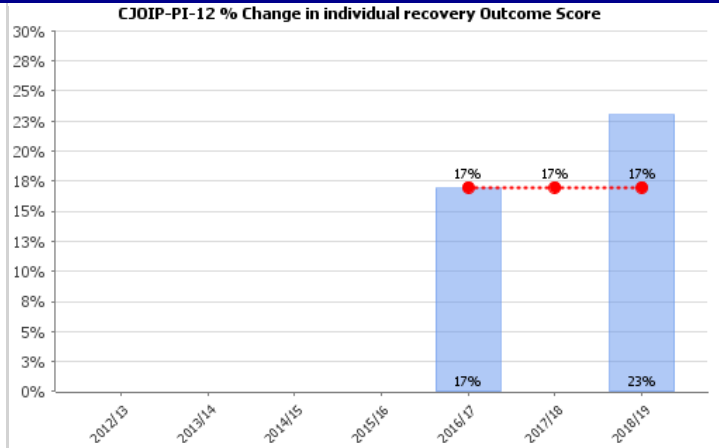
22%



**% Change in individual recovery Outcome Score**

Of the 40 service users participating in the outcome tool, 9 showed improvement in scoring at subsequent reviews (there were 121 clients in total, with 40 having follow up reviews and hence scoring). This is a local figure. Discussions are ongoing at a national level regarding validation and implementation of the tool. (No data available for 2017/18).

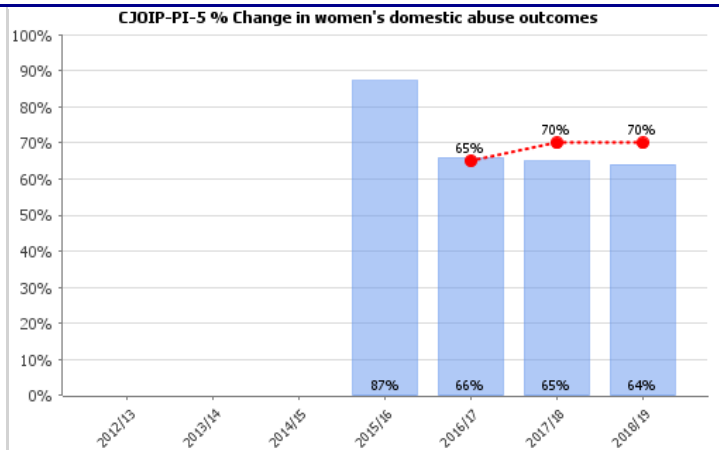
23% 



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

From April 2018 to March 2019, East Renfrewshire Women's Aid service reported a 64% improvement for women across all reported outcomes with safety, health & well-being, empowerment and self-esteem scoring highly. 113 women demonstrated improvement in their outcomes in 2018/19.

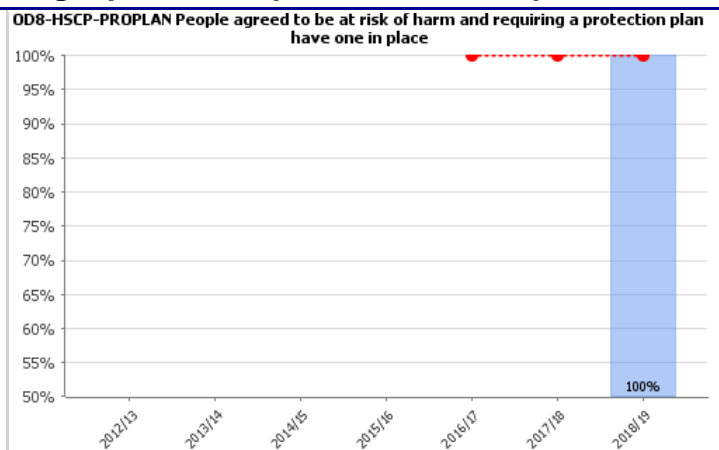
64% 



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

All residents identified as at risk of harm by the HSCP now have a bespoke protection plan in place, this equates to 34 individuals. Target of 100% met.

100% 



## ODP 5 Council Performance

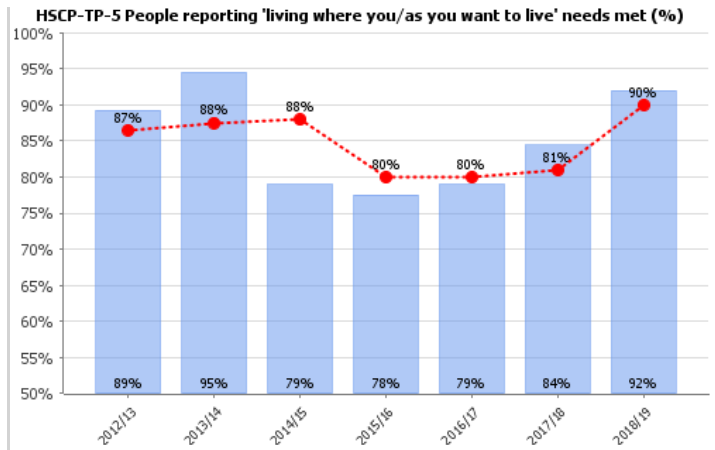
Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives



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

In 2018/19 of the 856 valid responses 766 respondents reported their needs met. Performance is up eight percentage points on last year in relation to this indicator.

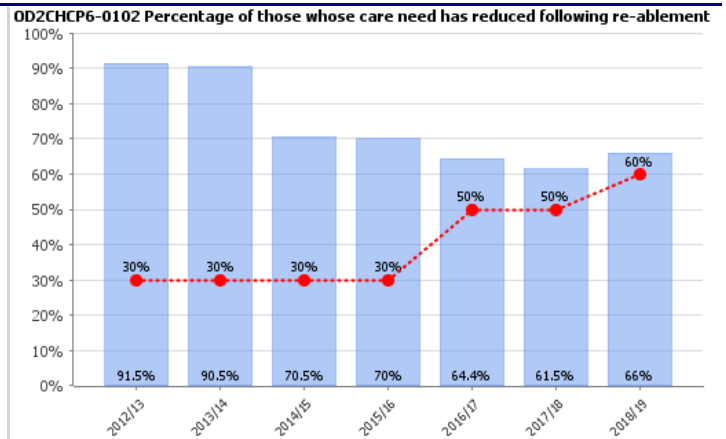
92%



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

Data relates to January to December 2018. In relation to re-ablement discharges (416), 43% (180) were discharged with no services and a further 23% (94) were discharged with reduced services.

66%



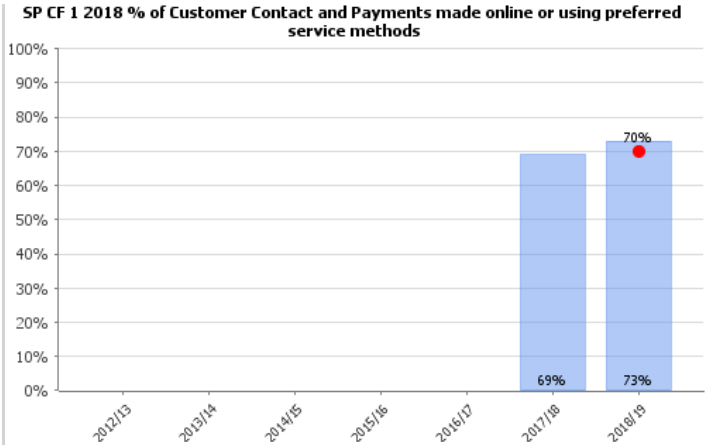
# Customer, Efficiency, People- Council Performance



## % of Customer Contact and Payments made online or using preferred service methods (aim to increase)

Exceeded target. 911,327 total transactions. 73% of contact was made online and using preferred payment methods, 27% of contact was offline i.e. face to face, phone and e-mail.

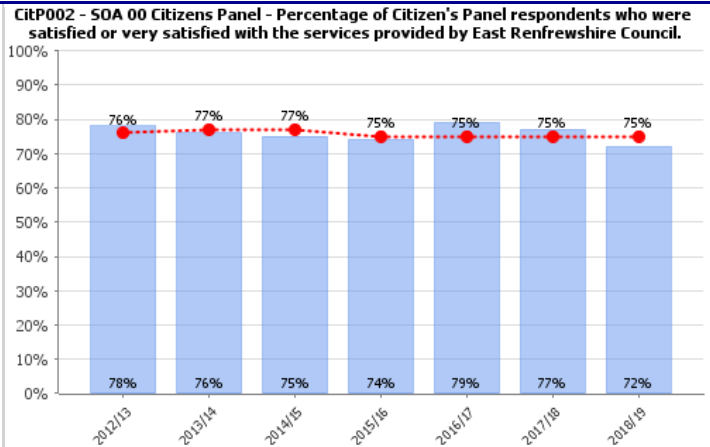
73%



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

Autumn 2018 survey showed 72% of Citizens Panel respondents were satisfied with council services. This is not a statistically significant change as the results are based on a sample survey with a variance of approximately +/-4%. 561 responses.

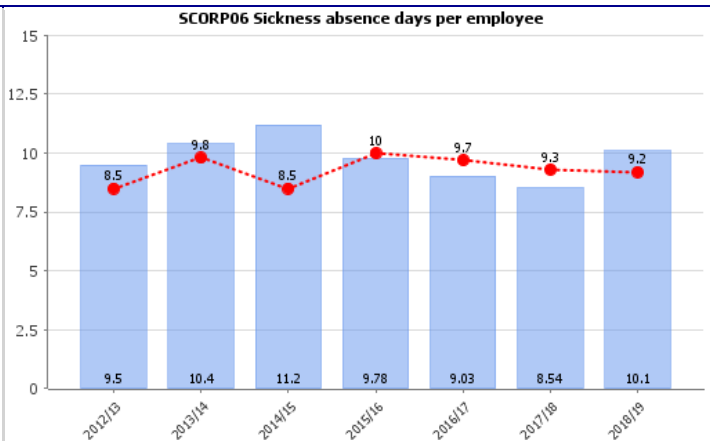
72%



## Sickness absence days per employee (Council wide)

Increase in absence can be attributed to both long and short term with increases in cancers, gastrointestinal disorders, mental health issues, cardio problems and stress (non-work related). This correlates with the increase in absence for these reasons across the council.

10.1



<sup>i</sup> The statistical variance in Citizens' Panel results is based on two factors, firstly the number of respondents to each question (the base) and secondly the proportion of respondents answering in a particular way, e.g. satisfied/dissatisfied etc. The variation in results increases in relation to any drop in the response level, giving rise to marginally less reliable results.

For the panel response to the question on adults engaging in cultural activities 527 responded (the base) with 87% participating. On this basis the variance is +/- 2.9% therefore the results could lie between 86.1% and 89.9%.

<sup>ii</sup> On panel response to the question on adults engaging in physical activities 523 responded (the base) with 87% participating. On this basis the variance is +/- 2.9% therefore the result could lie between 86.1% and 89.9%.

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## End-Year complaints 2018/2019

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 2018/19 we received 1,280 complaints, which represented a decrease of 17.2% on the previous end-year figure of 1,547. Most complaints continue to be received by Environment Department – 66%. The data shows that we continue to perform well in terms of processing frontline complaints with an average time to respond within the 5 day target at 3.5 days which represents an improvement on the corresponding end-year figure for 2017/18 of 4.1 days. The average time to respond to direct investigation complaints was on target at 20 days which is a slight increase on the figure of 16.5 days in 2017/18. As a result of complaints monitoring over the year a number of improvement actions have been implemented and additional resources have been put in place to help improve service delivery in the Corporate and Community Services, Education and Environment departments, as well as the HSCP.



**We received 1,280 complaints during the period 2018/19 or 13.5 complaints per 1,000 population**



**66% of complaints were received by Environment**



**17% of complaints were received by Housing**



**We continue to perform within the statutory target of 5 days working days for frontline complaints and 20 days for investigation complaints**



**36% of complaints related to the 'standard or quality of service'**



**Over 65% of cases were resolved by providing further advice or information**

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## End Year Complaints Report 2018/19<sup>1</sup>

Complaints Received per 1000 of the Population				
Description	2017/18	2018/19	Change	Notes
Number complaints received per 1,000 population.	16.5	13.5	-3	A total of 1,280 complaints were received in 2018/19, a decrease of 267 from 2017/18. We also report specifically on our Housing complaints; 221 of the complaints related to housing.

Complaints Closed at Stage one and Stage two			
Description	2017/18	2018/19	Change
Number complaints closed at stage one as % of all complaints	94% (1,413)	90% (1,100)	-4% pts
Number complaints closed at stage two as % of all complaints	4% (58)	6.2% (76)	+2.2% pts
Number complaints closed at stage two after escalation as % of all complaints	3% (39)	3.8% (46)	+0.8% pts

Complaints Not Upheld/ Partially Upheld/Upheld			
Not Upheld	2017/18	2018/19	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	50% (709)	51% (560)	+1% pt
Number complaints not upheld at stage two as % of complaints closed at stage two	50% (29)	47% (36)	-3% pts
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	64% (25)	54% (25)	-10% pts
Partially upheld	2017/18	2018/19	Change
Number of complaints partially upheld at stage one as % of complaints closed at stage one	9% (132)	12% (136)	+3% pts
Number complaints partially upheld at stage two as % of complaints closed at stage two	19% (11)	17% (13)	-2% pts
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	21% (8)	22% (10)	+1% pt
Upheld	2017/18	2018/19	Change
Number of complaints upheld at stage one as % of all complaints closed at stage one	40% (558)	37% (404)	-3% pts
Number complaints upheld at stage two as % of complaints closed at stage two	29% (17)	36% (27)	+7% pts
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	15% (6)	24% (11)	+9% pts

The average time in working days for a full response to complaints at each stage					
Description	2017/18	2018/19	Change	SPSO Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	4.1	3.5	-0.6	5	
Average time in working days to respond to complaints at stage two (investigation)	16.5	20.0	+3.5	20	
Average time in working days to respond to complaints after escalation (investigation)	16.7	20.4	+3.7	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	16.6	20.1	+3.5	20	

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

<b>Complaints at each stage closed within set timescales</b>			
<b>Description</b>	<b>2017/18</b>	<b>2018/19</b>	<b>Change</b>
Number complaints closed at stage one within 5 working days as % of stage one complaints	85.4% (1,207)	86.6% (953)	+1.2% pts
Number complaints closed at stage two within 20 working days as % of stage two complaints	82.8% (48)	64.5% (49)	-18.3% pts
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	79.5% (31)	78.3% (36)	-1.2% pts
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	81.4% (79)	69.7 (85)	-11.7% pts

<b>Where extensions to the 5 or 20 working day timeline were authorised</b>			
<b>Description</b>	<b>2017/18</b>	<b>2018/19</b>	<b>Change</b>
% of complaints at stage one where extension was authorised	1.1% (16)	1.9% (21)	+0.8% pts
% of complaints at stage two where an extension was authorised	0%	7.9% (6)	+7.9% pts
% of escalated complaints where extension was authorised	10.3% (4)	2.2% (1)	-8.1% pts

### **Customer Satisfaction Measures**

The Local Authority Complaint Handlers Network in collaboration with the Scottish Public Services Ombudsman (SPSO) is in the process of reviewing and developing a new set of core customer satisfaction questions in relation to complaints. The revised online survey will run on the Council's Citizens' Space platform from June 2019 with results produced annually to help ensure we have robust numbers for reporting purposes. This information will be used to help inform any improvements to the complaint handling procedure for our customers.

### **Improvement Actions 2018/19**

Complaints information is closely monitored to ensure we learn from complaints and make service improvements. In 2018/19, service improvement actions included the following:

- The online application form for the Blue Badge service was reviewed and the new simplified online form made available to speed up the process for the customer from February 2019.
- Staff training on effective complaints handling continues to take place within Customer Services.
- Procedures for the issue of pre-paid debit cards to customers who have been awarded a grant from the Scottish Welfare fund were improved.
- Education Business Support have improved the clarity of their written advice in relation to Free School Meals.
- Environment's new Customer Relations Team has compiled a detailed analysis of customer complaints. The analysis covers trends, volume, method of contact, timescales, upheld complaints and outcome actions and will be used to develop new solutions for identified issues.
- Customer First and Planning are now clearer on the distinction between customer complaints and planning enquiries ensuring that these are handled separately.

EAST RENFREWSHIRE COUNCILWednesday 26 June 2019Report by Deputy Chief ExecutiveCOMMUNITY PLAN AND LOCALITY PLANS ANNUAL PROGRESS REPORTS**PURPOSE OF REPORT**

1. To seek approval of annual progress reports to communities on the Community Plan and the Locality Plans for Auchenback and ADD2 Barrhead.

**RECOMMENDATION**

2. It is recommended that Council considers and approves for publication the Community Plan and Locality Plan annual progress reports contained in Annexes 1 to 3.

**BACKGROUND**

3. The East Renfrewshire Community Plan was approved by full Council and the Community Planning Partnership Board in June 2018. The Community Plan is the Community Planning Partnership's 10 year vision for communities across the whole of East Renfrewshire. It also contains Fairer East Ren, a layer of outcomes that were set to focus on the greatest socioeconomic inequalities at an authority-wide level. This forms the statutory Local Outcomes Improvement Plan.

4. Members will be aware that the Council and partners also have a duty to prepare and deliver Locality Plans by working with members of communities that experience poorer outcomes throughout the life cycle compared with East Renfrewshire as a whole. There are two locality plans in place for Auchenback and ADD2Barrhead (which covers the community areas of Dunterlie, East Arthurlie and Dovecothall).

5. The Community Empowerment (Scotland) Act 2015 introduced the requirement for these plans along with an expectation that CPPs report progress annually to the communities that the plans cover.

**PROGRESS REPORTS**

6. There are three separate progress reports being presented for approval.

(i) **Community Plan Progress Report 2019** – Local residents and community groups across East Renfrewshire are the key audience for this report which is why case studies have been used to convey the information in a more meaningful and useful format. This report will give communities an overall sense of progress towards Community Plan outcomes.

(ii) **Locality Plan Progress Reports for ADD2Barrhead and Auchenback** – These reports outline key initiatives delivered in locality areas to address local priorities. The reports have

a particular focus on how community members have been involved and supported to deliver their own activities to benefit the local areas.

7. Following approval, the progress reports will be graphically designed to ensure the reports are accessible and interesting to read. They will be published using a variety of methods to ensure local residents hear about the progress being made.

## **FINANCE AND EFFICIENCY**

8. There are no financial implications.

## **CONSULTATION**

9. Community engagement and participation is integral to the success of the Community Plan and Locality Plans. The key audience for these progress reports is our local residents and community groups therefore the content has been designed to be meaningful to them.

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

## **PARTNERSHIP WORKING**

11. The Community Planning Partnership is responsible for both the Community Plan and the Locality Plans therefore a partnership approach is essential to developing and delivering the outcomes in the plans. To comply with governance arrangements, both the Performance and Accountability Review and the Community Planning Partnership Board have had the opportunity to review and contribute to these progress reports.

12. The case studies contained in the progress reports demonstrate where partnership working has successfully achieved positive outcomes for our communities.

## **RECOMMENDATIONS**

13. It is recommended that Council considers and approves for publication the Community Plan and Locality Plan annual progress reports contained in Annexes 1 to 3.

## **REPORT AUTHOR**

- Caroline Innes, Deputy Chief Executive
- Report Author: Tracy Butler, Partnerships Team Leader, 0141 577 3167
- Report Date: 26 June 2019

## **RELEVANT LINKS:**

Link to the Council Paper to approve the Community Plan and Locality Plans:  
<https://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=21000&p=0>

Guidance for Part 2: Community Planning Guidance:  
<http://www.gov.scot/Publications/2016/12/8801>

## **COMMUNITY PLAN 2018-2019 PROGRESS REPORT**

### **INTRODUCTION**

The East Renfrewshire Community Plan sets out how local services work together to create stronger and fairer communities together with the people of East Renfrewshire.

The Community Plan reflects the most important priorities of our residents and serves as the core strategic document for the East Renfrewshire Community Planning Partnership (CPP). The Community Plan sets out the high-level ambitions for all age groups and communities in East Renfrewshire for the next 10 years.

The Plan also includes Fairer East Ren – our Local Outcomes Improvement Plan - as required by the Community Empowerment Act, introduced in 2015. Fairer East Ren focuses on reducing inequality of outcome across groups and communities.

This is the first annual report on progress made towards the outcomes contained in both the Community Plan and Fairer East Ren. This report is for the communities and residents of East Renfrewshire and shows some of the improvements that have been achieved. This report also demonstrates the commitment of the CPP towards making East Renfrewshire a fairer place to live and to meet the vision for East Renfrewshire:

**An attractive and thriving place to grow up, work, visit, raise a family and enjoy later life.**

### **ABOUT EAST RENFREWSHIRE COMMUNITY PLANNING PARTNERSHIP**

East Renfrewshire Community Planning Partnership (CPP) works for and with communities to ensure everyone living in East Renfrewshire has the best possible quality of life. There are five key organisations with a legal duty to lead community planning:

- East Renfrewshire Council
- NHS Greater Glasgow and Clyde
- Police Scotland
- Scottish Fire and Rescue Service
- Scottish Enterprise

There are additional partners who are involved in community planning in East Renfrewshire:

- East Renfrewshire Integration joint board (Health and Social Care Partnership)
- Strathclyde Partnership for Transport
- Skills Development Scotland
- Voluntary Action East Renfrewshire
- Department for Work and Pensions
- West College Scotland
- East Renfrewshire Culture and Leisure Trust

All of the partners above are members of our Performance and Accountability Review group. This group meets biannually and has responsibility for overseeing progress and scrutinising performance made towards a Fairer East Ren.

### **WORKING WITH OUR COMMUNITIES**

East Renfrewshire's CPP engaged with over 2,200 local residents between January and May 2017 to inform the Community Plan and Fairer East Ren. This commitment to community participation by the CPP continues in the delivery of the Community Plan as local residents and community groups also have a role to play in achieving better outcomes. The examples below show some of the ways in which the CPP is supporting and working with communities.

**Community Conference:** A Community Conference was held in November 2018 which celebrated the contribution our community groups make to East Renfrewshire. Our local communities benefit from a richness of engaged, skilled, kind and enthusiastic people who are willing to give up their time to help others and to improve their community. Nearly 20 community groups from across the whole of East Renfrewshire were represented at the event and participants reported it was useful to reflect on the varied spread of work going on across the wider community and how it contributes to the Community Plan and Fairer East Ren. The Conference also offered networking opportunities for community groups to form links with one another, partners, funders and services, and gave groups time to share and discuss projects they can potentially work on together in future as well as training and development opportunities. This is intended to be the start of a bigger conversation about how communities and local partners/service providers can work together to deliver the outcomes of the Community Plan.

**The Market Place:** Voluntary Action East Renfrewshire (VAER) created The Market Place; a place that aims to improve well-being and tackle loneliness through bringing people together in a safe, independent, reliable, sharing space. This multi-use hub provides a space for a range of people, groups and organisations and meets the needs of participants and not funders. This approach is an example of collaboration and participation set in a safe and inclusive environment with a friendly and positive atmosphere. In January 2019, the Market Place had 600 visitors,

was supported by 26 regular volunteers and had 16 groups meeting weekly. IT support is available as well as groups such as Sewing for Sustainability and Card-making who also sell the items they make in the market place.

**Bridges to Change:** The annual Bridges to Change conference took place in March 2019 with over 60 local people attending representing a wide spread of community groups. This event is an opportunity for local residents, community groups, elected members and services to come together to share their thoughts on progress towards making East Renfrewshire a fairer and more equal place for all its residents.

### **PRIORITIES AND PERFORMANCE**

The Community Plan is structured around five strategic priority areas:

1. Early Years and Vulnerable Young People
2. Learning, Life and Work
3. Economy and Environment
4. Safe, Supportive Communities
5. Older People and People with Long Term conditions

The five Fairer East Ren outcomes below are focused on tackling inequality. These outcomes were determined following extensive community engagement and also informed by our local socio-economic data and evidence of local need.

1. The impact of child poverty is reduced
2. Residents have the right skills, learning opportunities and confidence to secure and sustain work
3. East Renfrewshire's transport links are accessible, attractive and seamless
4. Residents' mental health and wellbeing is improved
5. Residents are safe and more socially connected with their communities

Community Planning Partners have been working together to develop Fairer Delivery Plans, to ensure that there are specific actions being carried out for each of the outcomes. These are now available on the community planning pages of the Council's website [www.eastrenfrewshire.gov.uk/communityplanning](http://www.eastrenfrewshire.gov.uk/communityplanning)

While the development of delivery plans was ongoing, much work has taken place to achieve the priority outcomes and this is showcased below. Case studies and community experiences have been used to demonstrate the impact that particular pieces of partnership work have contributed towards achieving outcomes under each of these key areas.

## **Early Years and Vulnerable Young People**

**The Community Plan outcome we want is...**

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

**Our steps along the way to achieving this are:**

**The impact of child poverty is reduced (Fairer East Ren)**

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

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

### **Reducing child poverty**

The Money Advice and Rights Team (MART) work with many vulnerable clients across the authority. Through taking a partnership approach to support individuals, they can deliver a bespoke service considering the complex factors involved. In one example a multi-agency approach achieved a stable income, enabled a child to continue their schooling locally and prevented an eviction process through:

- bringing in interpretation services to overcome the client's language barrier
- support from Health and Social Care Partnership and Education to access free school meal entitlement and clothing
- identifying a move to Universal Credit as the best way forward through discussions with Department for Work and Pensions
- provision of food bank vouchers and support with an application to the Scottish Welfare Fund

### **Health Visitor Referral Pathway**

In February 2019 East Renfrewshire introduced a direct referral system between Health Visitors and the Money Advice and Rights Team. Health Visitors routinely discuss financial wellbeing with the families they are working with. When a family expresses any concern around finances, the health visitor is now able to directly share their details with MART. A secure email is sent during the home visit, which is then followed up proactively by MART who make contact with the family to discuss the support they may be able to offer. This direct referral process reduces time and administrative delays and also takes the onus away from the family, who may be vulnerable, to make this follow up. East Renfrewshire are the first area in Greater Glasgow and Clyde to introduce this new system and this is recognised as an example of good practice at a health board level.



