



Community Planning and Fairer East Ren:  
Annual Report 2019-2020

## Introduction

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

The Community Plan (2018-28) reflects residents' top priorities and serves as the main strategic document for the East Renfrewshire Community Planning Partnership (CPP). The Plan also includes Fairer East Ren – our Local Outcomes Improvement Plan - as required by the Community Empowerment Act. Fairer East Ren focuses on reducing inequality of outcome across groups and communities.

This is the second annual report on progress made towards the outcomes and shows some of the improvements that have been achieved. This report also demonstrates the commitment of the CPP towards achieving the vision of making East Renfrewshire:

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

This report reflects actions taken in 2019-20, and therefore is focused on action before the Covid-19 pandemic. Whilst it is not reflected in this report, there has been a significant amount of partnership work in response to Covid-19. Community Planning Partners will continue to build on this strong partnership approach in relation to recovery and renewal and to build back better in line with the vision.

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## About East Renfrewshire Community Planning Partnership (CPP)

These are our community planning partners:

- East Renfrewshire Council
- NHS Greater Glasgow and Clyde
- Police Scotland
- Scottish Fire and Rescue Service
- Scottish Enterprise
- Department for Work and Pensions
- East Renfrewshire Culture and Leisure Trust
- East Renfrewshire Integration joint board (Health and Social Care Partnership)
- Skills Development Scotland
- Strathclyde Partnership for Transport
- Voluntary Action East Renfrewshire
- West College Scotland

All of the partners above are represented on our Performance and Accountability Review group. This group meets twice a year to oversee progress and scrutinise performance made towards a Fairer East Ren.

## Our Community Planning Priorities

The Community Plan is structured around five strategic priorities:

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

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

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

## Performance and Progress 2019-20

This section of the report is structured around our five strategic priorities. For each priority, there is key performance data, progress updates on delivery against Fairer East Ren and other partnership working highlights

### Strategic Priority 1: Early Years and Vulnerable Young People



The outcome we want is...

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

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

- Child poverty in East Renfrewshire is reduced\*
- Parents provide a safe, healthy and nurturing environment for their families
- Children and young people are cared for, protected and their wellbeing is safeguarded

\*Fairer East Ren outcome

Our CPP monitors the following indicators to provide an overall picture of strategic priority 1: early years and vulnerable young people:

Indicator	Source	Previous data	Current data	Notes
<b>Male life expectancy at birth</b>	National Records of Scotland	<b>80.5</b> (2015-17 rolling average)	<b>80.7</b> (2016-18 rolling average)	Higher than the national average (77.1 years) and is currently the highestest of all 32 local authority areas.
<b>Female life expectancy at birth</b>	National Records of Scotland	<b>83.7</b> (2015-17 rolling average)	<b>83.6</b> (2016-18 rolling average)	Higher than the national average (81.1 years) and currently the highest of all 32 local authority areas.
<b>Healthy birthweight (singleton babies)</b>	NHS (modelled by the Improvement Service)	<b>89.8%</b> (2017-18)	Data unavailable. Due Aug 2020	
<b>Children and Young People Dependency Ratio</b>	National Records of Scotland	<b>33.9</b> (2018)	<b>33.3</b> (2019)	East Renfrewshire has 7 more children and young people per every 100 adult aged 16-64 than the Scottish average of 26.6.

## Fairer East Ren Outcome: Child poverty in East Renfrewshire is reduced

We have supported families to increase their income (from employment and social security) and reduce their essential costs of living. Please see our Local Child Poverty Action Report attached ([link to be added once online](#)) for full details on how we have been addressing child poverty in East Renfrewshire including key performance indicators.

## Snapshot of success in 2019-2020

**Supporting Families.** The **Family First** team work with parents across the authority to help develop confidence and increase their skills by building on their strengths, supporting them make links within their local community. From April 2019 to March 2020 the team supported **242 families**. As a direct result of Family First intervention and support, **56% of these families improved** their family circumstances, their wellbeing and increased their knowledge by being involved in a variety of parenting approaches and wellbeing programmes. A further **20% of parents increased their financial knowledge** which led to them engaging with other agencies such as The Money Advice and Rights Team, Citizen's Advice Bureau, East Ren Good Causes and Social Security Scotland. This approach increased family wellbeing and prevented things from getting worse.



