

EAST RENFREWSHIRE COUNCIL30<sup>th</sup> June 2021Report by Deputy Chief ExecutiveCOMMUNITY PLAN: ANNUAL PERFORMANCE REPORT 2020-21  
FAIRER EAST REN: TRANSITION PLANS 2021-2022**PURPOSE OF REPORT**

1. The purpose of this report is to present the 2020-21 annual progress report on the Community Plan, including Fairer East Ren (Local Outcome Improvement Plan). Further, to present the proposed 2021-22 transition plans for Fairer East Ren.

**RECOMMENDATIONS**

2. It is recommended that Council:
- a) Considers and approves the Community Plan Annual Progress Report for 2020-21 at Annex 1.
  - b) Considers and approves the Fairer East Ren transition plans for 2021-22 at Annex 2.

**BACKGROUND AND CONTEXT**

3. The East Renfrewshire Community Plan was approved by the 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. 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. Annex 1 provides this report of progress between April 2020 and March 2021.

5. The Fairer East Ren (LOIP) delivery plans were approved by the Community Planning Board in June 2019. The delivery plans cover a three year period, however there has been an early review to consider any necessary changes as a result of COVID-19. In early 2021, the Community Planning partners reviewed the Fairer East Ren plans to consider the impact of COVID-19. The relevant thematic groups have considered the strategic and intermediate outcomes, progress indicators and critical activities from our previous plans and updated them accordingly for 2021-2022. Annex 2 provides the proposed amended delivery plans for 2021-22. These transitional plans will be in place until the new 3 year plans are developed for 2022-25.

**FINANCE & EFFICIENCY**

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

## CONSULTATION

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

8. 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

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

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

## IMPLICATIONS OF REPORT

11. 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.

12. A full-scale Equality Impact Assessment (EIA) of the Community Plan and ODP was completed in 2018 to ascertain and address any potential equality issues. This assessment covers the lifetime of the Community Plan, ODP and the strategic outcomes contained within. It was agreed by the Corporate Management Team in 2019 that the potential for integrating the new Fairer Scotland Duty with equality impact assessment would be explored and the ODP could provide an opportunity for testing this. The Fairer Scotland Duty requires public bodies to actively consider how they could reduce inequalities of outcome caused by socioeconomic disadvantage in any major strategic decision they make. Inequalities of outcome includes but is not exclusive to: poorer skills and attainment; lower quality, less secure and lower paid work; and lower healthy life expectancy. Additional analysis of the ODP was undertaken in 2019 to consider socio-economic disadvantage.

13. A new integrated impact assessment template (incorporating the Fairer Duty assessments) has been developed and an assessment is being undertaken jointly with the ODP and the Fairer East Ren plans. It is expected that this will be published in July 2021. As the Community Plan is a high level strategic document, the expectation continues to be that other plans and strategies will also undertake impact assessments where relevant.

## CONCLUSION

14. This report details the successful partnership working which has taken place over the past year in delivering against our Community Planning outcomes during an exceptionally

challenging year. It also identifies the need for us to review the most critical activities to ensure we support the most vulnerable residents in the immediate future and beyond. Through these plans all local public sector partners are committed to making East Renfrewshire the best place to live and work.

## RECOMMENDATIONS

15. It is recommended that Council:

- a) Considers and approves the Community Plan Annual Progress Report for 2020-21 at Annex 1.
- b) Considers and approves the Fairer East Ren transition plans for 2021-22 at Annex 2.

**May 2021**

## REPORT AUTHORS

Caroline Innes, Deputy Chief Executive

*Annex 1: Christine Cairns, Strategic Services Officer.*

*Annex 2: Christine Cairns, Strategic Services Officer and Claire Coburn, Strategic Services Lead Officer*

## BACKGROUND PAPERS

- Community Plan, including Fairer East Ren:  
<https://www.eastrenfrewshire.gov.uk/community-planning-partnership>
- Guidance for Part 2: Community Planning Guidance:  
<https://www.gov.scot/publications/community-empowerment-scotland-act-2015-part-2-community-planning-guidance/>

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# Community Planning and Fairer East Ren: Annual Report 2020-2021

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## 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 third 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 2020-21 and very much focuses on the significant amount of partnership work carried out in response to the Covid-19 pandemic. 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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  5. Older People and People with Long Term Conditions
- Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank
- Next steps

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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

## 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 2020-21

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...