**Early Years Expansion – 1140 hours for 3 & 4 year olds**

East Renfrewshire Council has introduced early adoption of the increased nursery allocation for the most vulnerable three and four year olds ahead of the 2020 deadline. The Education Department are working in partnership with a variety of funded providers, including private nurseries, childminders and voluntary sector providers, so that parents and carers can choose the type and pattern of provision that works best for their families. There is a particular focus on development of the early years workforce to ensure that all staff are highly skilled and motivated as well as taking early steps to ensure there is appropriate recruitment of staff to support the expansion. This includes working with Skills Development Scotland to fund apprenticeships, including adult apprenticeships, and Work EastRen working with partner providers to support their staff development.

**Looked After Young People**

East Renfrewshire has taken a multi-agency approach to supporting our looked after young people. Through investing in relationships with young people, and engaging with them and understanding their specific needs and wants, staff are able to get a true understanding of each individual young person. More young people are finding a permanent destination and there are fewer occasions of a young person drifting through the system and experiencing multiple destinations. There are dedicated links within the Money Advice and Right Team, Social Work and Housing officers who are all working together to ensure that no looked after young person presents as homeless, has a tailored support packages and can access their full benefit entitlement. The Environment Department have invested in a Family Firm coordinator to work with young people and their families. There has been a lot of engagement work with the Education Department and as a result 81% of young people are meeting or exceeding minimum expected standards for Curriculum for Excellence. There is also a no exclusion policy within local schools which has had a positive impact. Colleagues in the East Renfrewshire Culture and Leisure Trust identify coaching and work experience opportunities to benefit young people to gain a range of experiences as they consider their future.

**Relaxed Screenings**

Relaxed Screenings are an ongoing series of films shown in Eastwood Park Theatre throughout the year. These have been designed in partnership by ERCLT and HSCP to provide an affordable, local option for families to attend the cinema in an environment that is suitable for their families' needs. These events are appropriate for children with Additional Support Needs and suit any child seeking a more relaxed environment to watch a family film. There is a break out space, accessible toilets and seating, and all attendees are welcome to make noise and move around the space as required.

## **Learning, Life and Work**

The outcome we want is...

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

Our steps along the way to achieving this are:

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

Children and young people are included

Children and young people raise their educational attainment and develop the skills they need

Residents are as healthy and active as possible

### **The Year of Young People**

2018 was identified by Scottish Government as the Year of Young People. Its aim was to inspire Scotland through its young people, celebrating their achievements, valuing their contribution to communities and creating new exciting opportunities for them to shine – locally, nationally and globally. East Renfrewshire Council Young Persons Services (YPS) used this opportunity to acknowledge and celebrate the 1,543 young people they worked with during the year. This year YPS have taken an innovative approach to programme delivery and introduced new programmes including a bespoke Understanding Parenting Programme to all 4<sup>th</sup> years in Barrhead High School and supporting young people from Isobel Mair school working towards their Gold Duke of Edinburgh Award. A priority identified by YPS for this year has been to increase the opportunities for young people aged 12-18 living in the most deprived areas of East Renfrewshire to encourage these young people to access YPS services and as a result have achieved nearly 200 accredited awards. While YPS are the lead partner delivering these programmes, there is a partnership approach and YPS work with colleagues from a range of services including Education and Social Work. There is further detail on the Year of the Young People at [www.eastrenfrewshire.gov.uk/yps](http://www.eastrenfrewshire.gov.uk/yps).

### **16+ Data Hub**

East Renfrewshire Council's Education Department, Secondary Schools and Skills Development Scotland are helping to prepare young people for their post-school destinations using their 16+ Data Hub. This highly effective practice is having a real impact on providing targeted support for young people prior to leaving school. The hub holds information on 16 to 24-year-olds that can be shared securely between partners, including Skills Development Scotland, Education, Schools and the Department for Work and Pensions. The 16+ Data Hub links up the work going on across East Renfrewshire to help our young people find positive, sustained destinations after their secondary school education. Details are held in a central area include expected school leaving dates, where young people intend to go after school, whether this be into Employment, Modern

Apprenticeship, college or university, and also information on those individuals in negative destinations. This approach has been recognised as an example of excellent practice by Education Scotland following a recent inspection.

### **Arts & Heritage Initiatives**

East Renfrewshire Culture and Leisure Trust's Arts and Heritage team deliver many programmes which support the local community to be involved in projects which may develop their skills or interests. The Commemoration of World War I project engaged with ERCL's adult and children's arts class participants, local churches and historical groups, and seven classes from two Giffnock primary schools. Through exhibitions, installations and workshops the team raised awareness of the impact of World War I on the Giffnock community.

### **SQA Accredited Courses**

West College Scotland and East Renfrewshire Council have a well-established partnership to deliver programmes of study for senior phase pupils and adult learners in the community and provide appropriate curriculum and progression pathways for students. The programmes are created and evaluated in collaboration with teams from the college, East Renfrewshire Council services including Adult Learning and the Schools Liaison Team, as well as pupils and students. One of the main aims is to address gaps in employability provision. Programmes fit with the objectives of the Community Plan by providing accessible education for adult learners in their own communities. These learning opportunities assist people to return to learning, upskill or retrain and gain the right skills, and confidence to secure and sustain work. A range of courses are provided with a key focus on IT, childcare and customer service skills which are aligned with the needs of the local business community.

### **Economy and Environment**

**The outcome we want is...**

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

**Our steps along the way to achieving this are:**

**East Renfrewshire's transport links are accessible, attractive and seamless (Fairer East Ren)**

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

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

**East Renfrewshire is a great place to visit**

**East Renfrewshire is environmentally sustainable**

### **Glasgow City Region City Deal**

The £1.13 billion Glasgow City Region City Deal is an agreement between the UK Government, the Scottish Government and eight local authorities across Glasgow and the Clyde Valley. East Renfrewshire has secured a £44 million investment which will bring major benefits to local residents. A programme of ambitious projects will stimulate economic growth in East Renfrewshire - improving transport links between the communities of Barrhead and Newton Mearns, increasing leisure opportunities at Dams to Darnley Country Park, supporting business development and providing employment opportunities. A number of additional benefits have been delivered for local communities as part of City Deal contracts such as jobs, apprenticeships and skills development activities. The Greenlaw business Centre in Newton Mearns has been funded by the City Deal and has created four jobs, two apprenticeships, work experience placements and learning opportunities for schools. ERC are working in partnership with Morrison Construction and Clyde College to support two fully funded pre-apprenticeship courses and have invited students to the site to learn more about the construction industry and future career paths.

### **Your Wee Red Bus**

East Renfrewshire Community Transport, known as Your Wee Red Bus is a small volunteer-led community transport organisation based in Barrhead which provides a service to those disadvantaged due to age, ill health, disability, financial hardship or other disadvantage. A range of transport services are available including the transportation of patients to GP, clinic and hospital appointments, affordable mini bus hire for local voluntary and community groups, and assisted shopping trips. Over 50 local residents volunteer with the Wee Red Bus and the project receives funding from Strathclyde Partnership for Transport with ring-fenced funding for transport to medical appointments from the HSCP. In addition to transport, a number of afternoon teas are held throughout the year which provides company to those who may experience difficulty with travelling to attend groups and events, or are otherwise vulnerable to loneliness.

## **Safe, Supportive Communities**

The outcome we want is...

East Renfrewshire residents are safe and live in supportive communities

Our steps along the way to achieving this are:

Residents' mental health and wellbeing is improved (Fairer East Ren)

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

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

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

Residents are protected from drug and alcohol related harm

### **Talking Points**

East Renfrewshire Health and Social Care Partnership and Voluntary Action East Renfrewshire are jointly hosting Talking Points events across East Renfrewshire. Talking Points are local places in East Renfrewshire where people can get information, advice and support from professionals and volunteers about their health and wellbeing. They can also get more information about local groups and activities in their area. At Talking Points residents will be offered the opportunity to have a good conversation about what matters to them, whether this be about living a healthier lifestyle, having meaningful activities to do, or living independently in their own home. The Talking Points team can support people to develop their own personal plan, taking into consideration all the resources they can access, including those offered by local groups and organisations.

### **Youth Disorder and Fire-Raising**

Partnership working has been used by partner organisations to respond to reported youth disorder in the Netherlee and Clarkston areas. Police Scotland, Community Safety (ERC), Scottish Fire and Rescue Service and Education (ERC) have taken a partnership approach following a series of wheelie bin fires. Partners carried out a number of collective actions to provide a coherent and united response to this problem. The Local Problem Solving Team from Police Scotland and Community Safety Wardens provided extra patrols in these local areas, representatives from Scottish Fire and Rescue Service and Campus Officers from Police Scotland attended three local secondary schools to deliver a session to pupils regarding the dangers of this activity. Scottish Fire and Rescue Service and Police Scotland Officers also attended parents' nights at these schools to educate parents of the dangers for young people and visited youth clubs run by Young Persons Services in these communities. Partnership pop-up banners were created for visible impact to raise awareness of this particular issue. As a result of this partnership approach there was an 83% reduction in the number of crime reports raised regarding the theft of wheelie bins in the Netherlee and Clarkston areas.

### **Confidence at Home and Child Safety at Home Packs**

In order to support our youngest and oldest residents, a preventative approach has been taken towards supporting our more vulnerable local households. Confidence at Home packages have been developed by Trading Standards and Environmental Health with input from local support groups, carers, professionals and people affected by dementia. Targeted at vulnerable older people, a range of materials are provided in the packs including information on preventing cold callers, avoiding telephone and online scams and signposting to various support services including Telecare, Fire Safety and third sector organisations. The Child Safety at Home pack has been developed with families, health visitors and the Royal Society for the Prevention of Accidents and have been issued to over 1,000 households in East Renfrewshire. This pack includes information to avoid the most common domestic dangers to protect children and families from harm at home.

### **Live Active**

East Renfrewshire Culture and Leisure Trust supports people to be active in their daily lives and the Live Active programme is particularly targeted towards people with chronic health and mobility issues. Over 450 Live Active participants were referred by their GP or Practice Nurse and through a Live Active referral, people are supported to change their diet and activity habits and meet their personal goals.

### **Older People and People with Long Term conditions**

The outcome we want is...

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

Our steps along the way to achieving this are:

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

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

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

Carers are valued and can maintain their own health and wellbeing

### **Walking Football**

Walking football is designed to help people to get fit or to maintain an active lifestyle no matter their age or fitness levels. Older people who play recognise the many health benefits including lower heart rates, lower blood pressure and increased mobility. There are also many social benefits and participants can meet new people, interact with individuals in a small groups setting and avoid becoming socially isolated. ERCLT offer walking football in Barrhead and Newton Mearns which is also promoted by health professionals at HSCP. The Walking Football group in Barrhead have started a swimming club where some of the group go swimming immediately after walking football and then have a cup of tea and

a chat. This allows them to be out in the local community socialising with people. Recently one of the participants has made attempts to start a book club with some of the group which ERCL Football Development have offered to support.

*“Playing Walking Football with ERCL has made a huge difference to my life. I went through a quadruple heart bypass a year and a half ago and I can no longer play regular 5 aside football. Being involved with this group has helped me regain my confidence to get out the house and socialise with other people. It’s helped increase my fitness and now I’m now rediscovering a sense of myself again. It has been very beneficial to me. They’re a great bunch of guys I love it! I enjoy it so much.”* Jimmy McQuade, Walking Football participant

### **Fire and Falls Partnership**

The Fire and Falls Partnership comprises staff from the HSCP, Scottish Fire and Rescue Service and the Council’s Community Safety Team and supports individuals identified as being at risk of experiencing fire in their home or have been identified as being at risk of falling. This project contributes to maintaining independence, avoiding hospital attendances and admissions, and promotes social inclusion for our residents through signposting to support groups. The contributions made by this partnership are important when considering the demographic of our communities in East Renfrewshire at present and the projections for the future including an ageing population and an increase in single occupancy households.

### **East Renfrewshire Additional Needs Partnership**

This community-led partnership was formed in September 2018 to help improve services in East Renfrewshire for residents with disabilities and additional support needs. A number of local groups and residents have come together to address common issues including social isolation, financial issues and where to seek out advice, help and support. By building the capacity and skills of these groups through the Partnership, groups will be empowered and more active in their community. The Partnership is focused on key Fairer East Ren outcomes particularly employability, social isolation and loneliness, and mental health and wellbeing.

### **Shopping Buddies**

Shopping Buddies was developed by East Renfrewshire HSCP to help older people in the community with their shopping and to give younger people with learning disabilities the opportunity to learn new skills and work within their own communities. It started with one service user and volunteer taking place once a week and the scheme now provides support with shopping for more than 20 people, 5 days a week. The Shopping Buddies volunteers meet with service users, take their orders over the phone, do the shopping and deliver it and put it away in the homes of local people. The project is valued by both the service users and volunteers and helps build relationships between the two generations. In May 2018 the Shopping Buddies project won the ‘Community Champion’ category at the Learning Disability Awards in Edinburgh.

**Contact for further information**

Partnerships Team  
Corporate and Community Services  
Council Headquarters  
Eastwood Park  
Rouken Glen Road  
Giffnock, G46 6UG  
0141 577 3499  
[listening@eastrenfrewshire.gov.uk](mailto:listening@eastrenfrewshire.gov.uk)



## ADD2Barrhead Locality Plan

### 2019 Progress Report

Welcome to the ADD2Barrhead Locality Plan annual progress report. It provides information about initiatives in the area that have addressed local priorities. You can find more information about the Locality Plan and how you can be involved on the back page.

#### Locality Plan priority: **more investment in people and the physical environment to make the area thrive.**

The Council and its partners supported the Corra Foundation to set up a People in Place programme which has been operating in Dunterlie since 2017. Corra's aims are to listen, widen participation and help with locally-led actions. Corra has been central to helping small groups get started up and grow.

Barrhead Housing Association launched DIY Dunterlie which is a range of projects to improve health, wellbeing, employability and more. Projects are led by community members and workers in East Renfrewshire Culture and Leisure, Recovery Across Mental Health (RAMH) and more.

#### Locality Plan priority: **improved physical environments including greenspaces.**

The Council's Environment Department has increased its focus on parks in the ADD2 area with improvements made in Carlibar Park and early engagement to plan improvements to Crossmill Park beside Dunterlie Resource Centre. The ADD2Barrhead Steering

Group were involved in Cowan Park playpark upgrades in 2018. Steering group members and others with an interest in the park are involved in designing wider community engagement to improve further aspects including the bandstand and tennis courts.

#### Locality Plan priority: **feeling safer.**

To address incidences of deliberate fire setting in Barrhead, Scottish Fire and Rescue Service (SFRS) personnel from Barrhead Fire Station are engaging with local young people at the Museum Youth Club. SFRS Community Action Team also targeted their time in the Barrhead secondary schools. This engagement has contributed to an overall decrease in deliberate fires in Barrhead, including periods of the year where numbers traditionally increase.

Services find that alcohol is contributing to crime and disorder incidents within the community. Police Scotland and the Council's Licensing Team have worked together to combat alcohol sales to young people under 18. They have been visiting various off-sales premises across Barrhead to raise awareness of the issues and consequences for license holders. They have also launched the "You're Asking For It" campaign in 2019 to tackle alcohol being bought for under 18s. Services will be holding pop-up stalls in Barrhead, doing leaflet drops, providing information to shops on what to look out for, and carrying out enhanced re-visits to premises.

Reps from Community Safety, Housing Associations, Police and Fire and Rescue are meeting as a group every week to carry out joint action plans for streets and neighbourhoods being affected with ongoing crime and disorder incidents. This is proving effective because information is shared and workers across services can act more quickly and prevent issues from happening again.

In spring 2019 Police Scotland and the Council's Community Safety Team held pop-up stalls in different venues to have conversations with people. Staff asked questions like:

- What are we doing well and not so well right now?
- What are your specific safety concerns in the ADD2 area in 2019?
- Can we assist with any community action that is already happening?

Over 200 individuals spoke to staff over 8 weeks and said there needs to be more action on:

- Road safety around schools
- Intimidating behaviour on the streets
- Vandalism, litter and dog fouling, particularly in parks and the streets leading to parks

Different services will use the findings to plan further practical steps.

The Locality Plan makes a commitment to increasing **community influence** and **investing in people**.

Communities are often best placed to shape and deliver projects that meet the needs of their area. £152,000 was invested across 2018 and 2019 by the Council for the community to decide on local projects it was spent on. A steering group of local residents planned the programme, known as Better Barrhead.

In 2019 there were 38 funding applications from across Barrhead.

628 people voted for their ten favourite projects at an event in Carlibar Primary School on 16 March 2019.

28 projects were successful. This included:

- Dunterlie Baby and Toddler Group
- Dunterlie Foodshare
- Dunterlie Exercise Classes
- Dunterlie Holiday Activities Partnership
- ERA - East Renfrewshire ASN Parent Action Group
- Weigh in, Weigh less
- Barrhead Boxing Club

Quotes to be added at time of publication

This was in addition to two Community Choices programmes run by Barrhead Housing Association in 2018 and 2019 to support local community projects.

Photos to be added at time of publication

**Q:** There is a Locality Plan but so what?

**A:** The Locality Plan gives everyone shared goals for the ADD2Barrhead area. It helps organisations and groups know how and where to target their work. It does not mean that things will change overnight. It means any organisation or group can use the Locality Plan to evidence the local needs and bring in funding for action.

**Q:** Where is ADD2Barrhead?

**A:** East Arthurlie, Dunterlie, Dovecothall, Dalmeny and Springhill.

**Q:** How was the Locality Plan created?

**A:** In 2017 there was a survey on topics like traffic, outdoor space, work and safety. Local residents gave feedback and there was a voting day to come up with priorities. A Locality Plan steering group of ADD2Barrhead local residents took a lead role in this.

**Q:** Where does the community come in?

**A:** Locality planning is about services working with community members to discuss priorities and plan improvements together. Public and voluntary organisations and groups can all play a part by taking action, big or small, to tackle the priorities and by working together.

**Q:** What services does this include?

**A:** The Council, Police, Health and Social Care, Fire and Rescue, Voluntary Action, Skills Development Scotland plus more.

**Q:** Is there a way I can hear more or be involved in what is happening in ADD2Barrhead?

**A:** \*Insert current information about steering group at time of publication\*

### Vision

ADD2Barrhead will work with partners and services to achieve a better quality of life creating a thriving place, and will strive to tackle issues that affect our community.

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## Auchenback Locality Plan

### 2019 Progress Report

Welcome to the Auchenback Locality Plan annual progress report. It provides information about initiatives in the area that have addressed local priorities. You can find more information about the Locality Plan and how you can be involved on the back page.

Locality Plan priority: **families of Auchenback have access to spaces and facilities to stay active and encourage play.**

Places to Play is a new programme led by local parents/carers and supported by the Council's Communities Team. Six parents/carers took part in training from PEEK and ran sessions for other families in Cowan and ABC Parks. This was a very positive start to the Places to Play programme and the families enjoyed the first session:

"Very good & kids loved it. If more events please let us know as being a child minder I like to get the kids involved with the community."

Locality Plan priority: **traffic, parking and pathways in Auchenback allow residents to move around safely and meets community needs**

The Council's Environment Department has used evidence from Auchenback Community Streets Consultation in 2017 and a further

Greenspace Access Review in 2018 to increase walking, cycling and 'green' infrastructure in Auchenback. This includes footpaths and improvements to parks.

Locality Plan priority: **residents of Auchenback live healthy lives**

Auchenback Active Ltd. have worked with various partners to deliver family events each year and with Scottish Fire and Rescue to host heart start training in 2019. Annual community safety fun days have been 'Clear Air' events with the support of NHS smoking cessation services. This also enabled workers to connect with people and promote health improvement.

**Health and wellbeing** was rated the top area to focus on.

Services have been working together through a small dedicated team to increase the number of 2 year olds benefitting from early learning and childcare in Barrhead. From November 2018 parents at Arthurlie Family Centre and McCready Family Centre have become champions and promoted it to other parents. This included setting up a social media campaign. All parents attending the nurseries took part in a survey about the application process and publicity materials. As a result a parent champion has been involved in creating new publicity materials to be tested. Between November 2018 and April 2019 McCready Family Centre welcomed four new 2 year olds and Arthurlie Family Centre has welcomed 3 new children.

Locality Plan priority: **residents of Auchenback influence the decisions that affect their community.**

Communities are often best placed to shape and deliver projects that meet the needs of their area. £152,000 was committed to Barrhead between 2018 and 2019 for the community to decide on the projects it was spent on. A steering group of local residents planned the programme, known as Better Barrhead.

In 2019 there were 38 funding applications from across Barrhead.

628 people voted for their ten favourite projects at an event in Carlibar Primary School on 16 March 2019.

28 projects were successful. This included:

- Golden Age Group
- St. Mark's Primary Parent Partnership
- ARC Baby and Toddler
- Auchenback Active Ltd.
- Auchenback Walking Group

Locality Plan priority: **Families of Auchenback have access to spaces and facilities to stay active and encourage play**

The Sir Harry Burns Centre officially opened in 2018 and is now home to a wide range of learning and health opportunities for children and their families. The Arthurlie Family Centre nursery is based in the building. Activities and opportunities from various teams in the Council and the Health & Social Care Partnership have included:

- Sensory Programme
- Parent workshops on a range of issues including Safe Sleep and Makaton

- Community Nursery Nurses – first time mums group
- Health Visitor – Baby Café (Breastfeeding Support)
- Family First meetings
- Oral health and visual screening programmes
- Speech and Language Outreach Service
- Loving Learning Programme
- Baby Massage & Baby sensory
- Book Bug and community library
- Barrhead Baby Weaning Fayre
- Let's Play Programme for children and families over holiday periods

Locality Plan priority: **Auchenback has a thriving community life which is rich in social capital**

Barrhead Housing Association worked with Voluntary Action and community members on an upcycling project in the ARC. There have also been community-led carbon reduction activities around food and waste.

Photos to be added at publication.

**Q:** There is a Locality Plan but so what?

**A:** The Locality Plan gives everyone shared goals for Auchenback. It helps organisations and groups know how and where to target their work. It does not mean that things will change overnight. It means any organisation or group can use the Locality Plan to evidence the local needs and bring in funding.

**Q:** How was the Locality Plan created?

**A:** In 2017 there was a survey on topics like traffic, outdoor space, work and safety. Local residents gave feedback and there was a voting day to come up with priorities. A Locality Plan steering group of Auchenback residents took a lead role in this.

**Q:** Where does the community come in?

**A:** Locality planning is about services working with community members to discuss priorities and plan improvements together. Public and voluntary organisations and groups can all play a part by taking action, big or small, to tackle the priorities and by working together.

**Q:** What services does this include?

**A:** The Council, Police, Health and Social Care, Fire and Rescue, Voluntary Action, Skills Development Scotland plus more.

**Q:** Is there a way I can hear more or be involved in what is happening in Auchenback?

**A:** \*Insert current information at time of publication\*



Drop in to any Locality Plan pop up for free family activities and to talk to different services:

- Insert dates and topics at time of publication.

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EAST RENFREWSHIRE COUNCIL26 June 2019Report by Chief Social Work OfficerEAST RENFREWSHIRE'S CORPORATE PARENTING PLAN 2016-18  
YEAR 2 PROGRESS REPORT**PURPOSE OF REPORT**

1. This report presents East Renfrewshire's Corporate Parenting Plan Year 2 Progress Report for the period 2016-2018. Council is requested to consider the progress made by Corporate Parents as agreed in the original plan. The Year 2 Report has been considered and noted by the Integration Joint Board on 1 May 2019 and Education Committee on 9 May 2019,

**RECOMMENDATION**

2. Council is asked to:
- (a) Note and comment on the report, particularly focusing on the progress made in delivering improved outcomes for East Renfrewshire's looked after children, young people, and care leavers as well as the ongoing challenges; and
  - (b) Acknowledge the role locally of those public bodies which have a legal status as Corporate Parents – listed at appendix 4

**BACKGROUND**

3. The Children and Young People (Scotland) Act 2014 received Royal Assent on 27 March 2014. The legislation is a key part of the Scottish Government's strategy for making Scotland the best place in the world to grow up. Part 9 of the Act placed new corporate parenting duties on a wide range of publicly funded organisations.

4. In East Renfrewshire, Community Planning Partners are committed to improving opportunities for all children and young people however there is a long standing recognition that there is a special responsibility for those who are looked after and in our care. To this end the Community Planning Partnership and its members, East Renfrewshire Council, East Renfrewshire Health and Social Care Partnership, NHS Greater Glasgow and Clyde, along with an extensive list of other local and national organisations, the new "**corporate parents**", have worked together over the last two years to deliver the Corporate Parenting Plan that was approved by Council in 2016.

5. As at 31 July 2018 110 children and young people in East Renfrewshire were looked after in a range of settings. This constitutes 0.5% of the total children's population of the area and is one of the smallest proportions in Scotland. 61 of the children are boys, 49 are girls, and 14% are under the age of 5 years (down from 24% in 2017). In the previous decade there had been a year on year increase in the number of children becoming looked after. However since the redesign of HSCP Children's Services and the introduction of the PACE programme the number of children subject to Compulsory Supervision Orders has begun to reduce as some have secured permanence through Permanence Orders, Adoption Orders, and Kinship Care Orders. As we move forward to meet our Aftercare and Continuing

Care statutory duties the expectation is that the population of care experienced young people aged 16-26 years will continue to increase. See appendix 1 for East Renfrewshire looked after children/young people figures.

6. In addition to the looked after population in East Renfrewshire, HSCP Children and Families Services are working with a significantly high proportion of families whose children are on the edges of the care system or have significant additional and complex needs. Intensive and targeted support is provided by these services to support 489 children and young people and this work takes place in partnership with other services including Education.