*Comments from Family First clients:*

*"I managed to attend a group with no support, that is life changing , before Family First support I would have had a panic attack and left, no doubt in that."*

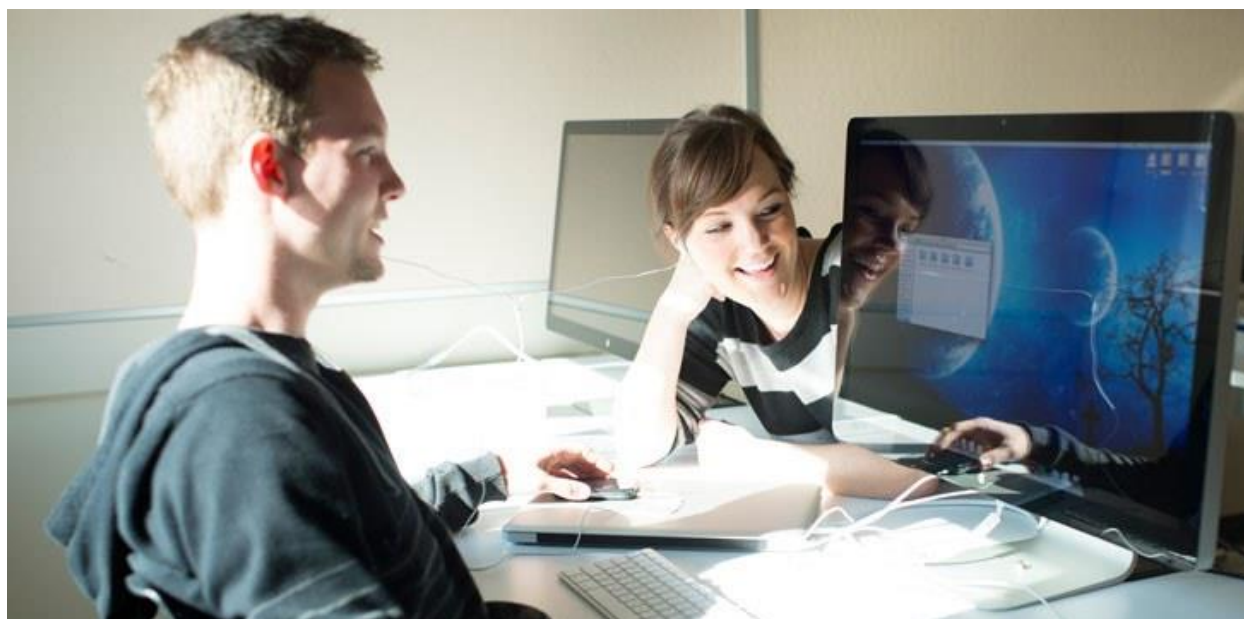
*"There is no doubt that Family First has prevented things getting much worse!"*

**Pre-school Flu Immunisation**

Young children are particularly at risk from flu and even healthy children can become seriously ill. During 2019-20 NHS Greater Glasgow & Clyde began providing immunisation appointments in a different way to address previous inequalities in uptake and suit family needs. A new approach was tested locally by members of the East Renfrewshire Health Visiting Team along with the Childhood Immunisation Team. Families were contacted and had flexibility in choosing an appointment time at the clinics which ran between 4pm and 6.30pm on Mondays and Fridays, October to December, at Barrhead Health Centre. A text reminder of the appointment was sent and where families were unable to attend, appointments were rearranged. **There were 625 eligible 2 to 5 year olds and 73% of them were vaccinated. This was a significant improvement on 48% vaccinated the year before.**



## Strategic Priority 2: Learning, Life and Work



The outcome we want is...

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

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

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

\*Fairer East Ren outcome

Indicator	Performance summary	Previous data	Current data	2020-21 target	2021-22 target	2022-23 target
% S4 pupils with school meal entitlement that achieved 5+ National 5 qualifications in S4		56%	<b>Due Sept 2020 (target 55%)</b>	Not set yet	Not set yet	Not set yet
% Workless households	Slight increase, still on target and below Scottish average of 17.1%	12.9%	<b>13.1%</b>	12.7%	12.5%	12.5%
% Working age population in employment	Slight decrease	76%	<b>75.4%</b>	74%	74.2%	74.2%

% 16-19 year olds participating in education, employment or training		96.9%	<b>Due Aug 2020 (target 97%)</b>	97%	97.2%	97.2%
% 16-64 year olds claiming out of work benefits	Increase of 1.6 percentage points. Less than increase of 2.1 at Scottish level	1.7%	<b>3.3%</b>	1.1%	1%	1%

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

Indicator	Source	Previous data	Current data	Notes
<b>% School leavers in a positive destination</b>	Scottish Government (modelled by the Improvement Service)	97.4% (2017-18)	<b>97.5% (2018-19)</b>	An increase from the previous period. This compares favourably to the Scottish average of 95.1%.
<b>% Population who are economically active</b>	Office for National Statistics (NOMIS)	75.9% (2018)	<b>75.4% (2019)</b>	A decrease from 2019 however these are estimates based on a sample survey. True values will lie between + or – 3.4% of the quoted figure. The 2019 Scottish average was 77.5%.