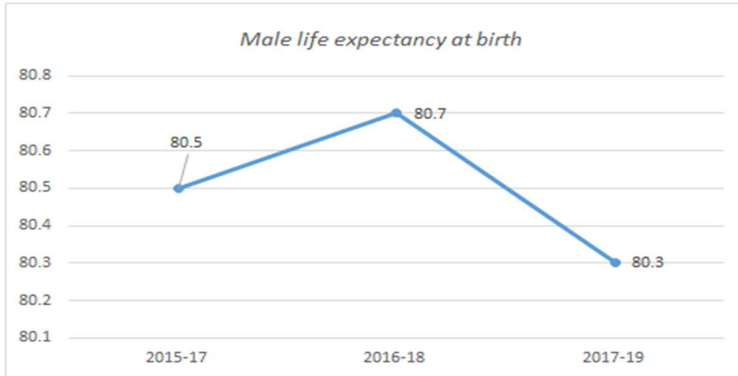
**All children in East Renfrewshire experience a stable and secure childhood and succeed**

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

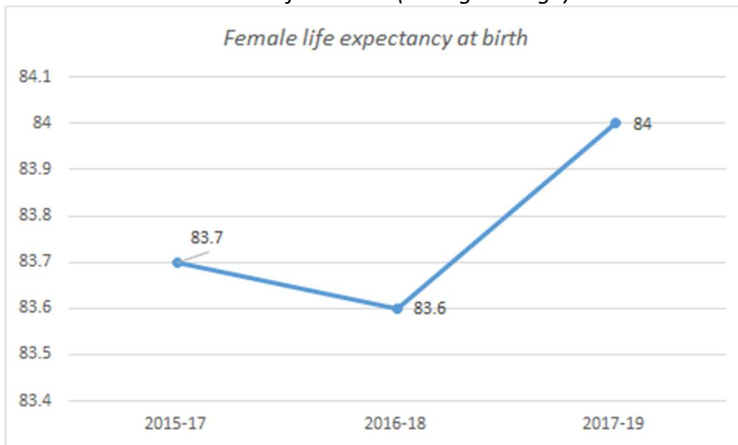
\*Fairer East Ren outcome

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



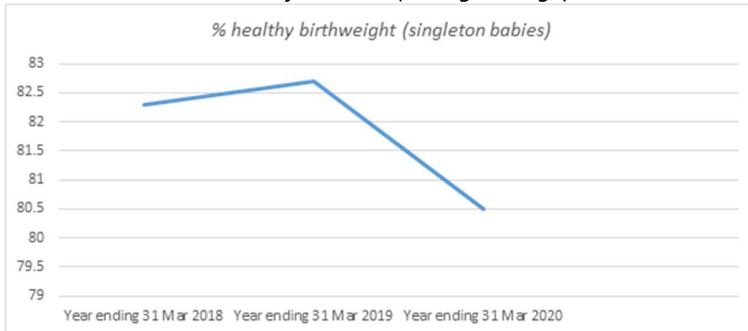
80.3 years is higher than the Scottish average of 77.2 years of age.

Source: National Records of Scotland (rolling average).



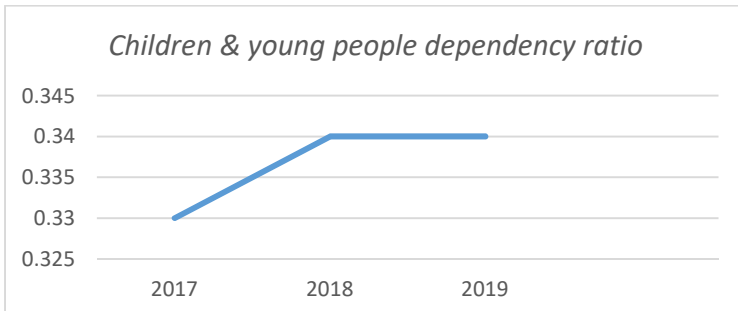
84 years is higher than the Scottish average of 81.1 years of age

Source: National Records of Scotland (rolling average).



This is the percentage of babies born within the healthy birth weight range. 80.5% is slightly under the Scottish average of 81.7%.

Source: Public Health Scotland



This is the ratio of children and young people aged 0-15 to the working age population (16-64). For East Renfrewshire the ratio has been slowly increasing over the last few years.

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

We have continued to support 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 for full details on how we have been addressing child poverty in East Renfrewshire including key performance indicators.

There have been some key successes to report for 2020-21:

- **Work EastRen** and **MART** teams launched the new Scottish Government **Parental Employability Support Fund** (PESF) programme providing **support for parents who face barriers to progressing their careers**. Support includes help to gain a qualification, improving skills or work experience, money advice and motivational support.
- In partnership with **DWP**, **Skills Development Scotland** and the **Third Sector** interface, the **Council** developed a model which addresses all barriers to work including lack of skills, experience, health support, money advice and childcare access.
- Since September 2020 there have been 19 PES registrations with the following outcomes:
  - 3 parents have gained qualifications
  - 3 have has successful employment outcomes
  - 7 have had an increase in income, either from employment or benefit check

### Sally, full time employed single mother of two year old

During the pandemic Sally decided to go part-time to make balancing everything a bit easier. However, she began to worry about how this would affect her benefits and her boss informed her that she might need to go full time again soon. Sally joined the **PES programme** to find out about her employment options and financial situation.