## REPORT

7. The development of the East Renfrewshire Corporate Parenting Plan has been within the context of the aforementioned new legislation as well as the national *Getting it Right for Every Child* programme and the SHANARRI wellbeing indicators framework. The plan was also developed within the context of the Single Outcome Agreement at that time and in particular the outcomes related to children, young people, and families.

### Evaluation Framework

8. After engagement throughout 2016 the following Corporate Parenting improvement themes were agreed along with a Corporate Parent Champion for each theme:

<b>East Renfrewshire Corporate Parenting Plan – Themes and Champions</b>	
<b>Themes and Outcomes</b>	<b>Corporate Parent Champion</b>
Permanency (Safe and Nurtured)	Kate Rocks
Raising attainment (Achieving)	Mhairi Shaw
Rights and Participation (Respected and Included)	Caroline Innes
Health and wellbeing (Healthy and Active)	Julie Murray Anthony McReavy
Stable and secure home environment (Safe and Nurtured)	Andy Cahill
Training and Work (Achieving and Responsible)	Andy Cahill

9. The plan has been evaluated in accordance with the performance of each theme and this is presented in the performance report. Performance has been further evaluated through periodic audit activity which has involved sampling approximately a fifth of children's multi agency plans, again in accordance with the six themes.

## Performance Overall

### Key improvements

10. Permanence
  - 100% of children and young people looked after away from home, who have been in care for a minimum of 6 months, have been reviewed and a permanency decision has been made (target 100%).
  - 1.2% of children looked after away from home have experienced three or more placement moves (target 11%). In order to be ambitious for children we intend to use a one placement move measure as we go forward.
  
11. Raising Attainment
  - There has been a significant increase in performance of looked after children in baseline assessments in Numeracy and Literacy and with regard to development milestones, albeit this is for a small group of children and therefore figures are subject to year on year fluctuation. Looked after children in Primary 1 achieved an average score of 51% in Numeracy and 49% in Literacy in 2018, compared to 32% and 44% respectively in 2017. 75% of looked after children in the same cohort achieved their development milestones, compared to 33% in 2017
  - There were four exclusions of looked after pupils during 2017-18, the same number as in 2016-17. The authority achieved its 3-year average target (2014-16) of 58 incidents per 1000 looked after pupils, with a rate of 23 incidents per 1000 pupils. It is currently on track to achieve the 3-year average target (2017-19) of 45 incidents per 1000 pupils with a value of 35.4 incidents per 1000 looked after pupils after two years.
  
12. Health and Wellbeing
  - All looked after children and young people, and now their parents / carers have membership of the EEI scheme which ERCL Trust operate. There are plans to begin evaluating usage of the scheme to ensure barriers to access are addressed. One barrier we are aware of is the reluctance of many young people to use facilities unless a friend can accompany them. A "buddy scheme" solution has been devised.
  - ERCL Trust attended and contributed to 20 Child's Plan Meetings by September 2018 (target 15). As we go forward to strengthen working relationships and communication we would expect this to increase and also to be able to measure outcomes in this respect instead of outputs.
  
13. Rights and Participation
  - 45% of looked after children and young people have participated regularly in Champions Board activity (35% in 2016-17; Scottish average 10%).
  - Educational Psychology Service and HSCP have jointly delivered two multi-agency professional learning sessions on Corporate Parenting responsibilities. Participants reported a greater understanding of their responsibilities.
  - In 2017/18 25 looked after children and young people accessed advocacy support from Who Cares Scotland (figure for 2016/17 was 10)

14. Stable and Secure Home Environment
- 94% of children and young people report through their Viewpoint surveys they feel safe at home and in their community (target 90% 2017/18).
  - No care leavers have presented as intentionally homeless in 2017/18 (target 0%). Figure for previous year 2016/17 was 2. Protocols have been revised and a wider range of options for care leavers has been made available.
15. Training and Work
- Family Firm Programme has supported 70 young people between 2017-2018 with a range of work-related activities and interventions. Four care experienced young people have taken up traineeships created and resourced by the Environment Department (original target was 2)
  - The SDS post school service *Next Steps* is well embedded across East Renfrewshire. Targeted support is provided to care experienced young people by Job Coaches to support their post school transitions.

### Areas of Challenge

16. Health and Wellbeing
- In 2017-18 31% of looked after children had their health assessment within 4 weeks of becoming looked after (target 100%). Figure was higher for Health Visiting assessments at 73% for children looked after at home 0-5 years. Overall the target for all looked after children, was met within 6 weeks. However as new Specialist Children's Health pathway has been agreed and has been operating since autumn 2018, the target is now being fully met. A subsequent agreement has been reached to provide outreach clinics in Barrhead and Eastwood HCC.
17. Raising Attainment
- 89.6% attendance rates in school session 2016-17 for Looked After pupils (Primary & Secondary), was a slight decrease from 90.6% in 2015-16). Child multi agency plans are not always recording attendance rates or creating attendance targets. Data for 2017-18 will be available in March 2019.
18. Rights and Participation
- 4 looked after children and young people gained 8 achievement awards with support of Young Persons Services in 2017-18. This figure is considerably lower than the previous year 2016-17 where 14 young people gained 34 awards. Further agreement has been reached with Depute Chief Executive to strengthen partnership working with a view to improving looked after young people's access to wider achievement awards and the support they require to participate.
  - A survey of the families who receive the Imagination Library programme (Dollywood) indicated that children looked after at home or in kinship care aged 0-5 did not have a library card nor did they attend Bookbug/Rising Stars programmes etc that take place in local libraries. A small working group has been convened to improve take up and attendance.
  - There had been an increase in completion of Viewpoint Health and Wellbeing surveys from 35% to 42% (target 50%) in 2017. However latterly in 2018 Viewpoint survey take up among younger children has reduced significantly.
19. Training and Work
- The school leaver destination data for academic year 2016/7 shows that 4 out of 8 looked after young people had a negative destination in comparison to 11 out of 15 for the previous year 2016/17. Follow up of care leavers not in a positive destination is required to engage them in activity. SDS, Family Firm Coordinator, and Activity Agreement Coordinator to take forward.

## **Performance Reporting and Benchmarking**

20. As the population of looked after children and young people can vary between 110 – 130 per year, reporting on performance with relatively small figures presents a challenge specifically as the age span i.e. 0-26 years, contains a number of smaller and discrete sub populations. Indeed a number of the agreed measures within the Corporate Parenting Plan relate to specific sub populations only e.g. 0-2 year olds, or 16-21 year olds, and where this is the case caution is required when drawing conclusions as data sets are small and sensitive to minor changes and adjustments. With this understanding it was agreed that analysis of performance data would be supplemented by periodic audit of children's plans.

21. There are no agreed indicators for Corporate Parenting benchmarking purposes. However work is ongoing at the National Local Government Benchmarking Group in relation to agreeing a suite of children's outcomes indicators, a number of which could be adopted for this purpose.

## **CONSULTATION AND PARTNERSHIP WORKING**

22. The multi-agency Corporate Parenting Group has supported the delivery of the East Renfrewshire Corporate Parenting Plan 2016-18 and recently undertook an exercise to evaluate progress with implementation, and also begin to consider future priorities. All Corporate Parents are represented on the group including FE sector and national Corporate Parents. Two young people from the Champions Board were members of the group until recently but the relationship between the group and the Champions Board is strong and feedback from young people is regarded as crucial to evaluating impact. A fuller description of Champions Board activity and the newly developing Mini Champs is available at appendix 2.

23. Feedback from children and young people is very important to delivering effective corporate parenting. Only by listening to what children are telling us about our services and their life experiences can we really make the improvements needed to get it right for them and with them. Appendix 3 is just a sample of feedback a range of services have received from looked after children and young people.

24. A key contributor to the successful implementation of the plan in Year 2 has been the strong partnership working arrangements that currently exist between all of the Corporate Parents – please see list at appendix 4. A good example of this is the collaborative working that takes place between HSCP Children and Families, Skills Development Scotland, and Environment Department/Family Firm. This model of partnership working is rooted in the Girfec principles of the "*child at the centre*" and "*children get the help they need when they need it*".

## **IMPLICATIONS OF THE PROPOSALS**

### Finance

25. None

### Risk

26. None

### Policy

27. None

Staffing

28. None

Legal

29. None

Infrastructure

30. None

Equalities

31. None

Directions

32. None

**CONCLUSIONS**

33. Public bodies have duties as a consequence of the Children and Young People (Scotland) Act 2014 in relation to publishing a Corporate Parenting Plan. The Corporate Parenting Family in East Renfrewshire approved their plan in December 2016 and have worked together, and in partnership with children, families and carers to deliver the agreed priorities and improved outcomes as highlighted within the plan. As the current plan draws to a close East Renfrewshire's Corporate Parents in partnership with children, will develop a new plan for the coming year that will support the improvement programme we have set for ourselves.

**RECOMMENDATIONS**

34. Council is asked to:

- (a) Note and comment on the report, particularly focusing on the progress made in delivering improved outcomes for East Renfrewshire's looked after children, young people, and care leavers as well as the ongoing challenges; and
- (b) Acknowledge the role locally of those public bodies which have a legal status as Corporate Parents – listed at appendix 4.

**REPORT AUTHORS AND PERSON TO CONTACT**

Arlene Cassidy, Children's Services Planning Manager  
[Arlene.cassidy@eastrenfrewshire.gov.uk](mailto:Arlene.cassidy@eastrenfrewshire.gov.uk)  
0141 451 0755

Belinda McEwan, HSCP Children and Families Senior Manager (chair Corporate Parenting Group)  
[Belinda.McEwan@eastrenfrewshire.gov.uk](mailto:Belinda.McEwan@eastrenfrewshire.gov.uk)

David Gordon, Education QIO (vice chair Corporate Parenting Group)  
[David.Gordon2@eastrenfrewshire.gov.uk](mailto:David.Gordon2@eastrenfrewshire.gov.uk)

16 May 2019

Chief Social Work Officer: Kate Rocks

**BACKGROUND PAPERS/SOURCES**

Children and Young People (Scotland) Act 2014

<http://www.legislation.gov.uk/asp/2014/8/contents/enacted>

Statutory Guidance on Part 9: Corporate Parenting

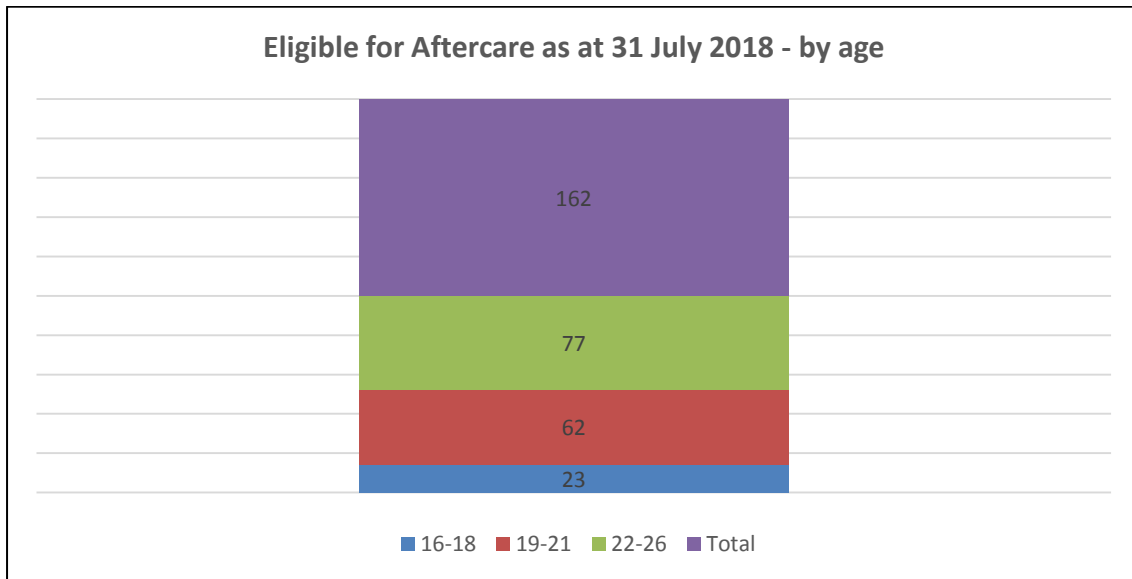
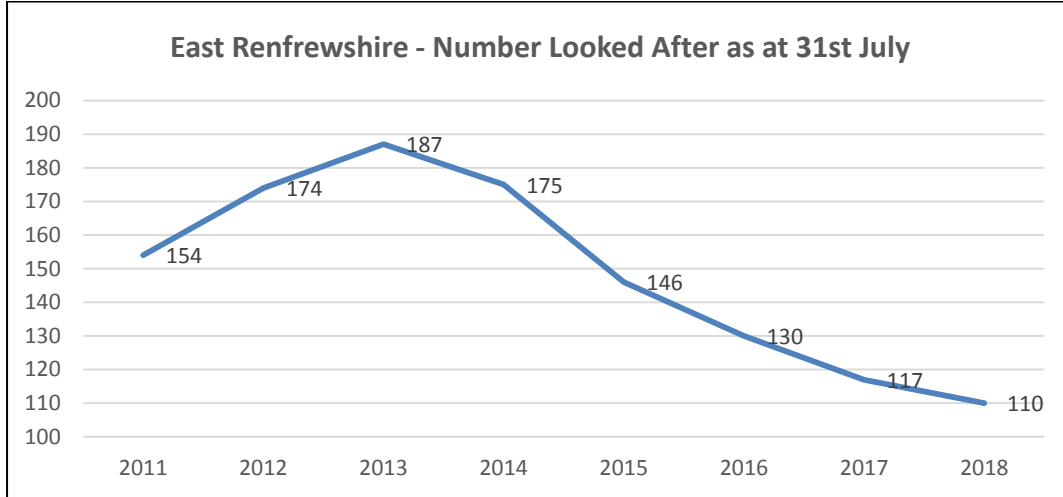
<http://www.gov.scot/Publications/2015/08/5260/downloads#res483676>

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Appendix 1

East Renfrewshire Looked After Children Data



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## Appendix 2

### East Renfrewshire's Champions Board

East Renfrewshire's first Champions Board was launched in June 2016 at a *Keep Calm and Be a Corporate Parent* event where a Care Leavers Covenant was signed. Funded by *Life Changes Trust*, membership of the board is drawn from care experienced young people and senior officers within the local authority, the HSCP and the wider corporate parenting family.

The Board played a key role in ensuring our Corporate Parenting Plan was delivered, by challenging corporate parents to meet their commitments and working together to influence policy and practice. They were supported by *Who Cares? Scotland* in doing this.

Through the Champions Board, there has been regular discussion about what makes the biggest difference for care experienced young people. They want earlier support to prepare for the post school world of training, education and work, and they need to live in a safe and secure home environment free from the financial barriers that state benefits can bring. During their regular meetings, the Board have specifically looked at how support can be improved around mental health and housing. Board members have attended a *Life Changes Trust* Champions board residential in Perth and an outward bound residential in Arrochar where these themes were further explored.

Amongst other highlights, the Champions worked, with funding from Cashback for Creativity, to create a short film called *Under the Bridge* during the summer of 2018. The film was premiered at Eastwood Theatre and went on to be submitted for an award at the Scottish Youth Film Festival.

Following the successful implementation of the Champions Board, a Mini Champs group was also set up for care experienced 8 to 12 years olds. The group focussed on developing three key aspects: participation, inclusion and voice. They have taken part in a series of group and community activities, having fun and gaining a better understanding of their care identity.

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### Appendix 3

#### Messages from East Renfrewshire's Looked After Children and Young People

*"School is like a good place, it would be good to have more time with teachers"*

*"Sometimes we don't have PE kit or our homework done' It's not because we don't want to'*

*'Sometimes we just need your advice, like a real person, not as a teacher or a social worker'*

*"I wish that someone had noticed my struggles earlier in primary school, before it got out of hand"*

*"I think people just need more training, nobody really knows what it's like to grow up in care"*

*"Sometimes we don't want a social worker, it's easier to talk to a teacher or youth worker"*

*"Stop using jargon, everyone just speak to us in simple language'*

*'Police should understand what it's like for us. We aren't all bad'*

*'It's good to have a variety of different professionals to work with, a group of workers meaning more support to understand your circumstances'*

*"Family Firm helped me to think things through in terms of what I want to do in the future"*

*"We have relationships with the staff in HSCP YISS and they support us. It feels like being part of a family. I can tell them anything and I know they'll be there for me".*

*"There was absolutely nothing I needed to worry or stress about whilst doing my work experience - everything was taken care of just had to get up and go and do the work that was asked of me, can't fault or change anything"*

*"The YISS team is flexible and willing to work out of office hours and do anything for young people that would not be seen as normal and they are very approachable in every way. They are constantly involved with young people in making decisions, not just individual decisions but decisions involving outings, events even things involving the service."*

*"Family Firm has helped me develop skills and confidence that I never thought I would have"*

*"From this work placement, I have learnt how to work in a Communications/Marketing environment and work as part of a team and I would recommend this experience to another young person as it was a great opportunity. Since completing my placement, I have started a full-time Digital Marketing position in the third sector"*

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**Appendix 4**

East Renfrewshire's  
Corporate Parenting Family

East Renfrewshire Council  
Education Services  
Environment Department

- Economic Development
- Housing Services

Corporate and Community Services

- Young Persons Services

East Renfrewshire HSCP  
Children and Families Services  
Specialist Children's Services

NHSGGC

East Renfrewshire Culture and Leisure Trust

Skills Development Scotland

Who Cares Scotland

SCRA/Children's Reporter

Children's Hearing Scotland

University of the West of Scotland

West College Scotland

Champions Board and Mini Champs – looked after children, care experienced young people

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EAST RENFREWSHIRE COUNCILWednesday 26 June 2019Report by Deputy Chief ExecutiveEAST RENFREWSHIRE SOCIAL IMPACT PLEDGE**PURPOSE OF REPORT**

1. To seek approval of proposed Social Impact Pledges.

**RECOMMENDATION**

2. It is recommended that Council considers and approves the three proposed Social Impact Pledges outlined in paragraph 4.

**BACKGROUND**

3. Public sector organisations across Scotland have been asked by Scottish Government to commit to increasing their social impact on people and communities by making a Social Impact Pledge. This should be made up of three new commitments which will happen in the next six months. Almost 50 organisations have made social impact pledges to date, including seven local authorities. As part of making a pledge public organisations are asked to:

- Challenge themselves to increase the positive impact they make on their local community and make better use of their assets – buildings/grounds and people.
- In the next six months do at least three things that they don't do at the moment to improve their social impact

**PROPOSED EAST RENFREWSHIRE SOCIAL IMPACT PLEDGES**

4. The Scottish Government's Social Impact Pledge initiative is voluntary however it is an opportunity for East Renfrewshire Council to demonstrate how services make a positive impact on people across East Renfrewshire. The chosen pledges seek to achieve a social impact through innovative community participation, with young people, vulnerable groups and residents of locality plan areas:

- (i) Targeted work with our young people to increase their role in planning and decision-making.  
**Lead Department: Corporate and Community Services**
- (ii) Establish an early years social inclusion fund to help children and families from our most disadvantaged areas. This will help to address inequality and allow identified children and families to take part in the full experiences offered through our family centres and nurseries.  
**Lead Department: Education**

- (iii) Work closely with local residents in Dunterlie to identify priorities for improving and investing in the local environment.

**Lead Department: Environment**

5. Once approved the social impact pledges will be published online, on behalf of the Scottish Government, by Communities Channel Scotland ([www.communityscot.org.uk/social-impact-pledge](http://www.communityscot.org.uk/social-impact-pledge)). East Renfrewshire Council may be invited to provide case study reports on the pledges and may provide renewed pledges in the following year.

#### **FINANCE AND EFFICIENCY**

6. The social impact pledges will be met from existing resources.

#### **CONSULTATION**

7. Internal consultation has taken place to identify appropriate, achievable and relevant pledges that will bring benefit to our communities. Community participation is integral to the delivery of each of these pledges and they will be designed and delivered with involvement from our local residents.

#### **PARTNERSHIP WORKING**

8. These pledges are for the Council to commit to and deliver, however partners will be engaged where relevant.

#### **RECOMMENDATIONS**

9. It is recommended that Council considers and approves the three proposed Social Impact Pledges outlined in paragraph 4.

#### **REPORT AUTHOR**

- Caroline Innes, Deputy Chief Executive
- Report Author: Louise Thompson, Partnership Support Officer, [louise.thompson@eastrenfrewshire.gov.uk](mailto:louise.thompson@eastrenfrewshire.gov.uk) 0141 577 4644
- Report Date: 26 June 2019

#### **RELEVANT LINKS:**

<http://www.communityscot.org.uk/social-impact-pledge/>

EAST RENFREWSHIRE COUNCIL26 JUNE 2019Joint Report by Deputy Chief Executive, ERC and Chief Officer, HSCPEAST RENFREWSHIRE LOCAL CHILD POVERTY ACTION REPORT**PURPOSE OF REPORT**

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

**RECOMMENDATIONS**

2. The Council is invited to:-
- Approve and publish the Local Child Poverty Action Report to meet the requirements of the Child Poverty Act 2017.

**BACKGROUND**

3. The Child Poverty (Scotland) Act 2017 sets out ambitious targets for the Scottish Government to significantly reduce child poverty in Scotland by 2030. The Act also places a duty on local authorities to work together with health boards to develop, produce and deliver Local Child Poverty Action Reports (LCPARs). The reports are expected to represent a 'step change' in action to address child poverty locally, both describing the current excellent work underway in many areas and outlining plans for new and innovative efforts to tackle child poverty. The publication deadline for the first annual report is 30<sup>th</sup> June 2019.

4. In introducing a reporting duty, the Scottish Government recognises the important role that local partners have in responding to the child poverty challenge and developing tailored solutions which meet local requirements. Tackling child poverty is a goal which is shared by both spheres of government; it cannot be solved by national or local government alone. The first report should be seen as an opportunity to take stock of the work ongoing in the area, focus on the relationships that need to be nurtured, and critically explore what is working well and less well in delivering the expected outcomes to reduce child poverty.

5. Over the longer term, these reports should offer an opportunity to deliver a real focus in our approach to tackling child poverty. This focus will help identify more effective ways of working - for example to reflect on local governance arrangements, to build and strengthen local partnerships, utilise available data and evidence to identify and drive solutions and to involve communities in planning and delivering sustainable responses.

**REPORT**

6. The Council and its community planning partners are committed to addressing the issue of child poverty in East Renfrewshire. It is seen as integral to achieving the vision set out in our Community Plan to create an "attractive thriving place to grow up, work, visit, raise a family and enjoy later life". In relation to early years and vulnerable young people, we want to ensure "all children in East Renfrewshire experience a stable and secure childhood and succeed".

7. The Community Plan contains our Fairer East Ren (Local Outcome Improvement Plan) priorities which focus on reducing inequality across groups and communities in East Renfrewshire. The Fairer East Ren Delivery Plan outlines the work being done to ensure “the impact of child poverty is reduced” and is led by the Improving Outcomes for Children and Young People Partnership.

8. The Children’s Services Plan “Getting it right with you” is one of the main delivery vehicles for the achievement of the children and young people’s outcomes within the Local Outcome Improvement Plan. This includes a focus on reducing inequalities and the impact of them on children and families especially those residing in our more deprived communities.

9. This strategic basis, along with the strong partnership working arrangements already in place, demonstrate the commitment to tackling child poverty in East Renfrewshire. In order to meet the requirements under the new legislation, the local authority and health boards are required to jointly demonstrate the actions being taken to address the drivers of poverty. These are identified by the Scottish Government as;

- Increased income from employment
- Increased income from social security and benefits in kind
- Reduced cost of living for families

Context and evidence of actions which impact on one or more of these drivers was gathered from a range of partners from across the CPP as well as with colleagues at NHS Greater Glasgow and Clyde.

10. The East Renfrewshire Local Child Poverty Action Report highlights the range of actions across the local authority, health and social care partnership and local partners. It also includes actions at NHS Board level which are relevant to East Renfrewshire.

11. There are some notable key successes in the Local Child Poverty Action Report;

- The introduction of a direct referral process between the health visiting team and the Money Advice and Rights Team. We are the first area to do so and recognised as an example of good practice at a health board level.
- Health visitors are now able to provide food bank vouchers directly to families, rather than applying through social work, making the vouchers more readily available to families in need.
- We have actively promoted financial wellbeing services within immunisation clinics to engage with families who could be otherwise unknown to us.
- We are actively working to promote available nursery places to all vulnerable 2 year olds and also offer the early adoption of the 1140 hours for vulnerable 3 and 4 year olds.

12. There are also areas for development and proposed next steps;

- Ensure customer-facing staff, particularly those working directly with families, are aware of child poverty and are well-informed about the wide range of support services available.
- Consider how universal services can be tailored to meet the needs of families and how they can be best promoted.
- Identify current data gaps which prevent us from evidencing services used by families and consider how we fill this.

13. The Fairer East Ren Delivery Plan (para 7) precedes the Local Child Poverty Action Plan but is not replaced by it. The nature of the LCPAR is cross-cutting across several of the strategic priority areas of the Community Plan. The current LCPAR will be reported and monitored in line with the Fairer East Ren outcomes but as a separate plan. It is intended that in future years the monitoring and reporting will become more embedded; the options for this will be explored and agreed with partners.

14. A copy of the draft East Renfrewshire Local Child Poverty Action Report is attached for consideration (Appendix 1).

### **FINANCE AND EFFICIENCY**

15. There has been no specific monetary resource allocated to this plan, all current action is delivered within existing, mainstream budgets.

16. Recent funding has been secured through European Structural Funds for the Poverty and Social Inclusion intervention. This will offer intensive targeted provision for disadvantaged families and individuals in East Renfrewshire to support poverty reduction; with lone parents identified as one of the target groups.