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

The Fairer East Ren Employability Plan is [here](#)

There have been some key successes to report for 2019-20:

- **The Department for Work and Pensions** referred **40 clients** to an information session about the **STRIVE course being run by Work EastRen**. STRIVE is designed to help people with the most basic skills starting from confidence building to thinking about the next steps to looking for work:
  - **34 people attended**
  - **10 people completed the course and 11 have started a subsequent course**
- **Scottish Enterprise** worked with 6 companies on an account managed one-to-one basis, **promoting all aspects of the Scottish Government’s Business Pledge**.
  - **3 companies pay the living wage** and one is actively working towards it
  - **All 6 avoid using exploitative zero hours contracts** and have either achieved or are working towards achieving a gender balance

- **West College Scotland** worked with **135 local employers to support 305 Modern Apprenticeships across 8 different Modern Apprenticeship (MA) Occupational Frameworks**. In addition, they had a successful tender to SDS to start and support a further 245 MA places from April 2020 with greater emphasis on quality of provision including the College's approach to candidate support and equalities and employer partnerships
- **The Council's Economic Development and Procurement teams, Business Gateway East Renfrewshire and local employability partners** continued to encourage local employers to adopt Fair Work practices. Council grants ask applicants to demonstrate how they have adopted Fair Work practices and Work EastRen do not advertise or put forward any clients for zero hour contracts, rather, they actively aim to secure living wage jobs for clients. Discussions with the local business community commenced to encourage other local employers to adopt Fair Work practices.
- **West College Scotland Development Funding team secured £132,000 from the Scottish Funding Council's College Innovation Fund** to deliver 'ICE – Imagining the Critical Engineer' - a series of hacks, primary research and strategic engagements across the country, enabling the College to gain insight into the skills that STEM employers need. This will help the College make the most of national assets like the *National Manufacturing Institute Scotland*. The activity is due to be completed and findings disseminated later in 2020.
- **Skills Development Scotland (SDS)**, with the support of East Renfrewshire Community Planning Partnership, have delivered career information, **advice and guidance to 4,352 school pupils and 390 post-school customers** through a mix of group and one-to-one sessions. Additionally, **3,536 East Renfrewshire residents have registered on myworldofwork.co.uk**.

East Renfrewshire residents, employers and training providers were supported by SDS to offer and increase the availability of high-quality Modern Apprenticeships with **437 apprentices currently in training, 311 of whom started in 2019/20. 80% of those starting a Modern Apprenticeship successfully complete their training programme**. The SDS Employability Fund programme in 2019/20 has supported **35 participants** to develop the skills they need to secure a job or progress to more advanced forms of training.

In supporting those facing redundancy through the Partnership Action for Continuing Employment (PACE) service SDS have delivered, in conjunction with partners locally, to two local employers and 60 employees impacted by redundancies.

## Snapshot of success in 2019-2020

### SQA Accredited Courses in the Community



**The Council's Adult Learning Services, West College Scotland and Glasgow Clyde College** continued to work together in 2019-20 to provide programmes for adult learners in East Renfrewshire. Adult Learning worked with staff and S6 pupils at Williamwood High School to deliver accredited Mathematics courses in the local area. Providing the courses in this way has helped learners overcome some of the barriers in relation to making the transition to

college including funding, learning support needs, attendance and childcare. Adult Learning Services also provide digital support, personal development opportunities and guidance on progressing on to work or college. A range of people were enrolled on courses in 2019-20 including: people who are currently unemployed, parents who are looking to re-enter the world of work and people who want to take the first steps towards a higher level qualification.

#### *Comments from clients:*

*"If I had had to actually go to college it would have been stressful, the local class was great and staff were really nice. It wasn't stressful, it was relaxed and I didn't have to worry about childcare. There was flexibility."*

*"I really don't think I'd have gotten an interview without the support of Adult Learning Services. Doing the West College Scotland course was really helpful as I was able to talk about what we were doing on the course in my application form and interview. I had some real knowledge."*

### No One Left Behind: Positive Pathways

**Positive Pathways** is a programme for **young people who are at risk of not being in education, employment or training.**

Young people on the programme receive the support of a dedicated key worker who has the knowledge and links to other services to ensure the young person gets all of the support they need to find work, training or further education. This can include specialist mental health services or specific training for a job they are interested in.



### ***Robert's Story***

*Robert was referred by his Pastoral Support Teacher 6 months prior to him leaving school. He was supported whilst still in school and then transitioned to Positive Pathways afterwards.*

*Robert has always engaged well with his keyworker and the team. He is keen and eager, always actively exploring job and volunteering opportunities. Working alongside his key worker, he identified and overcame some barriers that were preventing him from moving on. Robert's passion is cooking and with his key worker's support, he has secured a place on the Level 4 Professional Cooking Course at Glasgow Clyde College. On completion he hopes to secure a job in the hospitality industry.*

### **Police Scotland Support Attainment**

**Local Police Officers** worked with **East Renfrewshire schools** to provide a **programme for young people with behavioural, social, emotional and educational needs.** The 10 week programme for young people involved therapeutic interaction with horses and other small animals at an animal charity in East Kilbride. They worked towards gaining a national certificate in either Rural Skills or Personal/Vocational Skills. Many of the young people came from backgrounds where they had encountered the police in negative situations however attending the programme gave them an insight into the role of a Police Officer and what they do in their community. This helped break down barriers and stigma associated with the Police. When the programme came to an end the schools had seen a dramatic improvement in the attendance and the behaviour of the young people. The young people also gained a new SQA qualification and their attainment in other classes had also increased.

## Strategic Priority 3: Economy and Environment



The outcome we want is...

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

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

- East Renfrewshire's transport links are accessible, attractive and seamless\*
- East Renfrewshire is a thriving place to invest and for businesses to grow
- East Renfrewshire is an attractive place to live with a good physical environment
- East Renfrewshire is a great place to visit
- East Renfrewshire is environmentally sustainable

\*Fairer East Ren outcome

Our CPP monitors the following indicators to provide an overall picture of strategic priority 3: economy and environment:

Indicator	Source	Previous data	Current data	Notes
<b>% Adult population educated to HND/Degree level or above</b>	Office for National Statistics (NOMIS)	54.6% (2018)	<b>58.5% (2019)</b>	Higher than the Scottish average of 43.5%. These figures are estimates based on a sample survey. True values will lie between + or – 3.9% of the quoted figure.

<b>% Population of working age (16-64)</b>	Office for National Statistics (NOMIS)	59.8% (2018)	<b>59.5% (2019)</b>	This figure has slowly been decreasing over the last 6 years. Lower than the Scottish average of 64% in 2019.
<b>% Residents who are 'satisfied' or 'very satisfied' with East Renfrewshire as a place to live</b>	East Renfrewshire Citizen's Panel	94% (2019)	<b>95% (2020)</b>	Satisfaction remains high and has increased slightly since last year. The Citizens Panel survey is bespoke to East Renfrewshire so there are no Scottish comparisons available.
<b>Business Survival Rate</b>	Scottish Government	60.3 (2014- 17 rolling average)	<b>No new data available</b>	
<b>Median earnings for East Renfrewshire residents who are employed</b>	Office for National Statistics (modelled by the Improvement Service)	£590.70 (2018)	<b>Data unavailable. Due Aug 2020</b>	
<b>Carbon Dioxide (CO2) emissions per resident</b>	Department for Business, Energy & Industrial Strategy (modelled by the Improvement Service)	4.6 (2015-16)	<b>Data unavailable. Due Aug 2020</b>	

**Fairer East Ren Outcome: East Renfrewshire transport links are accessible, attractive and seamless**

### Studies into Local Transport Issues

**A transport study** was completed just prior to the outbreak of Covid-19, and a smaller study on **community transport** was completed in January 2020. The studies have highlighted transport inequalities and geographical anomalies that were not previously known. There is also a shifting landscape due to the Covid-19 pandemic and the changes that this will have on travel patterns – both short-term and long-term. Disadvantaged and low income groups may not have any choice and will require to use the same modes and this may increase the gap between those that have options and those that don't.