### **PARTNERSHIP WORKING**

17. The Local Child Poverty Action Report is produced in partnership between East Renfrewshire Council and Health and Social Care Partnership. Local community planning partners have considered the Local Child Poverty Action Report draft at the meeting of the Performance and Accountability Review in May. Officers consulted with a range of partners from across the CPP as well as with colleagues at NHS Greater Glasgow and Clyde.

18. East Renfrewshire Council and the HSCP have worked with NHS Greater Glasgow and Clyde to coordinate the Local Child Poverty Action Report. Key health board actions are included in the East Renfrewshire report. NHS Greater Glasgow and Clyde has produced a separate Child Poverty Action Report which highlights the corporate and acute services action taken and planned across the health board area. This approves and endorses the planned actions by staff delegated to Integration Authorities (IJB's) as described in the LCPAR. A copy of this report is attached for reference (Appendix 2).

### **IMPLICATIONS OF THE PROPOSALS**

19. The integral aim of the LCPAR duty is to reduce inequality amongst families by increasing income and supporting parents into employment.

20. There will be no policy, staffing, legal, property or IT implications.

### **CONCLUSION**

21. This is the first Local Child Poverty Action Report produced in East Renfrewshire. Members should be aware of the positive work which is being done to tackle the impact and drivers of poverty across the authority and recognise the opportunities for further development and action to address these going forward. This will ensure the Council and HSCP, together with other local partners, are directing effort and resources smartly to reduce child poverty in East Renfrewshire.

### **RECOMMENDATION**

22. The Council is recommended to:-

- Approve and publish the Local Child Poverty Action Report to meet the requirements of the Child Poverty Act 2017.

**REPORT AUTHOR**

23. Director Details:

- Julie Murray, Chief Officer, East Renfrewshire HSCP
- Caroline Innes, Deputy Chief Executive, East Renfrewshire Council

24. Report author:

- Claire Coburn, Partnership Development Officer, Corporate and Community Services, [claire.coburn@eastrenfrewshire.gov.uk](mailto:claire.coburn@eastrenfrewshire.gov.uk), 0141 577 4011

**BACKGROUND PAPERS**

<https://www.gov.scot/policies/poverty-and-social-justice/child-poverty/>

<https://www.gov.scot/publications/local-child-poverty-action-report-guidance/>

**KEY WORDS**

A report to present the first Local Child Poverty Action Report for East Renfrewshire.

children, families, poverty, income, employment, benefits, finances, statutory

# Local Child Poverty Action Report

**East Renfrewshire Council & NHS Greater Glasgow & Clyde**

**June 2019**

Whilst East Renfrewshire has some of the lowest levels of child poverty in Scotland, it is estimated there are still around 3,600 of our children and young people living in low income families; that is 16% of all children and young people living in the area.

We want all children in East Renfrewshire to experience a stable and secure childhood and succeed. In order to do this we need to both tackle the root causes of poverty and reduce the impact of poverty. The purpose of this report is to outline what we are currently doing, and what we are planning to do, across East Renfrewshire to tackle the drivers of poverty.

Across the authority, we have many examples of services doing great work to support employment, promote and administer benefits claims and minimise the essential costs of living. Our next steps must be to ensure these services are working together to provide the most efficient service and identify any gaps in provision.

Furthermore, we acknowledge that many of our services are universally available and not necessarily aimed at families – therefore ensuring services reach the intended priority groups is key to achieving a reduction in child poverty levels. Services are committed to engaging with local parents and carers, in addition to the staff who work with them, to raise awareness of services, encourage take-up and understand if the services provided are fit for their needs. The information gathered from this engagement will be used to influence future service delivery.

We should acknowledge the positive work across East Renfrewshire and the current low levels of child poverty compared to Scotland as a whole and other local authority areas, however we must not be complacent and must continue to strive to reduce child poverty.

Caroline Innes  
Deputy Chief Executive  
East Renfrewshire Council

Julie Murray  
Chief Officer  
East Renfrewshire Health and Social Care Partnership

## Executive Statement

The Child Poverty (Scotland) Act 2017 sets out ambitious targets for the Scottish Government to significantly reduce child poverty in Scotland by 2030. There is a need for all local authorities to contribute to the nationwide reduction in poverty.

In East Renfrewshire, we are committed to addressing the issue of child poverty. It is seen as integral to achieving the vision set out in our Community Plan to create an “attractive thriving place to grow up, work, visit, raise a family and enjoy later life”. The Community Plan contains our Local Outcome Improvement Plan priorities which are focused on reducing inequality across groups and communities in East Renfrewshire. Our locality plans approach also seeks to reduce the inequalities in outcomes between deprived communities and the rest of East Renfrewshire.

We are taking a two-pronged approach to child poverty;

1. We will **tackle the drivers of poverty** to reduce the number of families experiencing poverty
2. We will **reduce the impact of poverty** by providing the appropriate services to support children who are experiencing poverty

*Tackling the drivers of poverty* means increasing the income of parents, both from employment and from social security, and at the same time reduce the essential costs of living. This is a statutory requirement and is monitored through this Local Child Poverty Action Report.

*Reducing the impact of poverty* means ensuring children in poverty are achieving and attaining, their health and wellbeing is improved and that frontline staff recognise the signs of poverty and are able to signpost effectively. This is monitored through the Fairer East Ren Delivery Plan and the approach we are taking is detailed later in this report. Both aspects should complement each other.

The Local Child Poverty Action Report for East Renfrewshire is led jointly by the Council’s Deputy Chief Executive and the HSCP Chief Officer, and produced in partnership with NHS Greater Glasgow and Clyde. It presents a picture of the variety of activities which are currently being undertaken across the authority, as well as those planned for the future, which have an impact on the drivers of poverty.

There are a number of key successes across East Renfrewshire to date which demonstrate a step change approach to how we work with families;

- We offer advice and support around social security and income maximisation to vulnerable families. We have recently introduced a direct referral process between the health visiting team and the Money Advice and Rights Team, which is the first in the area and recognised as an example of good practice at a health board level. The health visitor is now able to make a referral at the point of contact with the family which reduces administrative time to ensure the appropriate support is provided efficiently.
- We actively promoted financial wellbeing services within immunisation clinics in Eastwood and Barrhead Health Centres. By promoting available support at a universal clinic, we aim to engage with families who could be otherwise unknown to us.



- We are actively working to promote available nursery places to all vulnerable 2 year olds. This included working with the local job centre to identify single parents and inviting them all to a local event where they are able to speak to staff about their entitlement to the nursery provision. We also offer the early adoption of the 1140 hours for vulnerable 3 and 4 year olds. Currently we are working with NHS Greater Glasgow and Clyde to try to establish the eligible families. We then plan to promote these places directly to these families.
- We have introduced a number of initiatives relating to food poverty. Health visitors are now able to provide food bank vouchers directly to families, rather than applying through social work which makes the vouchers more readily available to families in need. Three local family centres are part of the Fare Share Scheme whereby a supermarket provides food for use within the centre as well as for families to take home.
- Recognising the issues around affordable housing in the area, we are creating new affordable housing options for families in the authority; both through local authority building and private developers.
- We created a Universal Credit Implementation Board in anticipation of the introduction of this new benefits system. They focused on communication and training to manage the transition. There is now a Universal Credit working group in place. A Welfare Reform Officer was appointed within Housing Services to support the anticipated impact which Universal Credit could have on rent payment.
- We anticipated a shortfall in Scottish Welfare Funding and managed this by drawing down money from the Welfare Reform budget.

We recognise that there are some areas for development in our approach;

- Not all services working with families and within the community are making full use of the support services such as money advice or employability.
- Many of the actions we have taken are aimed at the whole population and not specifically targeted at families on low incomes. A stronger engagement approach with families could identify whether the services we currently provide are fit for purpose and reaching key families in need.
- There is potential 'hidden poverty' within East Renfrewshire due to the large number of individuals and families using the private rental market. The properties are often not in postcodes recognised as SIMD 1 and 2 postcodes therefore families can be living in poverty but not recognised as such.

The proposed next steps for East Renfrewshire, are:

- To ensure the recent funding awarded from the Poverty and Social Inclusion Bid is utilised to directly target parents on low incomes; supporting them into work, maximising incomes and encouraging early engagement.
- Internal communication work to ensure all those working with families are aware of support services available and promote these as appropriate.
- Expand on the joint working between health visitors and Money Advice and Rights to consider further opportunities to automatically refer at the point of contact with families.
- Engage with families to explore whether the current services are providing the support they need, and identify any gaps in provision.

## Context and challenges

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

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

**Income from employment** includes availability of jobs / unemployment levels within the local community. However, employment does not protect families from poverty as there is also widespread in-work poverty; where individuals are employed in lower-quality, lower-paid or reduced hours contracts. We also need to consider the availability of appropriate work, in terms of how far individuals can commute, the type of work individuals can do and employers' flexibility. Further, those in work may not have career progression or development opportunities.

**Income from social security** and benefits in kind can provide support for families at risk of or currently experiencing poverty. Whilst we cannot influence social security policy at a local level, we are able to support families with awareness of and take-up of benefits. We also have a role to play in accessibility to benefits; from supporting applicants to complete application forms, to processing and managing claims. We can also provide information and advice in relation to maximising household income, welfare rights and housing options.

**Reduced costs of living** generally refers to the prices of goods and services considered essential to day-to-day life. This includes housing, energy prices, childcare, transport, food insecurity and the costs of the school day amongst other things. This can also include income maximisation support for families.

Every Child, Every Chance includes a number of national policies which can be implemented locally, such as the new minimum School Clothing Grant, the introduction of the Best Start Grant and the roll-out of the Financial Health Check for Families. The response to some of these, as well as ongoing and new local actions, are detailed in this report. The national delivery plan also identifies a number of priority groups where there is strong evidence that the risk of poverty is higher and asks us to give particular consideration to actions that will support these priority groups. They are:

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

## Profile of East Renfrewshire

Our analysis of the available datasets identifies the scale of child poverty in East Renfrewshire, compared to the benchmarking authorities, and Scotland as a whole. The data profile looks at differences in East Renfrewshire communities.

**East Renfrewshire has a proportionately large population of children living in the area and a proportionately low level of child poverty in comparison to the national average. However, there is disparity in levels of poverty across the authority; varying from around one in twenty children living in poverty in the more affluent areas, to almost one in three in the less affluent areas.**

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

East Renfrewshire has a population of nearly 95,000<sup>1</sup> and this is continually growing and is expected to grow at an average rate of over 700 people a year until 2027<sup>2</sup>. Based upon National Records of Scotland (NRS) figures, this increase will be proportionally, the third largest of any local authority in Scotland.

There are 19,029 individuals aged between 0 and 15, this is the highest proportion of children in any local authority in Scotland. One in every five people living in East Renfrewshire is a child.

Migration has a large impact on the population of East Renfrewshire and especially the child population. In 2016/17 nearly 700 more children (0-14) migrated into the area than left<sup>3</sup>, further adding to the number of children in the population. These levels of migration were the highest levels of any local authority.

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

<sup>2</sup> NRS 2016-based Population Projections by Council Area in Scotland

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

*The proportion of children living in poverty in East Renfrewshire is lower than the Scottish average, and comparable with the family group of Local Government Benchmarking Framework.*

There are around 3,600 children living poverty within East Renfrewshire. This amounts to 16% of children living in East Renfrewshire<sup>4</sup>. This is lower than the Scottish average and comparable with East Renfrewshire's family group in the Local Government Benchmarking Framework<sup>5</sup>.

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

There were 53 children born in 2017 to mothers who were under the age of 25, this accounted for 6% of all births in East Renfrewshire. This was the lowest rate amongst the LGBF group authorities, along with being lower than the Scottish Average of 18%<sup>6</sup>

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

Within East Renfrewshire there are over 11,500 households with children. Around 2,200 of these are lone parent households, a priority group highlighted by the Child Poverty Act as being at greater risk of poverty. It is projected that there will be over a 30% increase in the number of lone parent households 2026<sup>7</sup>, which is much higher than the average Scottish increase. It is projected that lone parent households will make up a greater proportion of the households in East Renfrewshire by 2026 growing to 7%.

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

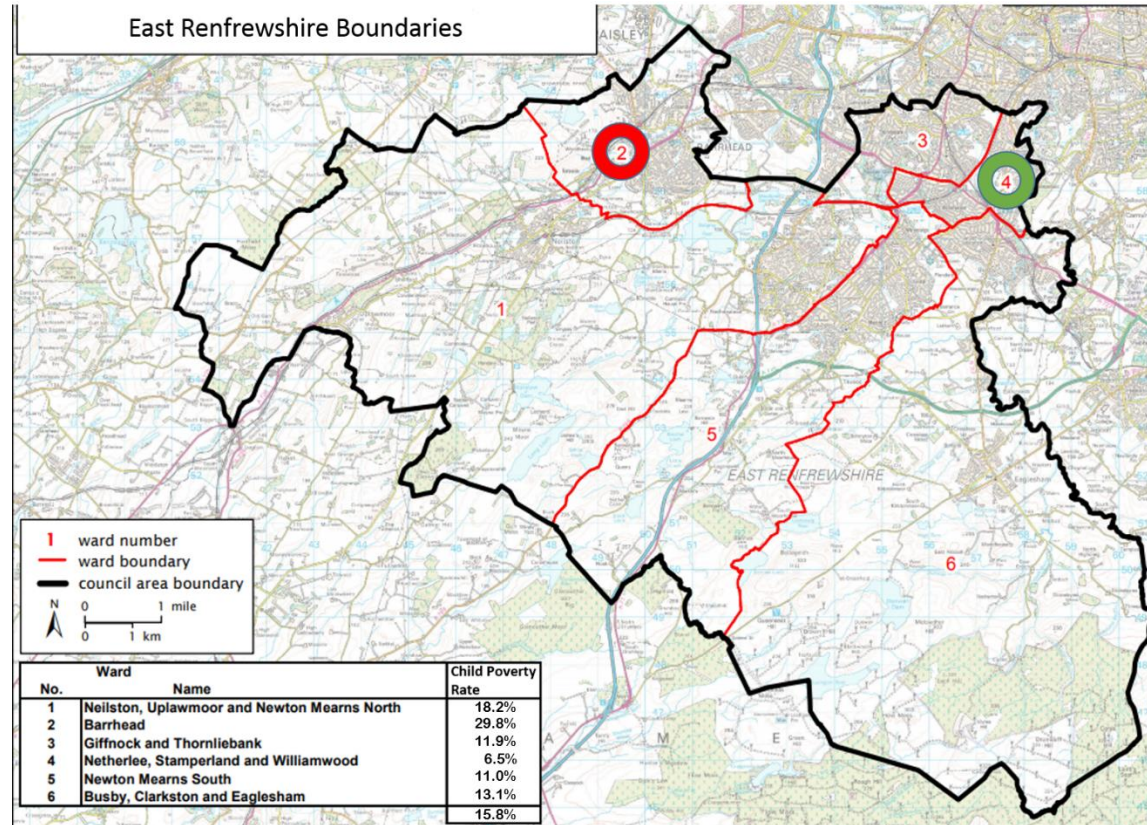
<sup>5</sup> These are local authorities that have similar characteristics, having similar levels of relative deprivation and affluence. These authorities are paired together for comparison over areas such as children, social work and housing.

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

<sup>7</sup> NRS Household projections for Scotland, 2016-2041

Within East Renfrewshire there is a large difference in the levels of child poverty by area

Within East Renfrewshire there is a large difference in the levels of child poverty depending on the area. Barrhead ward has the highest rates of child population living in poverty; almost one in three (30%). Netherlee, Stamperland and Williamwood has the lowest rate at 6%.<sup>8</sup>



<sup>8</sup> End Child Poverty 2019

### *Income from employment*

*Generally, residents of East Renfrewshire are economically active, with low unemployment rates and low proportion of workless households. Many living in the area are high earners but they are often travelling outwith the local authority to earn. The main local employment is in the retail and service industry, which is reflected in the average pay for those working in East Renfrewshire which is the lowest within its benchmarking group.*

*Unemployment rates and the proportion of workless households are lower in East Renfrewshire than the Scottish average.*

There are over 56,000 individuals in East Renfrewshire of working age and 76% of these individuals are economically active. Black and Minority Ethnic groups are less likely to be economically active than East Renfrewshire as a whole, at 57%<sup>9</sup>.

There are 1,300 people who are unemployed who are of working age, this is the lowest rate of the LGBF groups, and this contributes to there being 12.9% of households in East Renfrewshire being workless (where there is no individual over the age of 16 in the household who is employed). There is no reliable data available to identify how many of these households have children living in them, however the Scottish figure is 11.7%<sup>10</sup> and it is assumed that the rate in East Renfrewshire is significantly lower than the Scottish average. The percentage of workless households is lower than the Scottish average however, over a third of children in East Renfrewshire come from mixed households (where a household contains at least one person aged 16 to 64, where at least one person aged 16 and over is in employment and at least one other is either unemployed or inactive), the second highest rate in Scotland<sup>11</sup>. Local knowledge suggests this could be due to a common family dynamic of one high-earner parent and one stay-at-home parent, however there is no data available to evidence this. This type of household could be particularly vulnerable to poverty should their circumstances change, for example a relationship breakdown or loss of employment.

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

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

<sup>11</sup> ONS Annual Population Survey

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

The average weekly full time pay of residents in East Renfrewshire is £744, the highest in Scotland, and the average part time pay for residents is £232, which is the second highest average in Scotland. However, we recognise that these residents are not employed locally as compared to the other LGBF groups, East Renfrewshire ranks as having the lowest weekly pay for both full time and part time workers. The average weekly pay for those working within the authority for full time workers is £496 and for part time workers is £152.<sup>12</sup> Further, 30% of employees over 18 earn less than the living wage in East Renfrewshire, this is the lowest rate against the LGBF local authorities and is also higher than the Scottish average of 19.4%<sup>13</sup>.

There are 3,100 individuals in East Renfrewshire who have no formal qualifications, this translates to 5.4% of the working age population. This is lower than the Scottish average of 8.7% and is the fifth lowest rate in Scotland<sup>14</sup>.

### *Income from social security and benefits in kind*

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

There are 1,080 children in families that claim income support or jobs seekers allowance<sup>15</sup> within East Renfrewshire. Of these, 860 children are in families where there is a lone parent. Nearly 800 individuals are claiming for out-of-work benefits, this rate in East Renfrewshire (1.4%) is lower than the Scottish average of 3%<sup>16</sup> and 165 of these claimants were between the ages of 16 and 24. Overall, there are 18,805 children in families that are registered for child benefit.

Within East Renfrewshire 7.6% of all primary pupils from P4 to P7 were registered for free school meals, this increased from 7.4% in 2016 and is lower than the Scottish average of 17.1%. In secondary schools 7.2% of pupils are registered for free school meals, which is, again, lower than the Scottish average of 14.4%, this figure has reduced steadily every year since 2012 when 9.8% of pupils were receiving free school meals<sup>17</sup>.

<sup>12</sup> Annual Survey of Hours and Earnings 2018

<sup>13</sup> Annual Survey of Hours and Earnings Scotland, 2018

<sup>14</sup> ONS Annual Population Survey

<sup>15</sup> HM Revenues & Customs 2018

<sup>16</sup> ONS Claimant Count February 2019

<sup>17</sup> Scottish Government School Meal Census, 2018

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

### *Costs of living*

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

The average house price in East Renfrewshire in 2019 has increased by 3.9% since 2018 to £223,406. This increase was the 11th highest of Scotland's authorities and the average house price was the second most expensive behind the city of Edinburgh, with the average house price there being £260,758<sup>19</sup>. The average weekly local authority rent for a property in East Renfrewshire is £72.41, which is the 8th highest weekly rent for a Scottish local authority<sup>20</sup>. This average is affected by the proportion of larger properties within the housing stock in the area. Anecdotally, we are aware of a high private rental market across the authority, with associated high weekly costs. However, there is no data available at a local level to evidence this as private rent statistics are broken down into Broad Rental Market Areas, with East Renfrewshire being part of Greater Glasgow.

Overall, the East Renfrewshire had the 12<sup>th</sup> lowest rates for council tax across Scotland across all bandings, however nearly three quarters (73.5%) of East Renfrewshire's houses are classified as being band D or above, the highest proportion in Scotland, with the Scottish average being 40.5%. The average amount of council tax that is paid in East Renfrewshire is £1,609.28, the second highest price paid in Scotland behind East Dunbartonshire<sup>21</sup>.

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

The Active Schools programme delivered almost 7,000 activity sessions in the 2017/18 academic year involving over 8,000 individual children in East Renfrewshire<sup>23</sup>. The number of sessions and the number of participants has increased compared to those observed in the previous two academic years.

<sup>18</sup> Scottish Government, Education maintenance allowances

<sup>19</sup> UK House Price Index Scotland, 2019

<sup>20</sup> Housing Revenue Account Statistics 2017-2018

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

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

<sup>23</sup> Local Authority Active Schools data 2017-2018.



## *Data gaps*

There are a plethora of sources that produce figures and compile data that pertains to issues relating to child poverty. This information helps to gain a greater understanding of the levels of child poverty that exist however, there are still different areas where the available information and data is limited. We recognise that particular data gaps exist around:

- The number of children that live in economically inactive and workless households at a local authority level
- The number of families within the priority groups most likely to be affected by poverty as identified under the statutory duty
- The usage of the different leisure activities for children
- The uptake of the clothing grants that are given out within East Renfrewshire

Furthermore, we have identified gaps in our local data collection methods. We do not routinely collect data from our customers relating to family circumstances, therefore we cannot demonstrate how many families we support through universally provided services such as money advice or employability services.

## Approach

East Renfrewshire's Community Plan sets out a vision to create an "attractive thriving place to grow up, work, visit, raise a family and enjoy later life". In relation to early years and vulnerable young people, we want to ensure "all children in East Renfrewshire experience a stable and secure childhood and succeed". Within the Community Plan is Fairer East Ren which sets out how we will make East Renfrewshire fairer, with fewer inequalities. Here the key focus is "the impact of child poverty is reduced" and this is led by the Improving Outcomes for Children and Young People Partnership.

Children's services planning takes place within the wider context of community planning and decision making in East Renfrewshire and as such "Getting it right with you", our children's services plan, is one of the main delivery vehicles for the achievement of the children and young people's outcomes within the Local Outcome Improvement Plan. *Getting it right with you* includes a focus on reducing inequalities and the impact of them on children and families, especially those residing in our more deprived communities.

The strategic basis above, provided a solid foundation for the Local Child Poverty Action Report. However, it was noted that none of these plans specifically address the drivers of poverty which is required under the new statutory reporting obligation. In order to gather the context and evidence of the activities which address the drivers of poverty we worked with a range of partners and stakeholders including;

- East Renfrewshire Council: Education and Early Years, Adult Learning, Benefits administration, Housing Services, Money advice and rights team, Human Resources, Employability services, Young Persons Services
- East Renfrewshire Health and Social Care Partnership: Children's Services including Health Visitors and Family First, Family Nurse Partnership, Commissioning Team.
- Skills Development Scotland
- West College
- Voluntary Action East Ren
- East Renfrewshire Carers Centre

This process focused on the 3 key drivers of poverty and considered the impact their work had on each. Data gathered through this process was collated and links between services were identified.

We also worked in partnership with NHS Greater Glasgow and Clyde at a Board level. In December 2017, NHS Greater Glasgow and Clyde established a pan-GGC child poverty action co-ordination network. The network is chaired by NHSGGC's Lead for Child Poverty and involves senior maternity and children services staff, child poverty representatives from each of the health board's six partner local authorities and health and social care partnerships, Glasgow's Child Poverty Co-ordinator and representation from the Glasgow Centre for Population Health. The network links into NHS GGC's Maternal and Child Health Strategy, Health and Employment, HR and Equalities and Financial Inclusion committees and reports to the Board Public Health subcommittee.

## Actions Taken in 2018/19

Below is a breakdown of the activities which have taken place in the last year in East Renfrewshire which impact on one or more of the poverty drivers. Most of these actions are focused on reducing poverty between now and 2030 by supporting those currently in or at risk of poverty. Other activities, such as those aimed at employability skills for young people, will potentially have a longer term preventative outcome.

Overall, a range of actions have been delivered in East Renfrewshire either with a universal focus, focused specifically on families or further targeted to families on low incomes, including the priority groups.

There has been no specific monetary resource allocated to the child poverty agenda. All actions noted below have been delivered within existing, mainstream budgets.