Some of the key issues identified were:

- Anticipated population growth and ageing population
- Reducing inequality
- Sustainability – to minimise car use
- Routes in and around the area

In 2020-21 we will produce a Transport Plan which is likely to address these key issues along with recommendations and actions. Our approach to drafting this plan is likely to include:

- Greater collaboration with SPT and neighbouring Councils
- Consideration of Quality Bus Partnerships on key routes
- Engagement with the voluntary sector and transport operators on a destination basis rather than a commercial basis.
- Review health impacts on travel & particularly concessionary travel

## Snapshot of success 2019-2020

### Realtime passenger information

SPT worked with **East Renfrewshire Council** to introduce more 'real-time' **digital information displays** at bus stops in Thornliebank and Barrhead. **There are now 13 real-time displays in East Renfrewshire.** Real-time information is live updates on the expected arrival of a bus by tracking its actual location and comparing it to the timetable. If the bus is running late, it shows how much longer passengers have to wait. This provides passengers with even more confidence when travelling and encourages people to use bus services. Providing good quality transport information is vital for local residents being able to access healthcare, education, employment and community services. It also supports economic growth by promoting an efficient and reliable transport network, reducing private car use. This in turn helps to reduce congestion for business and improves environmental impact.



### Glasgow City Region City Deal

As part of **East Renfrewshire's £44 million Glasgow City Region City Deal** investment, a programme of ambitious projects has been designed to benefit residents and stimulate economic growth - improving transport links, supporting business development, increasing leisure opportunities and creating jobs.



In 2019-20, this investment enabled the completion of **The Greenlaw Works, a new business centre** at Greenlaw in Newton Mearns. Work to **improve the road network between Barrhead and Newton Mearns** also got underway, with improvements to Balgraystone Road beginning. Future plans include residential development, creating a new train station in Barrhead and enhancing tourism at Dams to Darnley Country Park.



## Waterfoot Community Park

In summer 2019 a **new community park opened in the village of Waterfoot**. The space was quickly named 'Inky Pinky' Park by local residents. Local residents took part in workshops to discuss who would use the park, what facilities they would need and come up with a design. They felt the space should cater for children, young people and families but also blend into the attractive riverside setting. An all weather games court, picnic benches, play equipment made from natural materials, a riverside path and fruit tree planting along the riverbanks were included. The local Community Council gave a successful Dragon's Den style presentation to a rural development fund (known as 'LEADER') enabling them to buy 50% of the play equipment and organise bulb planting and litter picking events. There is now a community notice board onsite, the first in the village. **The project demonstrates the value of community-led design both in the getting the right facilities and nurturing a sense of ownership.**



## Business Gateway Support for Riverside Music College



**Riverside Music College** is a hidden gem in East Renfrewshire. Not only is it **the only Higher Education establishment in the area but it is a college completely dedicated to music industry learning, attracting students from the local area but also across Scotland**, the UK and as far afield as China. In 2019-20 the East Renfrewshire Business Gateway team helped the college secure funding to expand, connect with other organisations in the area and develop their strategy and marketing.

**The college has big plans to expand their Busby campus** and their services, and they will soon be able to offer degree level courses in conjunction with the University of The Highlands & Islands.

**Comments from Scott Cameron, Riverside Music College:** *"Business Gateway saw that we had a passion and a vision for growth and have been instrumental in helping us to secure additional funds to support our expansion plans in addition to helping with advice on strategy and marketing as we embark on our ambitious expansion plans."*

## Strategic Priority 4: Safe, Supportive Communities



The outcome we want is...

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

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

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

\*Fairer East Ren outcome

*These indicators are set for the Fairer East Ren Mental Health and Social Isolation Plan which straddles priority 4 (safe, supportive communities) and priority 4 (older people and people with long term conditions)*

Indicator	Performance summary	Previous data	Current data	2020-21 target	2021-22 target	2022-23 target
% Adults with a strong sense of belonging to their	Increase of 14 percentage	63%	<b>78% (target 64%)</b>	65%	65%	Not set yet

community (source: East Ren Citizen's Panel)	points above target.					
% Adults who have someone they can rely on for help (source: East Ren Citizen's Panel)	Slight decrease of 1 percentage point below target.	70%	<b>69% (target 70%)</b>	72%	72%	Not set yet

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

Indicator	Source	Previous data	Current data	Notes
<b>Number of crimes per 10,000 population</b>	Police Scotland (modelled by the Improvement Service)	272 (2017-18)	<b>Data unavailable. Due Aug 2020</b>	
<b>Number of dwelling fires per 100,000 population</b>	Scottish Fire & Rescue Service	88.6 (2017-18)	<b>63 (2018-19)</b>	A significant decrease of 25.6 per 100,000 population in dwelling fires across the year 2018-19.
<b>% Adults who think levels of crime have 'increased slightly' AND 'increased greatly' in the past two years</b>	East Renfrewshire Citizen's Panel	29% (2018-19)	<b>29% (2019-20)</b>	On a par with the previous year. The Citizens Panel survey is bespoke to East Renfrewshire so there are no Scottish comparisons available.

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

The Fairer East Ren Mental Health and Social Isolation Plan is [here](#)

There have been some key successes to report under Fairer East Ren including:

- **The Rouken Glen Ranger 12 week 'Branching Out' programme of health and wellbeing activities for former refugees/asylum seekers suffering from Post-Traumatic Stress Disorder.**

- Other projects included a Gardening Group and Art Classes for those with additional support needs in addition to Candle-lit Yoga, Festive Wreath Workshops, Mindfulness events and a History Walk.

**Comments from a group member:**

*"I found my confidence back ... My mood is getting better and I am making plans to be involved in things I enjoy" "I did feel courage and managed to do things I never thought I could do. When I joined the group I started to feel more able to talk to other people. Before the group I knew I couldn't go out anywhere on my own. Now I think I can do this."*

- **The Community Sports Development Team** provide several **free walking and jogging groups in Barrhead and Eastwood:**
  - **Jogging numbers up by 8.6% between 2018-19 and 2019-20**
  - **Walking numbers up by 81.6% for the same period**
- **2 walks are 'Macmillan Cancer Friendly' (through partnership with Macmillan Cancer Support),** with 5 clients from the Macmillan East Renfrewshire initiative taking part. **Approximately 110 walkers each week across all walks with most walks having between 7-14 participants.**
- **The HSCP** has successfully commissioned a third sector organisation to develop a **peer recovery approach** in which employed workers, with lived experience, will support mental health users in their recovery. Recruitment is progressing well and the delivery approach is being developed in the context of current physical distancing requirements.
- **GPs** continue to refer patients to **the link workers where individuals are given three 45 minute appointments to fully explore presenting issues and potential support. Since the start, over 2,000 contacts have taken place,** with women referred more often than men (68%/32%). Individuals are signposted to community supports and when appropriate, referred to HSCP.
- **New mental health and suicide prevention resources** have now been developed and are available for staff in e-learning, providing practical support to people who may be feeling suicidal or experiencing mental distress.
- **There are now 18 signed off 'Keep Safe' premises,** with 5 premises awaiting training.

## Snapshot of success 2019-2020

### Take5 Campaign

In autumn 2019 the **Scottish Fire & Rescue Service (SFRS)** launched the **TAKE5** campaign with **NHS GGC and East Renfrewshire Council**. TAKE5 encourages staff to 'take 5' minutes to think about their actions and how they could accidentally activate a fire alarm system. The campaign involved posters in staff areas, education sessions and roadshows. Building on TAKE5, SFRS also launched

the BE AWARE campaign aimed at the general public. BE AWARE aims to highlight common causes of false alarms like smoking and aerosol use.

### **SFRS Local Authority Liaison Officer**

In January **Scottish Fire & Rescue Service (SFRS)** Watch Commander and **Local Authority Liaison Officer, John Paul, was embedded within the Strategic Insight & Communities Team at East Renfrewshire Council one day per week.** As a result of this John has been able to **progress preventative projects** with teams in the Council quickly, such as those aiming to tackle antisocial behaviour. John has also been working closely with the Care and Repair charity who can assist people further and help them continue living in the comfort and safety of their own home.

### **Community Council Elections**

East Renfrewshire Council held **Community Council elections** in 2019 and **for the first time in four years, a Community Council was established for the Clarkston area.** It was also great to see many other Community Councils obtain enough local support to ensure that they got re-established: Busby; Broom; Kirkhill & Mearnskirik; Eaglesham & Waterfoot; Giffnock; and Uplawmoor.



Shape the future  
of your local  
community

## Strategic Priority 5: Older people and People with Long Term conditions



The outcome we want is...