Actions to increase income from employment						
	Action taken in 2018-2019	Poverty driver(s)	Partners involved	Priority Groups	Measure of impact	Timeframe
1.1	East Renfrewshire Council pays the Living Wage as a supplement to employees who receive under the threshold.	Income from employment	HR	All	All employees on lowest grades receiving the supplement	2018/2019
1.2	East Renfrewshire Council provides and promotes family friendly working policies and opportunities. This includes the offer of flexible working for all employees. This also includes a flexitime system applicable to many employees	Income from employment	HR CMT	All	TBC	Ongoing
1.3	East Renfrewshire Council and NHSGGC provides a comprehensive corporate training plan and training budget to support in-work progression for all staff. Further, we have a Performance Development Review process available to all employees to identify training needs and development opportunities.	Income from employment	HR	All	TBC	Ongoing

1.4	NHS GGC's employability lead has promoted NHS career opportunities to schools, colleges, community job fairs and JobcentrePlus staff and employability advisors across GGC.	Income from employment	NHS GGC	All	Number of events delivered across NHSGGC	2018/2019
1.5	East Renfrewshire utilises the Skills Development Scotland Data Hub to make intelligent use of data to target and support young people. This is a tool which collates information from a range of sources and uses it to target career information and advice as well as develop young workforce services. The Education Department is a strong advocate of the Data Hub in terms of its use and benefits. School and career staff have made use of Data Hub reports to identify opportunities, employers and speakers, tailored group work and monthly meetings	Income from employment	Education Scotland ERC Education Department Skills Development Scotland Developing Young Workforce Team SAAS	All	Initial school leaver data status	Ongoing
1.6	Adult Learning Services work with West College Scotland to provide accredited courses to parents and carers in the area. Adult Learning gather data about the demand for courses via family centres and their own contacts, then work in partnership with a lecturer to run the courses in a community venue.  These courses can provide a step into college by providing an opportunity to study locally as well as an opportunity to ask questions and receive practical advice from lecturers.	Income from employment	Adult Learning West College ER Leisure and Culture Trust	All	Number of parents completing accredited courses	2018/2019
1.7	We provide a comprehensive range of employability services to all residents in East Renfrewshire through a wide variety of organisations. We support individuals from pre-employability right through to in-work.  Work East Ren adhere to the 5 stage employability pipeline to support individuals from initial engagement assessment to	Income from employment	Work East Ren Business Gateway Skills Development Scotland	All	Number of clients supported	Ongoing

	<p>needs assessment to vocational activity to employer engagement and job matching to in work support.</p> <p>Business Gateway offer business planning advice, consultancy and expert help to those thinking of starting a business, new start-ups and growing businesses and third sector organisations across the authority.</p> <p>Skills Development Scotland provide individual an online careers service available for all resident of East Renfrewshire. This allows individuals to understand their strengths and identify routes for development. This supports people in education, in employment and who are unemployed.</p> <p>From data held, it is not possible to identify how many of those supported are parents.</p>		<p>Local business community ER Chamber of Commerce Business Improvement Districts</p>			
1.8	<p>Employment opportunities are being created through the Glasgow City Deal. Work East Ren are monitoring this to link to their existing clients as well as considering future opportunities when supporting customers to become job ready. There is a Community Benefit aspect to the City Deal to promote local jobs to local people.</p>	<p>Income from employment</p>	<p>Work East Ren Glasgow City Deal</p>	<p>All</p>	<p>Number of local jobs created</p>	

Actions to increase income from social security and benefits						
	Action taken in 2018-2019	Poverty driver(s)	Partners involved	Priority Groups	Measure of impact	Timeframe
2.1	<p>In February 2019 East Renfrewshire drew down £50,000 from Welfare Reform contingency resources to cover a projected shortfall in Scottish Welfare Fund funding.</p> <p>Between April and December 2018, there were 242 Community Care Grants, averaging £887 each and 344 Crisis Grants, averaging £74 each. This included 154 households with children. Based on projections of the expected shortfall a contingency was made available to accommodate the demand.</p>	Income from social security	Money Advice and Rights Team Housing Services HSPC (Social work) Citizens Advice Bureau	All	Budget available to cover all applicable grant applications	2018/2019
2.2	<p>In Spring 2018 East Renfrewshire set up a Universal Credit Implementation Board in anticipation of UC introduction in September 2018. This included a number of different work streams including communications and training.</p> <p>The Communications group managed external communications including bus stops, local press and social media.</p> <p>Internally, the training team worked to ensure all customer-facing staff were aware of the changes and present a consistent message to all customers.</p> <p>There is now a core UC working group which meets monthly to assess the operational impact on services and future planning.</p>	Income from social security	DWP and Job Centre Plus Money Advice and Rights Team Adult Learning Housing Associations HSPC (Social work and Health Visitors) Education	All, particularly lone parents and those with 3 or more children	Successful transition to Universal Credit. Monthly evaluation by working group	2018/2019

Actions to increase reduce costs of living						
	Action taken in 2018-2019	Poverty driver(s)	Partners involved	Priority Groups	Measure of impact	Timeframe
3.1	<p>Work is ongoing to identify the vulnerable 2 year olds across East Renfrewshire and to encourage uptake of the nursery places available to them. We are working with NHS Greater Glasgow and Clyde to identify the numbers and identities of eligible children. There are a number of promotional initiatives targeting SIMD 1, 2 and 3 areas.</p> <p>This included a family fun day with application forms available and staff on hand to provide support if required. The local Job Centre sent a targeted mailing to all known lone parents in the area to promote this.</p>	Costs of living	NHS Greater Glasgow & Clyde Early Years Education DWP	All, particularly lone parents	Number of eligible 2 year olds taking up a nursery place	2018/2019
3.2	East Renfrewshire has introduced early adoption of the increased nursery allocation for the most vulnerable three and four year olds. There are currently 100 children accessing the 1140 hours annually in four different nurseries.	Costs of living	Early Years Education DWP / Job Centre	All, particularly lone parents	Number of allocated places taken up	2018/2019
3.3	<p>The Pupil Equity Fund spending has reported a range of actions across all schools, including providing free sanitary products, providing new or recycled school uniform, providing free breakfast clubs with free food, providing free family food parcels, sharing calendars of costed school events, ensuring school trips have minimised costs and pupils are supported to participate at reduced or no cost.</p> <p>The National Child Poverty Action Group delivered training around the Cost of the School Day to Equalities Champions across all schools Further training has been delivered to staff and parents at the school to raise awareness of the Cost of the School Day.</p>	Costs of living	Education Back to School Bank charity Parent Councils National CPAG	All	School Pupil Equity Fund Spending reports	2018/2019

3.4	Health Visitors now have the authority to distribute food vouchers to families who are raising issues around hunger or food poverty. This was previously the responsibility of social work only which potentially limited the reach. As a universal service, health visitor distribution provides a more inclusive approach to distribution of the vouchers.	Costs of living	HSPC (Health Visitors and Social Work) Food bank	All families, particularly those with children under 1 and those with a member of the household who has additional support needs	Increase in food voucher distribution to families not known to social work	2018/2019
3.5	A number of family centres and schools in East Renfrewshire are part of the Fare Share food recycling initiative in partnership with Tesco. Each takes regular deliveries of food and uses as appropriate for the families they engage with. This could be to support cookery classes, to provide healthy snacks or to provide food parcels to families.	Costs of living	Education Tesco	All	Number of food parcels and snacks provided to children and families. Increase in delivery of cookery classes or similar to families in more deprived localities.	2018/2019
3.6	<p>East Renfrewshire Council is building new affordable housing properties for the first time as a local authority.</p> <p>13 units were completed and available for let in February 2019. Of these, 4 units are 3 bed family homes and 9 are amenity flats which have been built to accommodate wheelchair access.</p> <p>All homes have been built to Greener Standards to ensure the insulation, windows, heating and ventilation are designed to be efficient and keep energy costs as low as possible.</p>	Costs of living	Environmental Services Contractors	<p>Families with 3 or more children (3 bed houses)</p> <p>Those with a member of the household who has additional</p>	<p>Number of properties completed within the timeframe.</p> <p>Number of properties let as affordable housing to</p>	2018/2019



	Full details are set out in the <a href="#">Local Housing Strategy</a>			support needs(amenity flats)	families most in need.	
3.7	1 FTE Welfare Reform Officer (2 x PT posts) was employed in summer 2018 on a temporary basis. The role was specifically to offer support around rent collection and arrears in anticipation of concerns about the impact of Universal Credit on rent payment.	Costs of living	Housing HSCP (Social work)	All, particularly lone parents and those where a member of the household has additional support needs	Number of tenants supported. No significant change on rent arrears following introduction of Universal Credit	2018/2019

Actions which impact two or more drivers						
	Action taken in 2018-2019	Poverty driver(s)	Partners involved	Priority Groups	Measure of impact	Timeframe
4.1	1 FTE Financial Wellbeing Officer (in MART team) employed on a temporary basis. The purpose of this role is to look at prevention and education work. This includes promotional work in immunisation clinics and on social media to raise awareness of services provided by the council and external partners to support financial wellbeing.	Costs of living / income from social security	Money Advice and Rights Team Home Energy Scotland Prevention Team HSCP (Health Visitors)	All, particularly those with a child aged under 1	Increase in referrals to Money Advice and Rights Team. Increase in hits/likes/shares on social media	2018/2019
4.2	In February 2019 Health Visitors introduced an automated system to allow direct referrals to the Money Advice and Rights team when a family expresses concern about financial wellbeing.	All	HSCP (Health visitors)	All	Number of referrals to MART.	2018/2019

	This is done during the visit which reduces time and administrative delays in supporting the families.		Money Advice and Rights Team		MART Welfare Rights Advice Indicators analysed by parental status	
4.3	The Family First team works with vulnerable families to build capacity, provide support and signpost to other services. This can include issues around employment and training, benefit claims, managing a household budget, childcare and energy tariffs.	All	Money Advice and Rights Team Work East Ren Citizens Advice Bureau	All	Number of families supported	Ongoing
4.4	In 2018 NHS Greater Glasgow and Clyde reviewed and refreshed the Healthier Wealthier Children intervention that originated in 2010, and is now recommended across Scotland as set out in <i>Every Child, Every Chance</i> . East Renfrewshire recognised the value of this function and provided funding to create an embedded role to continue this work. East Renfrewshire promoted the new Best Start Grant during November and December 2018 through social media, with a reach of over 80,000 people. A money advice service continues to be provided to families in the Royal Hospital for Children with average annual income gains of over £8,000 per family eligible for financial support.	Income from social security / costs of living	NHS GGC	All, particularly pregnant women and those with a child under 1	Increase in reach of promotional campaigns leading to increased uptake of eligible benefits. Increase average income gains per family.	2018/2019
4.5	The Family Nurse Partnership offers intensive support to mums aged 19 or under. This involves engaging with the young mums during pregnancy through a mixture of weekly and fortnightly home visits. The Family Nurses support the young mums with a variety of issues such as claiming benefits, housing options, managing a household budget, training, employability and CV writing skills. The role of the Family Nurse is to support the	All	Skills Development Scotland Local colleges Education HSCP (Family First)	Pregnant women, young mums aged under 25 years, parents with children under 1	Routine data collection to track outcomes regarding benefits that are being claimed employment	Ongoing

	young mum with these aspects but with a continuous encouragement towards self-efficacy.		DWP and Job Centre Plus Housing Money Advice and Rights Team		destinations, and education destinations at 6 monthly intervals from birth until 2 years of age.	
4.6	The Youth Services Team provides a service for young mums, aged 25 years and under. This is offered to mums from pregnancy until their baby turns one. There are weekly support groups as well as 1-to-1 support being offered where necessary. The group sessions are largely focused around developing parenting skills and establishing a bond with their baby and understanding nurture. The mums are also offered advice and signposting in relation to benefits, financial support and employability. Partner agencies also attend the group and provide advice and support around training and employment.	All	Skills Development Scotland Financial services Education Maternity Services	Pregnant women, young mums aged under 25 years, parents with children under 1	Quality framework paperwork	Ongoing

## Planned Actions for 2019/20

As outlined previously, we are taking a two-pronged approach to child poverty in East Renfrewshire;

1. We will **tackle the drivers of poverty** to reduce the number of families experiencing poverty
2. We will **reduce the impact of poverty** by providing the appropriate services to support children who are experiencing poverty

We have identified the necessary critical activities within each and have outlined them in the diagrams below.

Diagram 1 shows the activities which will tackle the drivers of poverty by increasing income from employment and social security, and reducing the costs of living. The details of these activities are included in Annex 1.

Diagram 2 shows the activities which will reduce the impact of poverty by ensuring children in poverty are achieving and attaining, have improved health and wellbeing and that staff recognise the signs of poverty and can signpost effectively.

Diagram 1

Local Child Poverty Action Report: reducing child poverty by tackling the drivers of poverty

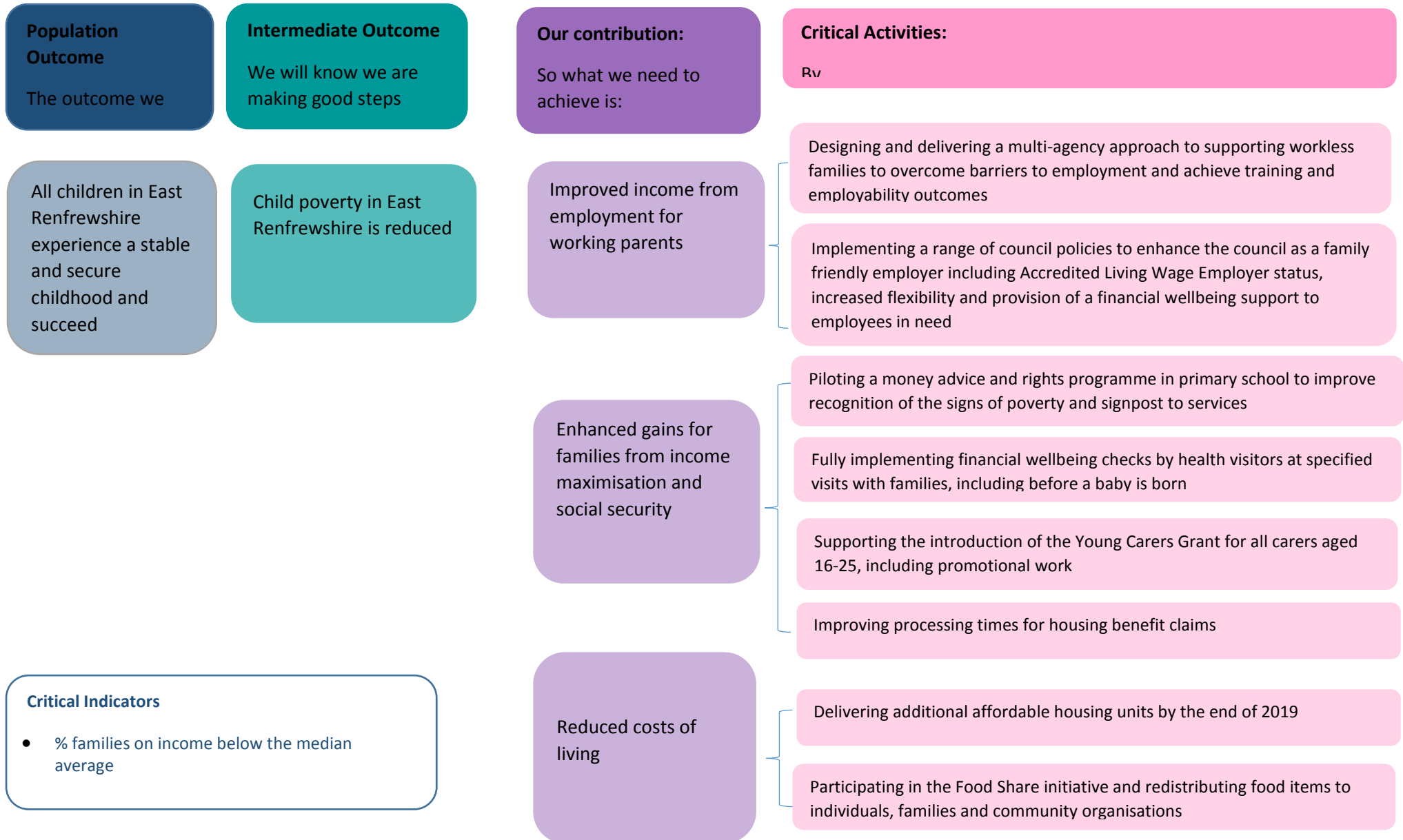
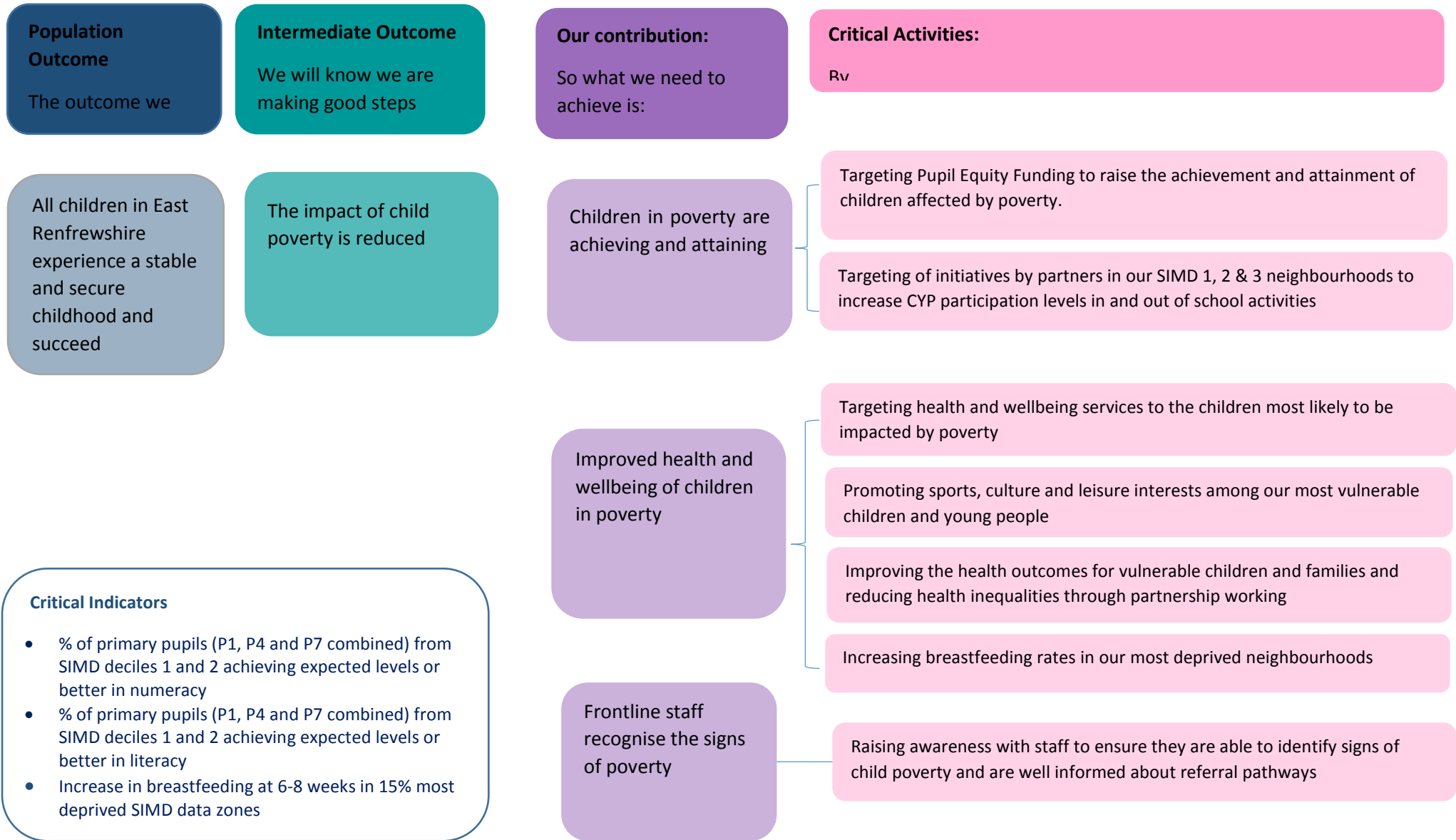


Diagram 2

Fairer East Ren Delivery Plan: reducing the impact of child poverty



## Monitoring and Evaluation

The 2030 government targets set out in the Child Poverty Act will take time to achieve and there are a number of wider contextual factors, such as UK Government welfare reform and socio-economic changes, which have a large influence on child poverty but which are out with our control and cannot be monitored at a local level. We will continue to monitor the outcomes of our local activities to evidence how they are making a positive impact, even if there is little or no positive change in longer-term targets. We will continue to monitor and report indicators through existing local arrangements for our Community Plan, Children's Services Plan and elsewhere. We recognise the cross cutting nature of the work to tackle the drivers of poverty and acknowledge the strong links with the Fairer East Ren delivery plans; particularly 'Reducing the impact of child poverty', 'Improved employability', 'Moving around' and 'Improving positive mental health and wellbeing'. We intend to monitor and progress this work alongside Fairer East Ren delivery plans. The CPP Performance and Accountability Review will receive 6-monthly progress updates and they will act as the scrutinising body for the work. It is intended that in future years the monitoring and reporting will be embedded; the options for this will be explored and agreed with the Strategic Leads.

### Local needs, Reach and Contributions to Outcomes

Many of the employability and money advice services across East Renfrewshire currently are aimed at the whole population and not specifically targeted at families. We recognise this as an area to develop in future and will explore options around these services making closer links with families. Currently, we do not collect data which allows us to identify if customers using services have dependent children or not. We acknowledge that this is a data gap and prohibits us from monitoring if services may be having an influence on child poverty. We intend to address this through more robust data collection in future within particular services such as Money Advice and Rights and employability services. We will use our data to better understand client circumstances and better target our services.

There are a number of services which work with the families most at risk of poverty such as Family First and the Family Nurse Partnership. These services work with families in a holistic way which includes support around finances, employment and poverty. This support is generally based on staff experience and staff training provided by other services such as Money Advice and Rights. Staff working with these vulnerable families will provide support for general issues around benefits, employment and budgeting; however where the issues are complex they will normally signpost to partner services with specialist knowledge.

Furthermore, we have services who are dealing with families universally such as early years, health visiting and education. All of these services work directly with families who do not necessarily present as vulnerable, therefore the work to target the drivers of poverty is limited. Services operating within SIMD 1-3 areas generally show an acknowledgement of the potential additional needs of their families and take cognisance of the fact that they may be impacted by poverty. However, as mentioned previously, there is anecdotal evidence that the private rental market in East Renfrewshire is such that many vulnerable families are living in postcodes which are not in the SIMD 1-3 areas and therefore could be considered as hidden.

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## Annex 1: Actions planned for 2019/2020

Increase income from employment		Partners involved	Priority Groups	Measure of impact	Resources
Designing and delivering a multi-agency approach to supporting workless families to overcome barriers to employment and achieve training and employability outcomes	<p>East Renfrewshire has submitted a Poverty and Social Inclusion Bid to combat poverty and improve employability. One of the strategic aims is to increase the number of disadvantaged participants from workless, lone parent and low income households through positive employment or training outcomes. We have verbal confirmation that the bid was successful and are currently awaiting the funding. This will start in spring 2019 and run until December 2022.</p> <p>This will involve employing 6 members of staff including a money advisor, youth worker, community worker and fuel poverty worker. We are awaiting confirmation from the government at this time.</p>	<p>Work East Ren Money Advice and Rights HSCP Schools Early Years Centres Criminal Justice Service Drug &amp; Alcohol Teams DWP Housing Services</p>	All, particularly lone parents	Providing support to the most disengaged from the labour market	<p>European Structural Fund Grant plus match funding Staff</p>
Implementing a range of council policies to enhance the council as a family friendly employer including Accredited Living Wage Employer status, increased flexibility and provision of financial wellbeing services.	East Renfrewshire Council is to become an Accredited Living Wage Employer. (Currently Living Wage paid as a supplement only)	East Renfrewshire CMT	All	Accreditation gained	Staff
	East Renfrewshire Council will look to increase flexibility and provide financial wellbeing support to employees in need.	HR CMT	All	More staff working flexibly. Reduced number of staff sick days due to money related stress	Staff

Increase income from social security and benefits		Partners involved	Priority Groups	Measure of impact	Resources
Piloting a money advice and rights programme in primary school to improve recognition of the signs of poverty and signpost to services	<p>A money advice and rights programme is being piloted in one primary school. There are three facets to this:</p> <ol style="list-style-type: none"> <li>1. Money and rights support will be provided for all staff at the school in relation to their own financial wellbeing.</li> <li>2. Teaching and teaching assistant staff will be trained to recognise the signs of poverty and how to signpost to support services.</li> <li>3. Primary 6 and 7 pupils will be involved in budgeting workshops with a focus on managing a household budget.</li> </ol> <p>If this is successful, it will be run in another primary school and then a secondary school.</p>	Education Money Advice and Rights	All	Pilot evaluated to measure success and consider further roll-out	Staff
Fully implementing financial wellbeing checks by midwives and health visitors at specified visits with families, including before a baby is born	NHSGGC will develop a prompt for midwives at 22 week antenatal appointment to assess money worries and question on money worries in Royal Hospital for Children Admission documentation. Health visitors in East Renfrewshire will be following the Universal Pathway. This will make it standard operating practice for health visitors to discuss financial wellbeing at a number of specified visits with all families, including before a baby is born.	NHSGGC HSCP (Health visitors) Money Advice and Rights	All, specifically those with a child under 1, pregnant mothers	Numbers of referrals from midwives. Number of HV visits at key pathway times	Staff
Supporting the introduction of the Young Carers Grant for all carers aged 16-25, including promotional work	In September 2019 the Young Carers Grant will be introduced for all carers aged over 16 years. East Renfrewshire Carers Centre has planned promotional work later this year to ensure this is well publicised to young carers. They will work in partnership with the Money Advice and Rights Team.	DWP Benefits teams Money Advice and Rights Team	Those with a member of the household who has additional support needs	Successful promotional campaign. Reach of social media posts	Staff Resources in kind

Improving processing times for housing benefit claims	We are undertaking process mapping of Housing Benefit claims to understand the end to end timeline. There will be a review of how new claims are processed as well as change in circumstances. The aim is to ensure the service is delivered as efficiently as possible in future. We will employ 1 FTE Service Improvement Officer – one of their roles will be to undertake this review and improve KPI reporting.	Housing Customer First Money Advice and Rights Team Benefits	All, particularly those with 3 or more children	Reaching KPI targets to process claims	Staff
Reduce costs of living		Partners involved	Priority Groups	Measure of impact	Resources
Delivering additional affordable housing units by the end of 2019	Affordable Housing: East Renfrewshire Council has commenced building work on over 30 additional units which will be available by the end of 2019. A private developer is also building new homes and this will include a number of affordable housing units. East Renfrewshire Council have provided criteria to the developer to identify who would be applicable for purchasing these affordable properties.	Housing Developer (Bellway Homes)	All, particularly lone parents, those with 3 or more children and those where a member of the household has additional support needs	Number of properties completed Number of properties let / sold	Approximately £3million

<p>Participating in the Food Share initiative to redistribute food items to individuals, families and community organisations</p>	<p>Dunterlie Resource Centre has signed up to West of Scotland food poverty initiative as a community lead volunteer group. We will take delivery of excess warehouse food and redistribute them socially through the community venue. Items can be collected by individuals/families or used by local partners with kitchen facilities to cook and share. Social work and health visitor colleagues are being briefed about the scheme to raise awareness with the families they work with. Money Advice and Rights Team are working with Voluntary Action and other local charities to encourage other areas to duplicate the model.</p>	<p>Food Share Dunterlie Resource Centre HSCP (Criminal Justice, Social Work and Health Visitors) Money Advice and Rights Team Voluntary Action East Ren</p>	<p>All</p>	<p>Monitor numbers of users Monitor number of centres/places holding stock</p>	<p>Annual fee £2,000 Volunteer time Hall hire</p>
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**NHS Greater Glasgow and Clyde**

**Public Health Standing Committee**  
**17 April 2019**

**Paper No: You will be given this**

**Dr Sonya Scott, Consultant in Public Health**  
**Dr Noreen Shields, Planning and Development Manager**

**NHS GGC Corporate and Acute Service Child Poverty Action Report 2018****Recommendations**

The Public Health Committee is asked to:

- Note the work undertaken by NHS GGC staff in 2018/19 to meet our statutory duty to contribute to reductions in child poverty rates in Scotland.
- Respectively approve and endorse the planned actions by staff directly managed by the health board and delegated to Integration Authorities (IJB's) in pursuit of reduced child poverty levels in 2019/20, as described in our six local area child poverty action reports and summarised in this paper.
- Note the wider partner actions undertaken and planned to reduce child poverty in each of our six community planning partnership areas and continue to influence development of these through appropriate local partnership structures.