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

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

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

\*Fairer East Ren outcome

These indicators are set for the Fairer East Ren Mental Health and Social Isolation Plan which straddles priority 4 (safe, supportive communities) and priority 4 (older people and people with long term conditions)

Indicator	Performance summary	Previous data	Current data	2020-21 target	2021-22 target	2022-23 target
<b>% Adults with a strong sense of belonging to their community (source: East Ren Citizen's Panel)</b>	Increase of 14 percentage points above target.	63%	<b>78% (target 64%)</b>	65%	65%	Not set yet
<b>% Adults who have someone they can rely on for help (source: East Ren Citizen's Panel)</b>	Slight decrease of 1 percentage point below target.	70%	<b>69% (target 70%)</b>	72%	72%	Not set yet

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

Indicator	Source	Previous data	Current data	Notes
<b>Older Age Dependency Ratio</b>	National Records of Scotland	15.8 (2018)	<b>16.2 (2019)</b>	Has remained similar to the previous year but has risen slowly over the last 5 years. There are roughly 3 more people aged 75+ per 100 working age population compared to the Scottish rate of 13.3.
<b>Male Life Expectancy at age 75 Years</b>	National Records of Scotland	11.7 (2015-17 rolling average)	<b>11.8 (2016-18 rolling average)</b>	Male life expectancy at age 75 has remained steady over the last 5 years. East Renfrewshire has a higher life expectancy rate than the Scottish average.
<b>Female Life Expectancy at age 75 Years</b>	National Records of Scotland	13.1 (2015-17 rolling average)	<b>12.9 (2016-18 rolling average)</b>	Female life expectancy at age 75 has decreased slightly since the last estimate of 13.1 but has been consistently been higher than the Scottish average.

**Fairer East Ren Outcome: Residents are safe and are more socially connected within their communities**

The full Fairer East Ren Mental health and Social Isolation Plan is [here](#)

There have been some key successes to report under Fairer East Ren including:

- **Students from the University of the West of Scotland** have been working with **Mearns Kirk Helping Hands** as part of the Virtually Together project. Drop-in sessions have taken place in libraries, as well as work with specific groups.
- The **'Read to Me' project**, which aims to **improve children's enjoyment and attainment in literacy** and create new opportunities for digital participation, is progressing well. Local volunteers and staff have been recording the reading of stories for children which will be made available to download.
- **The Market Place** (at Barrhead and Newton Mearns) continues to be **one of the most effective engagement platforms**, providing valuable data streams regarding the communities of East Renfrewshire. Between October 2019 and March 2020, there were:
  - 30 regular volunteers (previous update - 26)
  - 3,453 people participating in groups (previous update - 1,899)
  - 171 people have received IT help
  - 45 weekly groups (previous update - 24)
  - Average of 1,055 monthly visitors (previous update - 600)
  - 17 local enterprises supported (previous update - 8)
  - 37 organisations have used both spaces for drop-ins and engagement (previous update - 25)
- A number of fixed **Talking Points venues** were agreed for 2020 at the most popular/accessible venues, including two health care centres, Barrhead and Newton Mearns Market Places and Giffnock Library. Plans were in place for monthly themed Talking Points, each led by a different partner including Mental health (RAMH); Money/Training (ERC Money Advice & Rights Team); Social Isolation & Volunteering (Voluntary Action East Renfrewshire); Carers Support (East Renfrewshire Carers); Fire & Police; Fitness & Health (ER Culture & Leisure); Prostate cancer (MacMillan Cancer Support).
- Between October 2019 and March 2020 **Talking Points hosted 266 good conversations and 355 informal advice sessions**. They included formal appointments (made via the HSCP and a range of partnership organisations) and informal walk-ins, established group activities, third sector referrals and social media alerts. Although the programme has now been put on hold during the COVID-19 lockdown, planning is underway on how to re-start under social distancing conditions. Talking Points customer feedback:



*"I am living on my own since my wife went into a home with dementia. It has been difficult for me....but coming to Talking Points and going to the club you told me about gives me a break from the stress and lets me meet other people and make friends"*

*"The talking place helped to get a copy of my MRI from the hospital because I can't speak in English very well ... and I needed the MRI to show it to universal credit. Thank for helping me."*





- **The weekly GRIP** (Greater Results in Partnership) meeting has now been expanded to include Young Person’s Services and HSCP’s Initial Contact Team. **This enables data sharing** to plan targeted street work to engage positively with young people within the community and identify support needs relating to residents experiencing (or contributing to) anti-social behaviour. In February/March the

**Community Wardens carried out a series of roadshows** (supermarkets, health centres, etc.) to engage with residents. These were well received and there was positive feedback, e.g. from Community Councils. The new Safe East Ren group has a longer term strategic focus on community safety issues to supplement the weekly operational GRIP meeting and includes data sharing between partners, including Police Scotland and Community Safety, to better understand trends, emerging issues and the distribution of concerns within our communities and respond appropriately.



- **120 new scam prevention packages** were installed for 2019-20 via ‘Confidence at Home’.
- Between October 2019 and March 2020, **473 fire home safety visits were carried out**, continuing to provide opportunities for Fire & Rescue to identify any particular issues, including social isolation and hoarding.