**Purpose of Paper**

This paper aims to summarise the range of activities undertaken in 2018/19 by NHS GGC staff which contribute to reducing child poverty rates in Scotland and outline planned future actions for approval.

**Summary of Key Messages:**

- The NHS has a new statutory duty to report in partnership with local authorities, action taken to reduce child poverty and maximise the incomes of pregnant women and families with children.
- A range of activity has been undertaken by corporate, acute and health and social care partnership (HSCP) health staff to contribute to reducing child poverty across Greater Glasgow and Clyde (GGC).
- Employability actions have focused on promoting NHS career opportunities and pathways into NHS employment via a range of activity including awareness and guidance sessions for unemployed people in the community and awareness and guidance training sessions for staff in Jobcentre Plus and employability advisors in partner agencies. IJB's also support, fund and deliver a range of employability programmes for groups of patients with specific engagement needs. Note the review of employability services funded and managed through GGC specialist mental health services hosted within Glasgow Integration Authority.
- Work has also been undertaken to understand and support staff financial wellbeing, with training for managers on universal credit and available sources of support for staff experiencing money worries.
- There has been a substantial amount of work undertaken to refresh and extend the Healthier, Wealthier Children Programme (HWC)<sup>1</sup>, including staff information and

<sup>1</sup> HWC is a programme routine enquiry about family financial wellbeing by maternity and health visiting staff and referral to money advice services where required.

training sessions and the development of staff support materials and promotional materials.

- HWC continues to result in substantial financial gains for families resident in GGC.
- An innovative and enhanced model of co-located money advice support for families has been piloted with our Special Needs in Pregnancy Service, highlighting the significant financial vulnerabilities of this patient group (average household income <£6000).
- Co-location of money advice services in GP practices in deprived areas has been successfully piloted in Glasgow.
- Evidence and data briefings have been produced and a development session hosted by NHS GGC to support evidence-informed action in partner local authority areas.
- In 2019/20 there will be a continued focus on improving the practice of routine enquiry of financial wellbeing. We will develop electronic referral pathways into money advice services for health visitors and in some HSCP areas pilot the co-location of money advisors with vaccination clinics in deprived communities. We will also explore how we can have a focus on parents within our employability programmes and understand current gains from community benefits with a view to maximising for children and families.

### **Any Patient Safety/Patient Experience issues**

This work seeks to improve patient experience by ensuring assessment and treatment of social health has parity with physical and mental health.

### **Any Financial Implications from this Paper**

NHS GGC received a small amount of funding (£2, 640) to provide for one month of a band 7 officer's time to report on child poverty reduction actions and an additional £63, 750 to: enhance referral pathways from maternity and children's services into money advice services, provide training for midwives and health visitors on family financial wellbeing and provide capacity in money advice services for responding to referrals from maternal and child services.

A recent review of NHS GGC's Healthier Wealthier Children (HWC) programme<sup>2</sup> noted the precarious nature of funding for money advice services, which are often reliant on non-recurrent funding and funding from charitable sources.

NHS GGC's Child Poverty Strategy seeks to ensure maximal community benefits are gained from our procurement spend.

### **Any Staffing Implications from this Paper**

Effective action requires strategic leadership on a board-wide and community planning partnership-specific basis and therefore time of health staff working in corporate and acute directorates and health and social care partnerships.

The new statutory duty requires that midwives and health visitors in particular, support action to maximise the incomes of pregnant women and families with children.

### **Any Equality Implications from this Paper**

<sup>2</sup> Naven, L. Review of Healthier, Wealthier Children (HWC) in NHS Greater Glasgow and Clyde. Glasgow Centre for Population Health. 2018. Available at: [https://www.gcph.co.uk/assets/0000/6927/Review\\_of\\_Healthier\\_Wealthier\\_Children\\_HWC\\_for\\_Financial\\_Inclusion\\_Group.pdf](https://www.gcph.co.uk/assets/0000/6927/Review_of_Healthier_Wealthier_Children_HWC_for_Financial_Inclusion_Group.pdf) [Accessed 4 February 2019]

Some members of our population are at greater risk of experiencing poverty in childhood. Action to reduce child poverty should therefore particularly benefit children of lone and/or young parents, children with disabilities and/or children of parents with a disability and black and minority ethnic children.

**Any Health Inequalities Implications from this Paper**

Health inequalities are fundamentally caused by inequalities in income, resource and power. Work to reduce child poverty will contribute to reduced inequalities in income and therefore inequalities in health outcomes.

**Has a risk assessment been carried out for this issue? If yes, please detail the outcome.**

No

**Highlight the Corporate Plan priorities to which your paper relates**

Produce and implement joint reports and plans on tackling child poverty including maintaining and developing the healthier, wealthier children programme and exploring how to use our role as an employer and procurer of goods and services to help tackle child poverty.

**Authors – Sonya Scott and Noreen Shields.**

**Tel No – 01412014888**

**Date –**

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## NHS Greater Glasgow and Clyde Child Poverty Report 2018/19

### 1. Purpose

This paper aims to summarise the range of activities undertaken in 2018/19 by NHS GGC staff which contribute to reducing child poverty rates in Scotland and outline planned future actions for approval.

### 2. Background

The Child Poverty (Scotland) Act 2017 placed a new statutory duty on health boards to maximise the incomes of pregnant women and families with children and to jointly plan and report on these and other actions taken to reduce child poverty in each local authority area. The submission deadline for the first local area action reports is 30<sup>th</sup> June 2019.

Family poverty is associated with a range of health risks and adverse outcomes including unplanned pregnancy, smoking in pregnancy, stillbirth, injury in childhood, child neglect and maltreatment, emotional and behavioural problems and adverse health-related behaviours. Furthermore it is now known that household income is a cause factor in a child's cognitive, emotional, behavioural and physical development. It is estimated that £78 billion (£1 in every £5) is spent in the public sector each year dealing with the consequences of poverty.

Twenty-nine percent of children are living in relative poverty after housing costs<sup>3</sup> in NHS GGC. Over 40% of all children in poverty in Scotland are in the Greater Glasgow and Clyde Valley Region. Rates vary across local authority areas from 1 in 7 children in East Dunbartonshire and East Renfrewshire to 1 in 3 in Glasgow City. As a result of welfare reform it is predicted that if we do nothing child poverty rates in Scotland will increase from 26% to 38% by 2030.

Child Poverty is not inevitable, indeed rates halved in the UK between 1997 and 2012. The causes of poverty are often confused with the consequences which can impede progress in reducing rates of poverty. The new legislation and accompanying guidance makes clear that poverty is caused by the costs of essential goods and services outstripping household income from employment and/or social security. It requires local authorities and health boards to work with other community planning partners to consider and act on powers they have to maximise incomes and reduce costs for families.

In 2018/19 NHS GGC received Scottish Government funding of £2, 641 to report on child poverty actions and an additional £63, 750 to enhance the Healthier Wealthier Children (HWC) Programme. HWC is a programme of routine assessment of the financial wellbeing of pregnant women and families with children by health staff and where required referral into money advice services. This programme was established in NHS GGC in 2010. In the last eight years the programme has resulted in over £20 million financial gain for families living in GGC. Due to its success in NHS GGC it is currently being rolled out across all Scottish health boards. Recent funding has been provided to: enhance or develop referral pathways from maternity and children's health services into money advice services, provide training on addressing family financial wellbeing for midwives and health visitors and/or fund increased capacity within money advice services to respond to referrals from maternity and children's health services.

The majority of HWC monies (£35812) were disbursed according to the national funding formula to Health and Social Care Partnership (HSCP) health improvement teams. These

<sup>3</sup> defined as living in a household with less than 60% of the average household income for equivalent family size and composition

teams have been strategically leading HWC in their areas since 2013. The remaining £27938 (including South Glasgow and Renfrewshire's HWC funding) has been used to fund continued provision of a co-located money advice service with our Special Needs in Pregnancy Service.

### 3. Approach

While statutory responsibility for local area planning and reporting falls to the NHS and Local Authority the guidance accompanying the legislation states, "we know that solving poverty requires collaborative working across a range of partnerships. In many cases it will make sense for the Community Planning Partnership process to provide a helpful vehicle to coordinate reports."

Community Planning Partnerships (or similar partnership fora e.g. Glasgow City Poverty Leadership Panel) have therefore often been the structures through which local partnership strategies have been created, agreed and delivered.

Health staff have contributed to reducing child poverty on both a board-wide and locally specific basis. Board-wide actions are delivered through the following existing strategic groups: The Financial Inclusion Group, The Employment and Health Strategic Group and The Equalities and Health Group. At a local level health improvement staff in health and social care partnerships have been integral to, sometimes leading, local partnership planning processes.

NHS GGC staff can and have taken action to increase family incomes and reduce family costs in our role as an employer and in the provision of our service. Staff have also advocated evidence informed action to relevant partners where authority for action lies out with our control. Appendix 1 describes the range of action undertaken in 2018/19 within these categories.

### Impact

Action to maximise incomes and reduce costs for pregnant women and families with children through Healthier, Wealthier Children and the Neonatal Expenses Fund have resulted in the financial gains for families in NHS GGC detailed in tables 2 and 3. Referrals and average financial gain have increased substantially between 2017 and 2018 for all services. This could be the result of improved detection of need and/or increasing levels of financial needs.

**Table 2. Healthier Wealthier Children referrals and financial gain Jan-Dec 2017 & 2018**

Year	Midwifery referrals	Health visiting referrals	Other referrals*	Average gain per family p.a.	Total gain
2017	293	1581	708	£2,100**	£2,498,258
2018	304 (4% ↑)	1965 (24% ↑)	767 (8% ↑)	£2,533**	£4,415,769

\*GPs and health care assistants

\*\*Approximately 46% of those referred take up the referral.

**Table 3. Money advice referrals from wards and Family Support and Information Service (FSIS) in the Royal Hospital for Children (RHC) and families supported through the Neonatal Expenses Fund 17/18 & 18/19 (Q1-3)**

	Number of families supported	Average gain per family p.a.	Income gained
<b>17/18</b>			
Referrals to money advice services from RHC wards and FSIS	361	£6,743	£2,434,358 (income)
<b>18/19 (Q1-Q3)</b>			
Referrals to money advice services from RHC wards and FSIS	332	£8,024	£2,664,077
Neonatal expenses fund	206	£195	£40, 201

#### 4. Future Areas of Development

Appendix 2 details child poverty reduction-relevant actions which are planned for 2019/20.

#### 5. Challenges

- Local action to reduce child poverty necessarily requires relationships, intelligence and influence across a complex range of internal and external policy areas.
- Funding to NHS boards has been provided for one month of reporting activity only and being the same for all boards does not reflect local levels of child poverty or the number of local authority reporting partners.
- Despite clear and compelling evidence of effectiveness in maximising incomes, referral rates from maternity and health visiting services into money advice service are less than we might expect, more work is required to develop relationships between health and money advice services, embed routine enquiry in practice and reduce stigma of accepting a money advice referral.
- Demand for money advice services is increasing at a time of static or decreased funding<sup>4</sup>.

#### 6. Recommendations

The Public Health Committee is asked to:

- Note the work undertaken by NHS GGC staff in 2018/19 to meet our statutory duty to contribute to reductions in child poverty rates in Scotland.
- Approve and endorse the planned deployment of health resource in pursuit of reduced child poverty levels in 2019/20 as described in our six local area child poverty action reports and summarised in this paper.
- Note the wider partner actions undertaken and planned to reduce child poverty in each of our six community planning partnership areas and continue to influence development of these through appropriate local partnership structures.

<sup>4</sup> The Improvement Service. *Money Advice Services – Investing in the Future*. 2018. Available from: [http://www.improvementservice.org.uk/documents/em\\_briefing\\_notes/em-briefing-future-money-advice-svcs.pdf](http://www.improvementservice.org.uk/documents/em_briefing_notes/em-briefing-future-money-advice-svcs.pdf) [Accessed Feb 2019].

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**APPENDIX 1. Actions undertaken by NHSGGC staff to maximise incomes and reduce costs for families in 2018/19**

A	Employer-related actions	Poverty driver	Partners involved	Priority Groups <sup>5</sup>	How measure success?	Timeframe
A1	Promotion of NHS career opportunities and pathways into NHS employment via: <ul style="list-style-type: none"> <li>• schools engagement activity</li> <li>• awareness and guidance sessions for unemployed people in the community</li> <li>• awareness and guidance training sessions for staff in JobcentrePlus and employability advisors in partner agencies</li> <li>• college visits</li> <li>• attendance at community jobs fairs and careers events</li> </ul> . A total of 84 events have been hosted in 2018/19	Income from employment	NHS Workforce Employability Team Local Authority Education Services Developing the Young Workforce Regional Groups Jobcentre Plus Clyde Gateway Rosemount Learning Centre Prince's Trust Jobs and Business Glasgow	All	May be possible in future to report activity by SIMD of school, community organisation and report the number of parents reached.	2018/19
A2	NHSGGC pre-employment training programme delivered to 21 people, 13 of whom gained employment following the programme, 11 within NHSGGC.	Income from employment	NHS GGC Workforce Employability Team Clyde Gateway and partner agencies	All	Number of people supported into good quality employment.	2018/19
A3	Apprenticeship opportunities provided for young people including: <ul style="list-style-type: none"> <li>• 3 Foundation Apprenticeship Engineering placements for senior phase school pupils hosted by hospital based Estates Teams</li> </ul>	Income from employment	NHS GGC Workforce Employability Team and range of services across NHS accepting MAs.	All	Number of apprentices securing positive destination following programme.	2018/19

<sup>5</sup> Lone parents, families with disabled member, families with child aged <1y, families with three or more children, BME families.

	<ul style="list-style-type: none"> <li>Modern Apprenticeship Programme recruitment (20 MAs starting with NHSGGC in next 6 months).</li> </ul>					
A4	Research on staff financial health needs and creation of an action plan to address those needs.	Income from employment, social security, reduced costs and mitigation of impact.	Public Health, staff participants across range of directorates.	All	As below for actions A5-A7	2018/19
A5	Poverty Awareness training for HR, occupational health and support and information services staff, delivered by Public Health Staff in partnership with Poverty Alliance and Child Poverty Action Group. Training content included Welfare Reform and 'in work' benefits, the rise in 'in work' poverty and the impact of poverty, how to raise the issue of money, the support and resources available and appropriate pathways for referral and signposting staff.	Income from employment, social security, reduced costs and mitigation of impact	Public Health Poverty Alliance Child Poverty Action Group	All	Number of staff trained (100 in 2018/19) Pre and post training assessments  Explore feasibility of monitoring number of staff supported through support and information services.	2018-20
A6.	Money advice information to be included with standard Payroll letters informing staff of either move from full to half or half to no pay during sickness absence or recovery arrangements for overpayments.	Income from social security. Reducing household costs.	HR and Payroll staff.	All	Standardisation of process.	2018/19

A7.	Money and debt advice webpage developed for managers and staff on NHSGGC intranet.	Income from social security. Reducing household costs. Mitigation of impact.	Public Health	All	Number of visits to website.	2018/19
A8.	Continued provision and promotion of family-friendly working policies and opportunities.	Income from employment and reduced costs.	HR	All but may particularly benefit lone parents and families with disability.	.	Ongoing
A9.	Continued provision of monthly payment scheme for annual travel cards for staff.	Reduced costs	First Glasgow, ScotRail, Scottish Passenger Transport.		890 staff benefited during 2018 calendar year.	Ongoing
A10	Provision of educational bursaries to support in-work progression for staff.	Income from employment	Learning and Education Team.	All	Number of applications received and awarded by job band.	2018/19
<b>B</b>	<b>Service-related actions</b>	<b>Poverty driver</b>	<b>Partners involved</b>	<b>Priority Groups</b>	<b>How measure success?</b>	<b>Timescale</b>
B1	Four child poverty information sessions reaching 70 staff in total across all HSCP areas, two chaired by Director of Nursing and in collaboration with University of Stirling, to raise awareness of new child poverty legislation and new statutory income maximisation duty , provided for health visiting, family nurse and senior midwifery staff.	Income from social security. Reduced costs	Director of Nursing, public health, health visitors, midwives, family nurses, academic colleagues.	All	Post-event evaluation on knowledge and confidence responding to money worries	2018/19

B2	Development of refreshed staff and patient-facing materials to promote new statutory duty, routine enquiry of financial wellbeing, maternity benefits available and referral pathway into money advice services.	Income from social security. Reduced costs	Public Health Communications colleagues	All	Number of referrals from midwifery and health visiting colleagues into money advice services.	2018/19
B3	Development of materials for staff on sources of support for asylum seekers who have no recourse to public funds.	Mitigation of impact	Public Health	All particularly black and minority ethnic families.		2018/19
B4	Further development and promotion of a poverty and financial inclusion e-learning module for staff. 83 staff have completed in 11 months from 1/4/18	Income from social security, reduced costs and mitigation	Public Health	All	Number of staff completing e-module	Ongoing
B5	Face-to-face briefing sessions for new midwives and Royal Hospital for Children staff on assessment of family financial wellbeing. 32 new midwives and 16 RHC staff attended these briefings.	Income from social security, reduced costs and mitigation of impact.	Public Health, midwifery and paediatric staff.	All	Number of staff trained	2018/19
B6	Development of team-level training programme on raising issue of money worries for existing midwifery staff.	Income from social security and reduced costs	Public Health, Glasgow City Health Improvement.	Priority groups highlighted	Increased referrals from midwifery teams into money advice services.	2018/19



B7	Training for new health visitors on financial wellbeing, benefits of income maximisation, referral pathways and broader employability services available from money advice providers.	Income from social security and reduced costs	Public Health HSCP Health Improvement teams.	Priority groups highlighted	Increased referrals from health visiting teams into money advice services.	2018/20
B8	Use of health visiting peer champions for promotion of routine financial health enquiry and referral in Glasgow City HSCP.	Income from social security and reduced costs	HSCP Children and Families Teams and Health Improvement	All	Increased referrals from health visiting teams into money advice services.	2018/20
B9	Training and information for adult health service staff on assessment of patient financial wellbeing.  Information provided at nursing induction sessions in both Greater Glasgow and Clyde.  FI briefings provided to Diabetes MCN, Beatson and Pulmonary Rehab staff. 78 staff in total attended these sessions.	Income from employment, social security, costs of living and mitigation of impact.	Public Health and range of community and acute adult service staff.	All	Number of staff attending sessions.	2018/19
B10	Inclusion of a question on financial wellbeing in adult acute ward nursing admission documentation and associated staff training.  Three training sessions for senior nursing staff and 26 ward briefings delivered.	Income from employment, social security, costs of living and mitigation of impact.	Public Health and acute adult service nursing staff.	All		2018/19
B11	Development of a NHSGGC briefing for organisations representing priority groups on referral pathways from maternal and child services into money advice services.	Income from social security and reduced costs	Public Health		Increased referrals into money advice services for priority groups.	2018/19

B12	Management of the Financial Inclusion, Money Advice service in the Royal Hospital for Children (RHC) which provides parents/carers with a range of services to support their financial wellbeing including: benefits checking, income and expenditure support, financial capability and budgeting information debt management support, assistance with housing and eviction issues and energy advice. Parents and carers can also access emergency family funds and foodbank vouchers via the Family Support and Information Service co-located with the Financial Inclusion service at the RHC.	Income from social security and reduced costs. Mitigation of impact.	Public Health	All	Number of families' supported, average and total financial gain.	Ongoing
B13	Management of neonatal expenses fund for parents or guardians with either premature or sick babies in neonatal care to claim reimbursement for food and travel expenses.	Reduced costs	Public Health	Families with child under age of one.	Number of families supported and average financial gain.	Ongoing
B14	Facilitation of co-location of money advice services with Special Needs in Pregnancy Service (SNIps) to target income maximisation support and advocacy to those with greatest financial health needs (e.g. average household income for this client group <£6000 per annum).	Income from employment, social security, reduced costs of living and mitigation of impact.	Third sector money advice service SNIps staff, Glasgow City and Renfrewshire HSCP Health Improvement, Public Health	All, particularly pregnant women, young families.	Number of families' supported, average and total financial gain.	Ongoing
B15	Development of electronic referral pathway into money advice services developed for health visiting staff.	Income from social security, reduced costs.	Public Health, children and families staff, e-health, local authority and third sector money advice providers	All	Increased number of referrals into money advice from health visiting.	2018/20

B16	Regular feedback to health visiting teams on money advice referrals and patterns.	Income from social security and reduced costs.	HSCP health improvement teams	All	Increased number of referrals into money advice from health visiting.	Ongoing
B17	Analysis of uptake of healthy start food vouchers for low income families to support ongoing promotion to families by midwifery and health visiting staff.	Income from social security	Public Health, midwifery and health visiting teams.	All, particularly Pregnant women and families with children under one.	Increased uptake of health start benefit.	2018/20
B18	Survey of family financial health needs undertaken for families of children with disabilities attending child development centres.	Income from social security and reduced costs.	Families with lived experience of poverty. Specialist Children's Services. Glasgow City Council, Third sector Carers' Centre and Money Advice Services Public Health, Glasgow City HSCP Health Improvement.	Families with a disabled household member.	Increased money advice referrals from CDC staff. Average financial gain of £5000 per family supported.	2018/19

B19	Proposal developed and funding secured for research into the financial impact of pregnancy and possible cost-related barriers to attending antenatal care for low income families living in NHS GGC	Reduce costs, mitigation of impact.	NHS Health Scotland, NHS Ayrshire and Arran, Glasgow Centre for Population Health (GCPH), The Poverty Alliance, Child Poverty Action Group, Midwives, Family Nurses, Health Visitors, Public Health.	All, with particular focus on pregnant women and families with children under one year and inclusion of BME families.	Funding secured.	2018/19
B20	Financial incentives for pregnant women to stop smoking in pregnancy.	Mitigate impact of poverty	Midwives, Lead Midwives, University of Glasgow, Corporate Communications, HSCP Health Improvement Teams, eHealth, Public Health Directorate, Quit Your Way Services (Pregnancy, Pharmacy, Community, Acute)	All eligible pregnant women.	Number of women who receive full incentives by SIMD.  Number and rate of women who maintain quit at 12 and 24 weeks post-quit date.	2018/20

B21	<p>Provision of a money advice service for adult users of acute health services with a cancer or long-term condition diagnosis.</p> <p>92 (4% of all) individuals supported had dependent children.</p> <p>Total financial gains for these 92 families in 2018/19 financial year were £235, 698, an average gain of £2562 per family referred.</p>	Income from social security and reduced costs	Macmillan Cancer Support	All – universal service	Total and average financial gain	Ongoing
B22	<p>Colocation of money advice service in nine GP practices in deprived areas in North East Glasgow. Over 350 people supported in the first three quarters of 2018/19 with total financial gain of £1,148,423 for those benefiting financially.</p>	Income from social security and reduced costs	Money Advice services, Clyde Gateway, Primary Care Teams, Glasgow City Health Improvement Team	All	Total and average financial gain	2018/19
<b>C</b>	<b>Advocacy</b>	<b>Poverty driver</b>	<b>Partners involved</b>	<b>Priority Groups</b>	<b>How measure success?</b>	<b>Timescale</b>
C1	<p>Child Poverty Action network for local authority and HSCP leads established to co-ordinate board-wide and local area action and to share evidence and best practice across GGC.</p>	All	All six local authorities and HSPCs, NHS Health Scotland, Public Health.	All	A number of supporting resources have been developed for local areas including an evidence briefing and data guide.	2018 -

C2	Development session for local area child poverty leads organised with input from NHS Health Scotland, The Improvement Service and the Scottish Poverty and Inequalities Research Unit – focus on advocacy of automation of local area benefits and return on investment from referrals into money advice services from health service sources.	All	All six local authorities and HSPCs, NHS Health Scotland, The Improvement Service, GCPH, Public Health.	All	A number of areas are now exploring automation of local benefits.	2018/19
C3	Presentations on impact of child poverty on health, new statutory duty and evidence base for local action presented to: - NHS GGC Board Heads of Children’s Health and Social Care Services and Area Partnership Forum and also -partnership forums in each local authority area -the national Scottish Local Authority Economic Development Conference.	All	Public Health	Priority risk groups highlighted.	Child Poverty plans discussed at and endorsed by senior strategic partnership committees.	2018/19
C4	Guidance on evidence informed action to reduce child poverty at a local level produced.	All	Public Health	All		2018/19
C5	Guidance on data available at local authority level to measure poverty and its drivers produced.	All	Public Health	All	Indicators being used in local child poverty action reports	2018/19
C6	A range of articles produced for staff news, core brief and hot topics related to child poverty.	All	Communication Staff and Public Health	All	Increased awareness of child poverty legislation amongst staff	2018/19

C7	A blog on evidence informed local action to reduce child poverty written for GCPH - <a href="https://www.gcph.co.uk/latest/news/861_poverty_isn_t_in_evitable_local_action_is_possible">https://www.gcph.co.uk/latest/news/861_poverty_isn_t_in_evitable_local_action_is_possible</a>	All	Public Health and GCPH	All	Increased awareness of causes of poverty and evidence informed actions which can be taken at local level in local policy makers and practitioners	2018/19
C8	A blog on the benefits of integrating money advice into primary care health services written for GCPH <a href="https://www.gcph.co.uk/latest/news/877_at_the_deep_end_integrating_money_advice_workers_into_gp_practices">https://www.gcph.co.uk/latest/news/877_at_the_deep_end_integrating_money_advice_workers_into_gp_practices</a>	All	Glasgow City Health Improvement Team and GCPH	All	Further roll out of co-location of money advice support in general practice.	2018/19

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**APPENDIX 2. Planned actions to maximise incomes and reduce costs for families in 2019/20**

FA	Employer related actions	Poverty driver	Partners involved	Priority Groups	How measure success?	Timeframe
FA.1	Implementation of the NHS GGC Widening Access to Employment Strategy recommendations with specific action to support parents to access NHS job opportunities	Income from employment.	Widening Access to Employment Strategic Group, Workforce Employability Lead, Public Health Employability partner agencies	All	Number of parents accessing employability programmes going on to sustained employment.	2019/20
FA.2	Explore how we could optimise the impact of our procurement spend on local job creation and/or job quality for low-wage employees <sup>6</sup> .	Income from employment	Head of Procurement, Commodity Manager Corporate Services, Public Health	All	Number and type of community benefits gain through capital spend and contracted services.	2019/20
FA.3	Plans in place to deliver Poverty Awareness training to Payroll staff in 2019/2020	Income from employment, social security, reduced costs and mitigation of impact.	Public Health	All	Number of staff trained. Pre and post-training assessments.	2019/20
FA.3	Include information on support for financial wellbeing in attendance management policy guidance and processes.	Income from social security and reducing costs of living.	Public Health and HR	All	Staff know sources of support for financial wellbeing.	2019/20

<sup>6</sup> Earning less than £17,550 per year whilst working full-time (based on living wage rate of £9 per hour and 37.5h week).

FA.4	Payslip messages signposting to sources of money advice and support to be issued quarterly from April 2019.	Income from social security and reduced costs of living.	Public Health and Payroll colleagues.	All	Staff know sources of support for financial wellbeing.	2019/20
<b>FB</b>	<b>Service-related actions</b>	<b>Poverty driver</b>	<b>Partners involved</b>	<b>Priority Groups</b>	<b>How measure success?</b>	<b>Timeframe</b>
FB.1	Develop electronic prompt for routine financial health enquiry and promotion of Best Start Pregnancy and Baby grant at 22 week antenatal appointment.	Income from social security.	Maternity services, Public Health.	All, particularly pregnant women	Midwifery referrals to money advice services increase. High levels of uptake of Best Start Pregnancy and Baby Grant in GCC	2019/20
FB.2	Explore development of electronic prompt for promotion of Best Start Grant Nursery and School grant payments at 27month and pre-school health visiting assessments on EMIS Web.	Income from social security	Children and Families, e-Health, Public Health	All	High levels of uptake of Best Start Nursery and School grant payments in GGC.	2019-21
FB.3	Develop quality assurance process for electronic referrals into money advice services from maternity service IT system.	Income from social security and reduced costs of living.	Maternity services, public health, money advice providers.	All, particularly pregnant women.	We can evidence referrals made are being received by the eleven money advice providers across GGC.	2019/20

FB.4	Facilitate targeted co-location of money advice services in vaccination settings in East Dunbartonshire, East Renfrewshire HSCPs.	Income from social security and reduced costs of living.	Children and Families teams, money advice services, health improvement teams.	All particularly families with a child under the age of one.	Referrals made, families engaging with service and financial gain.	2019/20
FB.5	Provide dedicated money advice support for family nurses in North East Glasgow City.	Income from social security, reduced costs of living.	Family nurses, health improvement staff.	All, particular young parents.		2019/20
FB.6	Expand provision of co-located money advice service in GP practices in Glasgow	Income from social security, reduced cost of living	Money advice services, primary care teams, Glasgow Health Improvement Team.	All	Referrals made, average and total financial gain	2019/29
FB.7	Raise awareness of child poverty legislation, statutory duty and available support services with GPs working in Deep End practices.	All	GPs, public health.	All	Increased referrals to money advice services from primary care.	2019/20
FB.8	Undertake research into the cost of the pregnancy pathway to explore the financial impact of pregnancy on low income families and how services can mitigate, given evidence that this can be a	Reduce costs, mitigation of impact.	Families with lived experience of poverty, NHS Health Scotland, NHS Ayrshire and Arran, GCPH, The Poverty Alliance, Child Poverty Action	All, with particular focus on pregnant women and families with children under one year and inclusion of BME families.	Breadth of participants recruited. Useful insights and actionable recommendations generated.	2019/20

	point of transition to poverty for some families.		Group, Midwives, Family Nurses, Health Visitors, Public Health.			
FB.9	Develop questions on money worries for Children's Hospital admission documentation.	Income from social security, reduce costs, mitigation of impact.	Public Health, acute children's services.	All	Families are routinely asked about social health when child admitted for acute care.	2019/20
FB.10	Disseminate findings of family financial health needs of families attending child development centre (CDC) to improve pathways into support services for families of disabled children.	Income from social security, reduce costs.	Public health, specialist children's services	Families with a disabled child	CDC staff are aware of new statutory duty on child poverty, the likely levels of need in families using their service and the benefits or referring to money advice services.  Referrals into money advice from CDC's increase.	2019/20
FB.11	Develop child poverty microsite for staff, partners and general public on causes, relevance for health, local rates and current NHS actions.	NA	Public Health	All	Number of visits to site	2019/20
FB.12	Continue to deliver and improve routine financial health enquiry and referral into money advice in midwifery, family nurse	Income from social security and reduced costs of living.	Maternity, family nurse, children and family services, public health and health improvement.	All, with focus on pregnant women and young parents.	Recorded enquiry Referrals made Number of families engaged	Ongoing.

	and health visiting services.				Total and average financial gain.	
FB.13	Continue to monitor and feedback on income maximisation referrals from maternal and child services.	Income from social security and reduced costs of living.	Public health and health improvement in HSCPs	All	Increasing enquiry and referrals made.	Ongoing.
FB.14	Research into the prevalence of financial hardship in families of children attending outpatient ENT clinics in Royal Hospital for Children	Income from social security, reduced costs.	ENT staff, public health, service users.	All	Completion of results with actionable recommendations to improve health and/or care.	2019/20
<b>FC</b>	<b>Advocacy</b>	<b>Poverty Driver</b>	<b>Partners involved</b>	<b>Priority Groups</b>	<b>How measure success?</b>	<b>Timeframe</b>
FC.1	Analysis and reporting, in partnership with GCPH, on indicators of child poverty and economic, housing, childcare and transport drivers in the Glasgow and Clyde Valley Region.	Income from employment and costs of living.	GCPH, Glasgow City Region, Glasgow City Council, Children's Specialist Services, Public Health, Health Improvement.	All	There is a greater understanding of levels and distribution of determinants of child poverty amongst relevant senior decision makers across GGC	2019/20

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EAST RENFREWSHIRE COUNCIL26 June 2019Report by Chief Financial OfficerEAST RENFREWSHIRE CULTURE AND LEISURE TRUST – CONFIRMATION OF  
FINANCIAL SUPPORT**PURPOSE OF REPORT**

1. The purpose of this report is to approve the issue of a letter to ERCLT confirming the Council's ongoing financial support for the Trust.

**RECOMMENDATION**

2. Council is invited to approve:-
- a. the issue of a letter to ERCLT confirming the Council's ongoing financial support for the Trust's activities; and
  - b. that the Head of Accountancy issue such letters each year in future, subject to the ERCLT accounts showing a surplus for the year in question.

**BACKGROUND**

3. ERCLT is an Arm's Length External Organisation (ALEO), reported within the Council's annual Group Accounts.

4. Under the terms of the Management Agreement between the Council and ERCLT, the Trust is obliged to provide culture and leisure services to the Council for the benefit of the public. The level of financial support to allow the Trust to do this is set out in the Council budget each year. The terms of the financial support can however be amended by agreement in terms of Clause 26.1 of the Agreement which states:

"Other than pursuant to Part 4 of the Schedule, the terms of this Agreement shall not be amended or altered except by mutual agreement in writing by the duly authorised representatives of the Council and the Company".

**REPORT**

5. As part of the external audit of ERCLT's accounts for 2018/19 the Council is required to confirm its ongoing financial support for the Trust as a going concern.

6. It is not unusual for auditors to seek such assurances from Councils and it is entirely reasonable for the Council to confirm its ongoing financial support for the Trust to continue to provide and develop services in line with existing plans in the coming year. In particular, the Council routinely confirms each year in its own annual accounts to guarantee any pension deficit of ERCLT.

7. ERCLT operated within budget from its establishment in July 2015 until 31 March 2017, however during 2017/18 an additional contribution of £225,000 was required from the Council. An independent review of the Trust's financial arrangements was carried out in 2018 with an action plan agreed and implemented. Performance has since improved.

8. For 2018/19 ERCLT's draft accounts show a surplus of £291,000. Despite the satisfactory financial performance for 2018/19 however, a letter of comfort is still required by the Trust's external auditors as next year's budget is not yet certain. This issue is likely to recur in future years even if annual financial performance remains positive.

9. As in previous years, we will continue to monitor the Trust's financial position throughout the year.

10. The proposed letter (attached as Appendix 1) confirms the Council's ongoing support for planned activities whilst requiring the Trust to continue to take all possible actions to operate within budget. The letter requires to be issued to ERCLT in advance of their Finance and Risk Committee meeting on 6 August 2019 and therefore approval is being sought from the Council rather than through the normal Cabinet route.

11. As this issue is expected to recur annually, it is proposed that Council now approve that the Head of Accountancy issues such an annual letter of comfort to ERCLT in future years, subject to their accounts showing a financial surplus for the audit year in question. Should ERCLT's accounts forecast a deficit for the year, a report will be brought back to Cabinet in advance, seeking approval to issue such a letter.

## **FINANCE AND EFFICIENCY**

14. The issue of the letter does not change the Council's budget plans for 2019/20 or beyond.

## **CONSULTATION**

15. The Director of Education, the Chief Legal Officer have been consulted on this matter.

## **PARTNERSHIP WORKING**

16. The Management Agreement sets out the arrangements for partnership working between the Council and ERCLT.

## **CONCLUSIONS**

17. In view of the Trust's timescales for finalising the audit of the 2018/19 accounts it is necessary to obtain Council approval for the issue of a letter of support to ERCLT.

18. This situation is likely to recur in future years

## **RECOMMENDATION/...**



**RECOMMENDATION**

19. Council is invited to approve:-

- a. the issue of a letter to ERCLT confirming the Council's ongoing financial support for the Trust's activities; and
- b. that the Head of Accountancy issue such letters each year in future, subject to the ERCLT accounts showing a surplus for the year in question.

Cabinet contact: Councillor Tony Buchanan, Leader, ext 3108

Report Author: Margaret McCrossan, Head of Accountancy, ext 3035  
[Margaret.mccrossan@eastrenfrewshire.gov.uk](mailto:Margaret.mccrossan@eastrenfrewshire.gov.uk)

Key words: ERCLT, financial support, Management Agreement

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The Directors  
East Renfrewshire Culture & Leisure Limited  
St Johns Annex  
18 Commercial Road  
Barrhead  
East Renfrewshire  
G78 1AJ

[Date to be inserted]

Dear Trustees

**Funding Arrangements**

The terms of the Management Agreement between the Council and East Renfrewshire Culture & Leisure Limited (ERCLL) state:

“26 General

Other than pursuant to Part 4 of the Schedule, the terms of this Agreement shall not be amended or altered except by mutual agreement in writing by the duly authorised representatives of the Council and the Company.”

So as to provide the required assurance that ERCLL is operating as a going concern, however, the Council confirms its commitment to ongoing financial support for ERCLL’s activities for the period to 31 August 2020. Specifically, in order to support the delivery of services by ERCLL in accordance with the standards set out in the Management Agreement entered into between East Renfrewshire Council and ERCLL, we agree to provide such additional funding as ERCLL may require to support these trading activities. However, the Council expects and seeks assurance that ERCLL will take steps to maintain its expenditure within budgeted levels wherever possible.

I trust that this provides the assurance that you require.

Yours faithfully

Margaret McCrossan  
Head of Accountancy  
East Renfrewshire Council

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**EAST RENFREWSHIRE COUNCIL****26 June 2019****Report by Deputy Chief Executive****Statutory Review of Polling Districts and Polling Places****PURPOSE OF REPORT**

1. To advise the Council of the current review of polling districts and polling places in East Renfrewshire and to seek approval for a draft polling scheme.

**RECOMMENDATION**

2. That the Council:-
- (a) Notes the timetable for conducting the statutory review of polling district and polling places;
  - (b) Notes the comments that have been received in response to the preliminary consultation exercise;
  - (c) Notes the analysis of the suggested alternatives;
  - (d) Approves the minor amendments to the boundaries and the proposed amended polling places as outlined;
  - (e) Notes that the new draft scheme will be used as the basis for further consultation; and
  - (f) Notes that a final version of the scheme will be brought before the Council in September for consideration.

**BACKGROUND**

3. In terms of the Representation of the People Act 1983 (as amended) local authorities are required to divide their area into polling districts (sub-divisions of electoral wards) for the purposes of UK parliamentary elections and to designate polling places for these polling districts and keep them under review.

4. The last full review took place in East Renfrewshire in 2013/14 at which time there were no changes made to the scheme previously approved in 2010. A number of minor polling district boundary changes were made in advance of the local elections in 2017, to take account of the reduction in the number of Council wards from 6 to 5.

5. The Electoral Registration and Administration Act 2013 introduced provisions which require councils to conduct a review of their polling scheme (that is the current polling districts and polling places) at any time in the period of 16 months beginning 1 October 2013 and within the 16 month period every 5 years thereafter.

## REPORT

6. The current review period began on 1 October 2018 and the Council has until April 2020 to conduct and conclude the review.

7. In conducting their reviews, authorities must:-

- (a) seek to ensure that all electors in the constituency have such reasonable facilities for voting as are practicable in the circumstances; and
- (b) seek to ensure that so far as is reasonable and practical, the polling places they are responsible for are accessible to all electors, including those who are disabled, and when considering the designation of a polling place, must have regard to the accessibility needs of persons with disabilities.

8. In short, although recognising the implications for other Council services **the voter must be the primary consideration in any review that is conducted.**

9. It should be noted that the Renfrewshire South Scottish Parliamentary constituency takes in Barrhead, Neilston and Uplawmoor and the Scottish Parliamentary election in these areas is conducted by the Returning Officer for the Renfrewshire Council area who is the Returning Officer for the 3 Paisley Scottish Parliamentary constituencies. However, polling scheme reviews are based on UK parliamentary constituencies. Consequently, the areas of Barrhead, Neilston and Uplawmoor have been included in the review.

10. Furthermore, the review is being conducted on the basis of the current East Renfrewshire Constituency, which is coterminous with the East Renfrewshire Council boundary. However Members will be aware of the proposed changes to UK Parliamentary constituencies which if approved by the UK Parliament will see the Barrhead, Neilston and Uplawmoor area become part of the Renfrewshire West and Garnock Valley Constituency. Although these matters are still to be decided, it is anticipated that the Returning Officer for that constituency would be the Renfrewshire Council Chief Executive, whilst the Council's Chief Executive would be the Returning Officer for the new Eastwood and Loudon Constituency, which takes in a large part of the East Ayrshire Council area. If the changes go ahead, discussions will take place with officers in both councils in relation to the new polling schemes.

### Current position

11. The current polling scheme comprises the 5 electoral wards with each of the wards being split into polling districts as follows

- |          |                                    |                     |
|----------|------------------------------------|---------------------|
| • Ward 1 | Barrhead, Liboside and Uplawmoor   | 6 polling districts |
| • Ward 2 | Newton Mearns North & Neilston     | 3 polling districts |
| • Ward 3 | Giffnock & Thornliebank            | 5 polling districts |
| • Ward 4 | Clarkston, Netherlee & Williamwood | 5 polling districts |
| • Ward 5 | Newton Mearns South & Eaglesham    | 5 polling districts |

12. The initial part of the review related to reviewing existing polling district boundaries, taking account of future housing developments across East Renfrewshire over the next 5 years. The increased number of voters arising from these developments obviously has potential implications for the capacity of existing polling stations and polling districts. This initial review has confirmed that the number of polling places and polling stations currently in place will be able to cope with increased elector numbers. Other than in a small number of cases which will be explained in Appendix 2 to the report, it is not proposed to make major alterations to existing polling district boundaries.

13. The timetable for the conduct of the review is as follows

Public notice given and initial comments invited	26 October 2018
Closing date for representations on current arrangements	21 December 2018
Report on representations received and initial proposals for consideration by the Council	26 June 2019
Publication of draft proposals as approved by the Council for public consultation	1 July 2019
Conclusion of public consultation	23 August 2019
Final proposals considered by Council for adoption	12 September 2019

14. In taking forward the review, notice was published on the Council's website, at the Council Headquarters, Giffnock, the Council Offices, Barrhead, libraries and community halls. Notice was also given to all councillors, council departments, community councils, school parent councils, the local Member of Parliament; the local and West of Scotland region MSPs; and political parties. The notice indicated that copies of maps showing the current polling districts, and a copy of the current polling scheme could be inspected at the Council Headquarters, Giffnock, Council offices, Barrhead, and online. A copy of the existing scheme is attached (Appendix 1) To satisfy the requirement to take into account the accessibility needs of persons with disabilities, East Renfrewshire Access Panel were also notified of the review and invited to comment. At the end of the consultation period, 28 responses had been received. These can be summarised as follows:-

- Do not use schools and identify alternatives 26
- Happy with current arrangements 1
- Do not use Barrhead Foundry 1

15. It is clear from the responses to the consultation that the issue of greatest concern is the use of schools as polling stations, the main issue being the need for parents/carers to make alternative care arrangements for children on the day the schools are closed.

### **Using schools as polling stations**

16. The current polling scheme comprises 24 polling districts, with a polling place identified for each one. Legislation requires that the polling place for each polling district should lie within the polling district unless there are exceptional circumstances. This is the position in respect of 3 of the current polling places (Auchenback Resource Centre, Crookfur Pavilion and Fairweather Hall) which are located outwith the polling districts that they serve. This is due to a lack of any suitable alternative premises within the polling districts in question.

17. Of the 24 polling places on the current scheme 14 are schools. This demonstrates that where there is a suitable alternative venue available, non-school premises will be used. However, the challenge in East Renfrewshire is the identification of alternative premises that are suitable as polling places.

18. There are certain criteria that need to be satisfied in order for a property to be identified as suitable to be used as a polling place. These relate to issues including access (including disabled access); guaranteed availability; adequate separation of polling stations to minimise voter confusion ballot papers being placed in the wrong ballot box; availability of adequate parking; security; and adequate facilities for polling staff. Schools by their very nature satisfy these requirements and so are considered to be suitable for use as a polling place. Whilst a member of the public may think that suggested alternative premises may be suitable for use as a polling station, further inspection will often show that this is either not the case, or that whilst it may be a suitable alternative, it is not as suitable as the school currently in use. In these circumstances the Council needs to decide whether or not it is prepared to compromise and use a facility that whilst suitable, is less suitable than the school that is being used.

### **Council's capital works**

19. The Council has agreed 2 capital projects that will have implications for the polling scheme. The first of these relates to the demolition of Crookfur Pavilion to be replaced with a nursery, whilst the second relates to the longer-term creation in Neilston of a joint education and leisure hub in the village to co-locate the existing schools and community facilities. Both Crookfur Pavilion and Neilston Primary School are identified as polling places in the existing scheme and so alternatives will require to be identified.

### **Suggested alternatives**

20. Respondents to the consultation exercise identified a number of possible alternatives to the schools currently used. These were

#### **Ward 1 – Barrhead, Liboside and Uplawmoor**

The Foundry instead of Cross Arthurlie and Carlibar Primary Schools.

United Services Club or Shanks Bowling Club instead of Cross Arthurlie Primary School

Dunterlie Resource Centre instead of Carlibar Primary School

#### **Ward 2 – Newton Mearns North and Neilston**

Eastwood High School Sports Hall instead of Crookfur Primary School

Glen Halls or other community venues instead of Neilston Primary School

#### **Ward 3 – Giffnock & Thornliebank**

Thorntree Hall instead of Thornliebank Primary School

Various local venues instead of Our Lady of the Missions Primary School

#### **Ward 4 – Clarkston, Netherlee and Williamwood**

Netherlee Pavilion or church halls in the area instead of Netherlee Primary School

Carolside Nursery instead of Carolside Primary School

Greenbank Parish Church instead of Carolside Primary School



Ward 5 – Newton Mearns South and Eaglesham

Broom Parish Church instead of Kirkhill Primary School.

Montgomerie Hall or other local community venues instead of Eaglesham Primary School

21. An analysis of the suggested alternatives is contained in Appendix 2. This identifies those premises that it would be possible to use as polling places and how they compare to those already in use. It also looks at other premises in the area not suggested as part of the consultation exercise.

22. Following approval of the draft proposals, a further public consultation exercise will be carried out. The draft proposals will be published and further detailed comments invited from all those who were contacted at the preliminary stage.

**FINANCE AND EFFICIENCY**

23. The cost of carrying out the review relates to officer time and some costs associated with postage and are being met from existing resources.

**CONSULTATION**

24. In terms of the statutory review process, the Returning Officer is required to comment on the proposals. Although the location of polling districts and polling places are the responsibility of the local authority, the number and location of polling stations within polling places is the responsibility of the Returning Officer. Guidance from the Electoral Commission recommends that the review process be undertaken in a joint manner in recognition of the fact that although the Returning Officer is an officer of the local authority, it is a distinct role and the responsibility for conducting the review rests with the local authority. The Returning Officer was invited to comment on the current scheme and indicated that she was satisfied with the current polling places and polling districts. In the event the draft scheme approved by the Council varies from the existing scheme, further comment will be sought from the Returning Officer.

25. As part of the exercise, consultation has taken place as detailed in Paragraph 14 above. In addition, recognising the concerns of parents, consultation has taken place with the Director of Education on the possibility of synchronising polling days with in-service days in those schools where it is recommended that polling continues to take place. The Director has confirmed that she would be happy with this approach. There would be some logistical issues about this with teaching staff still being in the school on polling day but these are not considered to be insurmountable. Whilst this would resolve the associated childcare issues for parents/carers in respect of programmed elections on the electoral calendar, it cannot account for any snap elections that are called such as the General Election called in June 2017. However it should be borne in mind that such elections are very infrequent, with the last snap election prior to the 2017 election being in 1979. The Director has also commented on the possibility of using nurseries as an alternative to schools. It has been explained that regardless of their suitability, any such moves would require the department to put processes in place to reimburse any wraparound payments that had been made and for this reason such a proposal would not be supported.

## IMPLICATIONS OF THE PROPOSALS

26. There is a legal requirement to conduct a review by April 2020 and failure to do so would mean the Council was in breach of its legal obligations. There are staffing implications associated with the conduct of the review, but it is being carried out using existing staff resources. There are implications for the scheme depending on the continuing availability of the Council premises currently in use as polling places. There are no implications in terms of equalities or IT.

## CONCLUSIONS

27. The Council is required to conduct a review of polling places and polling districts by 2020. The review that has been conducted takes into account future population growth, the Council's own development plans and the concerns of parents and carers about needing to arrange alternative childcare on polling day. Although polling scheme reviews are conducted from the point of view of what is best for the voter, and from a voter perspective the current polling places in use are considered to be the best available, every effort has been made to move to non-school premises where it is considered possible. Where this has not been considered appropriate mitigation measures have been put in place to minimise the need for parents/carers to arrange alternative childcare on polling days. This has seen the reduction in the use of school premises by 3. In most cases the alternative premises that have been recommended are not as suitable as the schools they replace but overall will still be able to operate satisfactorily as a polling station.

28. As a result of the review the following changes to the current polling scheme are proposed:-

**Ward 1** – Alter the polling district boundary between ES05 and ES06 so that Auchenback Resource Centre and the houses in Aursbridge Crescent lie in ES06. This will address the issue of the centre lying outwith the polling district it serves and will be more convenient for the voters in Aursbridge Crescent.

**Ward 2** – Move the polling place for polling district ES07 from Neilston Primary School to Glen Halls.

**Ward 3** – Alter the boundary between polling districts EE03 and EE06 so that the playing fields and wooded area surrounded by Crosslees Drive, Woodside Avenue, Woodside Crescent and Spiersbridge Road sit within EE06 instead of EE03.

**Ward 4** – Move the polling place for polling district EE08 from Netherlee Primary School to Netherlee Pavilion.

**Ward 5** – Move the polling place for polling district EE14 from Crookfur Pavilion to Broom Parish Church.

Move the polling place for polling district EE17 from Eaglesham Primary School to Montgomerie Hall.

## RECOMMENDATION

29. That the Council:-

- (a) Notes the timetable for conducting the statutory review of polling district and polling places;

- (b) Notes the comments that have been received in response to the preliminary consultation exercise;
- (c) Notes the analysis of the suggested alternatives;
- (d) Approves the minor amendments to the boundaries and the proposed amended polling places as outlined above;
- (e) Notes that the new draft scheme will be used as the basis for further consultation; and
- (f) Notes that a final version of the scheme will be brought before the Council in September for consideration.