## Snapshot of success 2019-2020

### Expanding the Telecare Service

**Telecare** is also known as a community alarm. **It provides a link from a person’s home to the Council’s 24 hour response centre.** The alarm allows people to raise an emergency and at the touch of a button. Throughout 2019-20 there was **an average of 35 new Telecare installations each month**, allowing people to live safely and independently at home. Response centre call handlers dealt with **15,350 incoming Telecare calls** and Telecare responders carried out an average of **1,600 emergency/urgency support visits each month.**

### Comments from Telecare clients:

*“On behalf of my Mum and me, I would like to say a huge 'thank you' to everybody on the Community Alarm Team for their first class and professional response when Mum fell in her flat & pressed her wrist alarm! [The call handler] spoke calmly & reassuringly to Mum & then to me. She then gave me clear information about how the responders were on their way out and asked me to call when I got to Mum's. The responders arrived within a short space of time and were lovely with Mum. They were highly professional, but patient & encouraging with Mum and treated her with dignity and kindness at all times.”*

*“[The Team] were extremely helpful, patient and knowledgeable. They explained everything to him and made him feel at ease. He is delighted with the service that he received.”*

### Tackling Scams and Nuisance Calls

In 2019-20 **East Renfrewshire Police** led an initiative to help **tackle scams** in the local area. They identified the most common types of scams being carried out and gave presentations to more vulnerable groups of people in the community. Officers then worked with the Prevention Team at East Renfrewshire Council to visit local banks. There, they spoke to staff about how to spot the signs that a customer may be subject to a crime and then held pop up stalls outside to raise awareness with members of the public.



### New Community Hub in James McGuire Building



In 2019, **Include Me 2 Club** leased the one-time Municipal Chambers in Barrhead to create, a forward facing **social enterprise offering a café, books, crafts, arts and community space** to engage, inspire and empower the wider community, members and supporters to make Barrhead a more inclusive community.

**'The Hub'** was opened on 5 March 2020 by Provost Jim Fletcher and Council Leader Tony Buchanan. The initial few weeks of operating the Hub showed great support from IM2C members and the wider public with an increasing footfall and interest in the building that was now open to all.

**Comments from IM2C Chairperson, Paul McIlvenny:** *“We are very pleased that we could work with East Renfrewshire Council to bring back, reuse and revision a magnificent listed, historic building for two of its former uses as a Disability Day Centre and Training Centre, but with a focus of inclusion for all, opening up the building, the charity and enterprise. It demonstrates what can be achieved by working creatively together between Local Authority and Third Sector for the benefit of the community, and we hope to continue to evolve and grow our partnerships in future.”*

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



Our Community Planning Partnership (CPP) recognises that inequalities are experienced in some communities more so than others. We are working together to reduce these inequalities by targeting and focusing our resources where they can have the most impact on people's lives.

In 2017 the CPP agreed that extra focus should be given to the communities of Auchenback, Dunterlie, Arthurlie & Dovecothall, Neilston and Thornliebank as we know from data and lived experiences that outcomes in health, employment, education and experience of crime can be disproportionately poorer when compared with other areas of East Renfrewshire.

We use a 'locality planning' approach to address these outcome inequalities. This means we look at a 'locality' or 'neighbourhood' as whole, aim to understand people's needs, priorities and aspirations, and collectively work on improving them with all of the resources across all of our organisations and local community groups there. Locality planning is also about building and maintaining ongoing partnerships in a neighbourhood and enabling the people there to be as involved in decision making about services and improvements as they want to be.

In light of Covid-19 locality planning has been impacted and we are currently reviewing our approaches. At the time of writing this report we are gathering locality planning progress information for the period 2019-20. This will be published as soon as possible in 2020. Annual reports for the previous year are [available here](#).

## Next steps

The Covid-19 pandemic from March 2020 onwards has had a massive impact on our organisations and services and of course on the wider East Renfrewshire community. Despite not being able to meet in person, partnership working continued and has helped to ensure our responses to the crisis and its impacts on local residents have been extremely effective. It has been humbling to see an enormous amount of collaboration and support from organisations, groups and individual volunteers in East Renfrewshire - all united by common goals.

Community Planning Partners are scheduled to meet via video link in September 2020 where they will consider the Community Plan and Fairer Plans against new and pressing priorities in the wake of Covid-19 and establish what action needs to be taken to meet the challenges ahead. A partnership approach will be vital for recovery and renewal across East Renfrewshire and ensuring we are building back better.



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

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