Local Government (Access to Information) Act

Report Author

Eamonn Daly, Democratic Services Manager 577 3023

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

Background papers

None

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## Appendix 1 – Current Polling Scheme

<b>Polling District Ref.No.</b>	<b>Ward</b>	<b>Polling Place</b>	<b>No. of Stations</b>
ES01	Barrhead, Liboside & Uplawmoor	Mure Hall Uplawmoor G78 4AD	1
ES02	Barrhead, Liboside & Uplawmoor	Cross Arthurlie P.S. Fern Drive Barrhead G78 1JF	4
ES03	Barrhead, Liboside & Uplawmoor	Dalmeny Community Centre Barnes Street Barrhead G78 1EH	2
ES04	Barrhead, Liboside & Uplawmoor	St Andrew's Parish Church Ralston Road Barrhead G78 2QQ	3
ES05	Barrhead, Liboside & Uplawmoor	Carlibar P.S. Carlibar Road Barrhead G78 1BD	3
ES06	Barrhead, Liboside & Uplawmoor	Auchenback Resource Centre 64 Aurs Drive Barrhead G78 2LW	3
ES07	Newton Mearns North & Neilston	Neilston P.S. 43 High Street Neilston G78 3HJ	5
EE01	Newton Mearns North & Neilston	St. Cadoc's P.S. Crookfur Road Newton Mearns G77 6TT	4
EE02	Newton Mearns North & Neilston	Crookfur P.S. Capelrig Road Newton Mearns G77 6LF	4
EE03	Giffnock & Thornliebank	Thornliebank P.S. Main Street Thornliebank G46 7RW	2
EE04	Giffnock & Thornliebank	Giffnock P.S. Academy Road Giffnock G46 6JL	5
EE05	Giffnock & Thornliebank	Braidbar P.S. Kyle Drive Giffnock G46 6ES	3
EE06	Giffnock & Thornliebank	OLM P.S. Robslee Road Thornliebank G46 7DD	2
EE07	Giffnock & Thornliebank	Carmichael Hall Eastwood Park Giffnock G46 7JS	2

EE08	Clarkston, Netherlee & Williamwood	Netherlee P.S. Clarkston Road Netherlee G44 3SF	4
EE09	Clarkston, Netherlee & Williamwood	Clarkston Hall Clarkston Toll Clarkston G76 8NE	4
EE10	Clarkston, Netherlee & Williamwood	Williamwood Parish Church Seres Road Clarkston G76 7QP	3
EE11	Clarkston, Netherlee & Williamwood	Carolside P.S. Ashfield Road Clarkston G76 7TX	4
EE12	Clarkston, Netherlee & Williamwood	Busby P.S. Church Road Busby G76 8EB	4
EE13	Newton Mearns South & Eaglesham	Fairweather Hall Barrhead Road Newton Mearns G77 6BB	2
EE14	Newton Mearns South & Eaglesham	Crookfur Pavilion Ayr Road Newton Mearns G77 6DR	4
EE15	Newton Mearns South & Eaglesham	Kirkhill P.S. Kirkhill Road Newton Mearns G77 5RJ	4
EE16	Newton Mearns South & Eaglesham	Mearns Kirk Church Hall Eglesham Road Newton Mearns G77 5DE	3
EE17	Newton Mearns South & Eaglesham	Eglesham P.S. Strathaven Road Eglesham G76 0LF	4

## Appendix 2 - Comments on current Scheme and responses

### Ward 1 – Barrhead, Liboside & Uplawmoor

#### The Foundry

The Foundry was suggested as an alternative to all polling places in Barrhead. However this does not satisfy the legal requirement for wards to be divided into smaller polling districts.

#### United Services Club

United Services Club was suggested as an alternative to Cross Arthurlie Primary School. Initial examination indicated that the club would not be suitable as a polling place.

#### Shanks Bowling Club

Shanks Bowling Club was suggested as an alternative to Cross Arthurlie Primary School. Initial examination confirmed that the bowling club could be a possible alternative. Contact was made with the club. However they have indicated they could not make the clubhouse available at the time of elections (May) as this was within the bowling season and the club was heavily used at that time

#### Dunterlie Resource Centre

Dunterlie Resource Centre was suggested as an alternative to Carlibar Primary School.

Dunterlie Resource Centre is located in Stewart Street, Barrhead. It is a relatively modern single storey building with a large car park. It is located on a level piece of ground. It has disabled access and is of a size capable of housing 3 polling stations. It has suitable facilities for staff working in the polling station. As it is operated by the Trust, access to the property for polling purposes would be guaranteed.

Like Carlibar Primary School it lies within the polling district (ES05). However it is not as centrally located, lying to the northern end. As such any move from the school would disadvantage a large proportion of those voters who live in the southern section of the polling district, particularly those voters living to the south of Main Street (Heys Street, St Mary's Crescent, Lyoncross Avenue etc). The estimated percentage of postal voters in the polling district is relatively low at 18.6% with the estimated number of "in person" voters being 1,236.

In terms of the building itself and its immediate surrounds, the centre is suitable for use as a polling place. The main issue relates to its location within the polling district, the relatively low number of postal voters, and the impact on those voters living in the southern part of the polling district. From the point of view of the voter, Carlibar Primary School remains a better option.

**Recommendation** – That the Council continue to use Carlibar Primary School.

#### Proposed polling district boundary alteration

The current polling district boundary between polling districts ES05 and ES06 runs behind the properties on the eastern side of Aursbridge Crescent, along Woodside Crescent and on to Aurs Drive. As a consequence of this, Auchenback Resource Centre, the polling place for ES06 actually lies in ES05, and voters in Aursbridge Crescent need to go to Carlibar Primary

School to vote in person. To address both issues it is proposed to redraw the polling district boundary by following the Aurs Burn from Aurs Road in the north east corner of the polling district to Arthurlie Street in the south west corner. This will have the effect of placing the polling place in the polling district that it serves and making it more convenient for those voters in Aursbridge Crescent who presently vote at Carlibar Primary School.

## **Ward 2 – Newton Mearns North and Neilston**

### **Eastwood High School Sports Hall**

Eastwood High School Sports Hall was suggested as an alternative to Crookfur Primary School. The Education Department has confirmed that the hall is used for examination purposes at election time and is therefore unavailable.

### **Community Venues instead of Neilston Primary School**

Community venues in the village were suggested as an alternative to Neilston Primary School.

Initial examination of the alternatives has identified that only 1 merits consideration – Glen Halls. The remaining alternatives in the village are not suitable.

### **Glen Halls**

Glen Halls is a traditional 2 storey community facility building located on the north side of Neilston Road. The surrounding area is flat. Pedestrian access is directly off the pavement via a number of stone steps. There is disabled access into the side of the property. Polling would take place on the ground floor of the property and there are 2 separate areas available for use, these being the main hall and a committee room. There are facilities for polling staff. There is no dedicated car park for Glen Halls. Parking is on street with the nearest car park being the car park for Neilston Leisure Centre located across Neilston Road. As it is operated by the Trust, access to the property for polling purposes would be guaranteed.

Like the school Glen Halls lies within the polling district. It does lie slightly to the north of the existing polling place and as such people in the southern part of the polling district would have further to travel. However the increased distance that voters would need to travel is not considered to be significant. The percentage of postal voters in the polling district is relatively low at 18.1% with the estimated number of “in person” voters being 2,129. Neither access nor parking at Glen Halls are as good as that available at the school. The space available for the polling stations within the polling place is limited compared to that available in the school. There may be the possibility to reduce the number of polling stations required to mitigate the reduction in available space.

From the point of view of the voter, Neilston Primary School remains a better option. However Members will be aware of the proposals to create a joint campus within Neilston. As such this is an opportune time to look at alternatives.

**Conclusion** - In terms of the building itself Glen Halls could be used as a polling place. Overall it has adequate facilities, but on balance these are not considered to be as good as those available at Neilston Primary School, particularly in relation to parking and available space per polling station. It is not too far away from the current site so additional distance to be travelled is not considered to be a factor. However as Neilston Primary School will no longer be available in the medium-term Glen Halls becomes the only suitable alternative in the area. Moving to Glen Halls will also address the comments received during the consultation about the need for additional childcare to be arranged on polling day.



**Recommendation** – In view of the proposals for the establishment of a joint campus in the village, the Council agree to move the polling place for ES07 from Neilston Primary School to Glen Halls.

### **Ward 3 – Giffnock & Thornliebank**

#### **Thorntree Hall**

Thorntree Hall was suggested as an alternative to Thornliebank Primary School.

Thorntree Hall is located on Main Street, Thornliebank. It is a two storey community building. It has a small car park to the side with a steep slope up from the car park to the door of the property which is directly off Main Street. On the day of the visit there appeared to be drainage problems in the car park with 2 of the spaces flooded. There is on street parking but there are Traffic Orders in place restricting parking towards the village centre. The surrounding area with the exception of the car park is relatively flat. The lower level of the building contains a main hall which is of an adequate size to comfortably contain 2 polling stations. It also contains facilities for polling staff. It is more centrally located in the polling district than Thornliebank Primary School and so would be more convenient for those voters to the south and west of the polling district but less so for those voters in the eastern part of the polling district which is nearer to the school. As it is operated by the Trust, access to the property for polling purposes would be guaranteed.

The estimated percentage of postal voters is approximately 20.2% with the estimated number of “in person” voters being 903.

**Conclusion** – In terms of the building itself it would be suitable for use as a polling station. It could comfortably accommodate the number of stations and voters and is more central than the school. However, the parking is not as good as that at the school. There is more parking available at the school and parking for disabled is better as disabled drivers can get much closer to the access and it is on the level, whilst there is a steep slope up from the car park at Thorntree Hall.

Taking all this into account, whilst Thorntree Hall could be used, from the point of view of the voter, Thornliebank Primary School remains the better option.

**Recommendation** – That Council continue to use Thornliebank Primary School.

#### **Various venues in place of Our Lady of the Missions Primary School**

Various local venues were suggested as an alternative to Our Lady of the Missions (OLM) Primary School. The locations suggested were **Glenwood Family Centre, Woodfarm Pavilion, Eastwood House and Eastwood Theatre**. None of these sites lie within the polling district and there are no extraordinary circumstances that would support locating the polling place outwith the polling district.

Consideration was given to the possibility of redrafting the polling district boundary to incorporate Glenwood Family Centre and so the building was inspected for suitability. Whilst the building has adequate space for the 2 polling stations required albeit that significant amounts for furniture would need to be moved the main issue relates to access. As a matter of course, for pupil security reasons schools do not remain open on polling day. Voters would need to take access through the school car park to the nursery and so the security considerations that apply normally would still apply to the school. Therefore it would not be appropriate for the nursery to be used.

The only suitable alternative to OLM Primary School within the polling district is Woodfarm Education Centre.

### **Woodfarm Education Centre**

Woodfarm Education Centre is located on Inglestone Drive, Thornliebank. It lies just to the west of the existing polling station, OLM Primary School. It is a large community facility operated by the Woodfarm Educational Trust. It has a large car park which sits below the level of the centre with access to the centre from the car park being either by stairs or up a relatively steep path. There is also ample on-street parking on Burns Grove. Access to the car park itself is via the same access that is use for OLM. The centre does have disabled access and there are adequate facilities for staff.

The 2 polling places required would need to be co-located in the main hall but the hall is of such a size that it would comfortably accommodate both stations.

The estimated percentage of postal voters is approximately 18.4% with the estimated number of "in person" voters being 1,144.

**Conclusion** In terms of the building itself Woodfarm Education Centre could be used as a polling place. Overall it has adequate facilities, but on balance these are not considered to be as good as those available at OLM Primary School particularly in relation to parking and available space per polling station. It is not too far away from the current site so additional distance to be travelled is not considered to be a factor. Moving to Woodfarm Education Centre will also address the comments received during the consultation about the need for additional childcare to be arranged on polling day. However during the inspection visit representatives of the centre indicated that they held classes in the evenings and would want the classes to go ahead on polling day. We have written to the centre to explain that it would not be possible for the classes to go ahead on polling day and asking them to reconsider. At the time of writing the report a reply had not been received.

**Recommendation** – That the Council continue to use OLM Primary School, but in the event that the centre are happy to cancel classes on polling day that polling transfer to Woodfarm Educational Centre.

### **Proposed polling district boundary alteration**

The current polling district boundary between polling districts EE03 and EE06 runs along the western and northern boundary of the playing field and wooded area surrounded by Crosslees Drive, Woodside Avenue, Woodside Crescent and Spiersbridge Road. As a result the playing field and wooded area sit within polling district EE06.

It is proposed to move the boundary eastwards so that the playing field and wooded area will sit within polling district EE03. Whilst there are no development proposals in place, were this to happen Thornliebank Primary School could better accommodate the increase in numbers.

#### **Ward 4, Clarkston, Netherlee & Williamwood**

#### **Netherlee Pavilion and local church halls at Netherlee and Stamperland were suggested as alternatives to Netherlee Primary School**

Initial examination of the options identified that Stamperland Parish church lies outwith the polling district and there are no exceptional circumstances which would enable it to be considered for use.

Initial examination of Netherlee Parish Church Hall suggests that due to topography, location within the polling district and the parking difficulties in the immediate surrounding area, the hall would be unsuitable. This leaves Netherlee Pavilion as the remaining potential option.

#### **Netherlee Pavilion**

Netherlee Pavilion is located on Linn Park Avenue, Netherlee, adjacent to Netherlee Primary School the current polling place. As such it is equally suitable in terms of location. The land around the pavilion is flat. The car park adjacent to the pavilion has about 10 fewer parking spaces than the school car park but is considered to be adequate. The car park becomes heavily used at school opening and closing times with parents dropping off and picking up children from school. This would pose some difficulties for voters attending to vote at these times. As it is operated by the Trust, access to the property for polling purposes would be guaranteed.

There are 4 polling stations at Netherlee Primary School. Using schools has the advantage that polling stations can be separated and helps to remove any confusion in the mind of the voter as to which polling station they should use. If the pavilion were to be used, 3 of the 4 polling stations would be located in the main hall. This would provide adequate separation. The fourth polling station would be located in the community library which would require to be closed.

The estimated percentage of postal voters is approximately 20.6% with the estimated number of "in person" voters being 2,344.

**Conclusion** - In terms of the building itself, although overall not as suitable as the school, it could nonetheless be used as a polling station. It could accommodate the number of stations and is located adjacent to the existing polling place so there is no question of voters needing to travel any further to get there. The main concerns as outlined above relate to possible parking congestion but this would only be at particular times of the day. Using the pavilion would address the concerns expressed in the consultation about the need for additional childcare.

**Recommendation** - Taking account of the above it is recommended that Netherlee Pavilion replace Netherlee Primary School as the polling station for polling district EE08.

#### **Greenbank Parish Church Hall was suggested as an alternative to Carolside Primary School**

Greenbank Parish Church lies on Eaglesham Road, Clarkston. The church hall sits adjacent to the church itself. It is located on the eastern boundary of the polling district and is less centrally located than Carolside Primary School.

Pedestrian access to the hall is via a steep path off the pavement on Eaglesham Road. There is limited parking at the church/hall with the entrance being a steep single track road

up off Eaglesham Road itself. There is on street parking in the immediate vicinity of the church. However Eaglesham Road is a busy route and there is already heavy parking in the area.

The hall itself has disabled access. It is sub-divided into a number of smaller halls. There is adequate space for the number of polling stations required but this would require 2 stations in each of the 2 ground floor halls. There are adequate facilities for staff.

The estimated percentage of postal voters is approximately 19.8% with the estimated number of "in person" voters being 1,983.

**Conclusion** - In terms of the building itself, although overall not as suitable as the school, it could nonetheless be used as a polling station. It is located further east than the current polling place. However, although those voters to the west of the polling district would have further to travel this distance is not considered to be significant. The main issues relate to the access to the hall and the lack of parking.

**Recommendation** – Taking account of the above it is not recommended that Greenbank Parish Church Hall be used instead of the school.

#### **Carolside Nursery was also suggested as an alternative to Carolside Primary School**

Carolside Nursery is located on Ashfield Road, Clarkston. It has off street parking as well as on-street parking being available. Although associated with Carolside Primary School it is separate from the school and is fenced off.

It is a relatively small building that only contains 2 areas that if clear would be appropriate for locating polling stations. However each of these areas contains a large amount of furniture and equipment with there being no space available for this to be stored. The net effect of this is that the space available in the nursery is inadequate.

**Conclusion** – Whilst the building may appear on the face of it to be of a sufficient size to be used as a polling place, investigation has shown that this is not the case.

**Recommendation** - It is not recommended that the nursery be used instead of the school.

#### **Ward 5 – Newton Mearns South and Eaglesham**

##### **Newton Mearns**

As a result of the decision taken by the Council an alternative polling place to Crookfur Pavilion is required. An examination of the area identified 4 possible alternative premises: Parklands Sports Hall, Glasgow Reform Synagogue, Newton Mearns Hebrew Congregational Synagogue and Broom Parish Church Hall.

##### **Parklands Sports Hall**

An initial examination of Parklands Sports Hall indicated that outdoor shoes are not permitted to be worn in the hall. This in effect ruled out the sports hall as a potential alternative.

### **Glasgow Reform Synagogue**

Glasgow Reform Synagogue indicated that they were concerned around the security of the building and so were reluctant to permit its use as a polling place.

### **Newton Mearns Hebrew Congregational Synagogue**

Newton Mearns Hebrew Congregational Synagogue were more amenable to the use of their premises and an initial visit identified that the building was suitable albeit that the access road along Larchfield Avenue narrowed into a single lane (Larchfield Court) which could result in traffic bottlenecks. However in further conversations with the synagogue some restrictions on use were identified which meant that using the synagogue was not a practical option.

### **Broom Parish Church**

Broom Parish Church (including the halls) is located on the corner of Mearns Road and Broom Road East. Like Crookfur Pavilion, it would not actually lie within the polling district that it would serve (EE14), lying just outwith the eastern boundary of the polling district. However in this case, due to the absence of any other suitable premises in the polling district, it is considered that the exceptional circumstances referred to in the legislation apply. It would be further away for a large number of voters in the south and south-west corner of the polling district. It is not owned by the Council and this introduces an element of risk in that access cannot be guaranteed in the way that it can for Council premises. There is a specific car park for the church. Disabled access is good with all halls being wheelchair accessible.

The Church has 3 halls and a classroom. Whilst the layout may require polling stations to be co-located in the halls, they are large enough to accommodate this satisfactorily. There are adequate facilities for staff.

The estimated percentage of postal voters is approximately 27.1% with the estimated number of "in person" voters being 2,169.

**Conclusion** - The church has all the facilities that are required for it to be used as a polling station. In fact the facilities available are arguably better than those at Crookfur Pavilion. It does lie outwith the polling district but as Crookfur Pavilion also lies outwith the polling district this is not considered to be an issue. The main issue relating to the use of the hall is that it is privately owned and so access is not guaranteed. However, assurances have been given by the church that everything would be done to accommodate any electoral contests taking place.

**Recommendation** - Taking account of the above it is recommended that Broom Parish Church be used as the alternative polling place for polling district EE14.

The use of Broom Parish Church had also been suggested as an alternative for Kirkhill Primary School. Had it been possible to identify an alternative to Crookfur Pavilion other than the church, this could have been considered. However, as it is proposed to use the church to serve polling district EE14 using the church to serve 2 polling districts (EE14 and EE15) cannot be considered.

## **Eaglesham**

**Comments were received that non-school premises should be used in Eaglesham instead of Eaglesham Primary School. Initial investigations indicated 2 potential alternative venues – Montgomerie Hall and Carswell Centre**

### **Montgomerie Hall**

Comments - Montgomerie Hall is located on Gilmour Street, Eaglesham. It is more centrally located than the current polling place, Eaglesham Primary School. Disabled access is good. There is off street parking to the rear of the building, although the access and egress are not as good as that at the school, and is directly on to the main road. The car park is shared with Eaglesham library which is annexed to the hall. Car parking is not as good as that at Eaglesham Primary School. Eaglesham Garage is directly across from the Halls and on the opposite side of the road and slightly to the north lies Eaglesham Clinic (dentist). On the day of the visit the car park to the rear of the building was full although staff indicated that Eaglesham Garage used the car park for parking their vehicles. There are adequate facilities for staff. There is also on street parking in the area although due to the garage and the clinic the area is busy.

There are 4 polling stations at Eaglesham Primary School, the current polling place for the polling district. The polling stations are all located in the gym hall. Whilst separate rooms reduce the likelihood of voter confusion, the hall is large enough to accommodate all 4 polling stations comfortably.

If Montgomerie Hall were to be used, the polling stations could be accommodated across the main hall (2) the lesser hall and the committee room.

The estimated percentage of postal voters is approximately 18.7% with the estimated number of "in person" voters being 2,014.

Moving to Montgomerie Hall will also address the comments received during the consultation about the need for additional childcare to be arranged on polling day.

### **Carswell Centre**

The Carswell Centre lies on Montgomery Street just above its junction with Mid Road. Montgomery Street is a relatively steep road rising up from Gilmour Street to the east.

There is no on-site parking with all parking being on street. This is all relatively close by with no parking restrictions.

Whilst less convenient for those voters who live in the vicinity of the current polling place, it is more centrally located for voters in the north west of the polling district and is equidistant for those in the north east of the polling district.

The centre itself is a former church that has been converted into a community facility.

It has disabled access from the pavement into the ground floor of the property.

There are adequate facilities for staff

There is insufficient space on the ground floor for all polling stations to be located there. 1 could be located in the large foyer area with the remaining 3 stations being located on the upper floor of the building. Access to this upper area is via stairs although there is also a lift.

The estimated percentage of postal voters is approximately 18.7% with the estimated number of “in person” voters being 2,014.

Moving to the Carswell Centre would also address the comments received during the consultation about the need for childcare additional childcare to be arranged on polling day.

**Conclusion** – Whilst neither of the alternative polling places is from the point of view of the voter as suitable as Eaglesham Primary School, both could be used. Both could accommodate the 4 polling stations required although whilst all polling stations in Montgomerie Hall could be located on the ground floor, 3 of the 4 polling stations would need to be located on the upper floor of the Carswell Centre. Although there is a lift on the premises, this introduces an element of risk were the lift to break down around polling day or on polling day itself. A further issue is the fact that although assurances have been given about availability as a non-Council/trust premises, this cannot be guaranteed. Montgomerie Hall is also more centrally located than both the Carswell Centre and Eaglesham primary School.

**Recommendation** – Taking account of the above it is recommended that Montgomerie Hall replace Eaglesham Primary School as the polling place for polling district EE17

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## Appendix 3 – Proposed Draft Polling Scheme

<b>Polling District Ref.No.</b>	<b>Ward</b>	<b>Polling Place</b>	<b>No. of Stations</b>
ES01	Barrhead, Liboside & Uplawmoor	Mure Hall Uplawmoor G78 4AD	1
ES02	Barrhead, Liboside & Uplawmoor	Cross Arthurlie P.S. Fern Drive Barrhead G78 1JF	4
ES03	Barrhead, Liboside & Uplawmoor	Dalmeny Community Centre Barnes Street Barrhead G78 1EH	2
ES04	Barrhead, Liboside & Uplawmoor	St Andrew's Parish Church Ralston Road Barrhead G78 2QQ	3
ES05	Barrhead, Liboside & Uplawmoor	Carlibar P.S. Carlibar Road Barrhead G78 1BD	3
ES06	Barrhead, Liboside & Uplawmoor	Auchenback Resource Centre 64 Aurs Drive Barrhead G78 2LW	3
ES07	Newton Mearns North & Neilston	Glen Halls Main Street Neilston G78 3NL	4
EE01	Newton Mearns North & Neilston	St. Cadoc's P.S. Crookfur Road Newton Mearns G77 6TT	4
EE02	Newton Mearns North & Neilston	Crookfur P.S. Capelrig Road Newton Mearns G77 6LF	4
EE03	Giffnock & Thornliebank	Thornliebank P.S. Main Street Thornliebank G46 7RW	2
EE04	Giffnock & Thornliebank	Giffnock P.S. Academy Road Giffnock G46 6JL	5
EE05	Giffnock & Thornliebank	Braidbar P.S. Kyle Drive Giffnock G46 6ES	3
EE06	Giffnock & Thornliebank	OLM P.S. Robslee Road Thornliebank G46 7DD	2
EE07	Giffnock & Thornliebank	Carmichael Hall Eastwood Park Giffnock G46 7JS	2

EE08	Clarkston, Netherlee & Williamwood	Netherlee Pavillion. Linn Park Avenue Netherlee G44 3PL	4
EE09	Clarkston, Netherlee & Williamwood	Clarkston Hall Clarkston Toll Clarkston G76 8NE	4
EE10	Clarkston, Netherlee & Williamwood	Williamwood Parish Church 4 Vardar Avenue Clarkston G76 7QP	3
EE11	Clarkston, Netherlee & Williamwood	Carolside P.S. Ashfield Road Clarkston G76 7TX	4
EE12	Clarkston, Netherlee & Williamwood	Busby P.S. Church Road Busby G76 8EB	4
EE13	Newton Mearns South & Eaglesham	Fairweather Hall Barrhead Road Newton Mearns G77 6BB	2
EE14	Newton Mearns South & Eaglesham	Broom Parish Church Mearns Road Newton Mearns G77 5HN	4
EE15	Newton Mearns South & Eaglesham	Kirkhill P.S. Kirkhill Road Newton Mearns G77 5RJ	4
EE16	Newton Mearns South & Eaglesham	Mearns Kirk Church Hall Eglesham Road Newton Mearns G77 5DE	3
EE17	Newton Mearns South & Eaglesham	Montgomerie Hall Gilmour Street Eglesham G76 0LH	4