Steven at **MART** helped Sally to complete a full benefit calculation making sure that all the benefits she was currently on were correct. He then explained how different career decisions would affect these benefits ranging from not working to working full time. It was important that Sally could find an affordable option that provided a good work-life balance and time to spend with her child.

Steven and Sally spoke almost every week for 6 weeks to ensure she fully understood her options. From their original conversation it became clear that there would be one month when Sally would receive fewer benefits than normal, however with Steven's support, Sally was prepared and was able to overcome this obstacle.

In addition to ensuring Sally had the information required to make lasting change, Steven and the team provided additional support. Due to the difficulties she faced through COVID, the team made sure Sally had the opportunity to really bounce back. For example, following an application to an energy bill relief fund, Sally was awarded **£121 off her energy bills**.

Sally is now working with the employability side of the project to move into a new career with all the knowledge, understanding and support she might need during the transition. With the support, Sally is better able to focus at work now that she has a better understanding of her options.

Sally reported on having a **more positive work/life balance, reduced stress and more quality time with her family**. She no longer needs the financial support and advice provided by PES and the MART team but she knows that she can reach out again when required and feels comfortable and confident enough to do so.

### Snapshot of success in 2020-2021

#### Food provision

Throughout the pandemic East Renfrewshire Community Planning third sector partners worked extensively to provide **free** and **low-cost food** including, but not limited to:





- Establishing a Food Hub to home deliver weekly food parcels to those in need, distributing around **4,000 food parcels** over six months involving about 50 staff and volunteers.
  - Delivering approximately **1,300 weekly free school meal food parcels** to all entitled pupils throughout lockdown and school holidays.
  - Providing **supermarket vouchers** worth almost £4,000 to households in need through MART.
  - Delivering **emergency food parcels** to homes via the Council's Community Wardens.
- Providing a **volunteer run shopping service** through the Community Hub
  - Supporting **2 Food Shares** to re-open when restrictions allowed
  - Supporting the establishment of a **Food Larder Network** with **3 active larders**
  - Creating a **food dignity network** including connections with **community growing spaces** and **gardens** for community wealth building.
  - **Mutual Aid Groups** offered street level support for neighbours such as shopping, prescriptions and welfare checks. They included Eaglesham and Waterfoot Self Isolation Helping Hands, East Renfrewshire Volunteer to Help Platform, East Renfrewshire Self Isolation Supporters, Williamwood Community Support, Neilston Together, Include me 2 and Netherlee Neighbours.



### Reducing costs of the school day

The Back to School Bank, which has seen an increase in demand over the past year, provides children in situations of poverty and hardship, with a brand-new school uniform, gym kit, school bag, stationery. The children remain anonymous and the school bank operates on a referral system with local support agencies, schools and third sector organisations.



**Back to SchoolBank  
East Renfrewshire**

We recognised the potential for young people in poverty to become digitally excluded during home learning. In August 2020, the Education department issued 600 Chromebooks, 51 Mifi devices and 29 charging trolleys from the Connecting Scotland initiative to schools. Allocations were based on equity related factors. In March 2021, they issued an additional 700 Chromebooks to schools which were allocated based on equity related factors.

### Fuel Poverty

Fuel poverty has become an ever-increasing issue as a result of COVID, as families are spending more time in the house due to the closure of schools or have had their income reduced as a result of furlough/redundancies.

NHS Greater Glasgow and Clyde has seen a major increase in staff using fuel poverty and staff money worries programme (320% increase since last year, 781 staff used this service so far in 2020/21).

Barrhead Housing Association worked in partnership with Citizen's Advice Bureau to provide emergency fuel payments to tenants in need. Between May 2020 and March 2021, almost £20,000 was distributed to 257 East Renfrewshire residents who were struggling with fuel debt or costs.

## Strategic Priority 2: Learning, Life and Work



The outcome we want is...

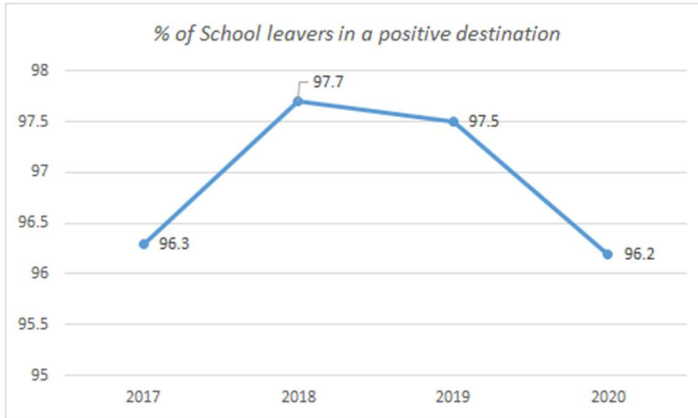
**East Renfrewshire residents are health and active and have the skills for learning, life and work**

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

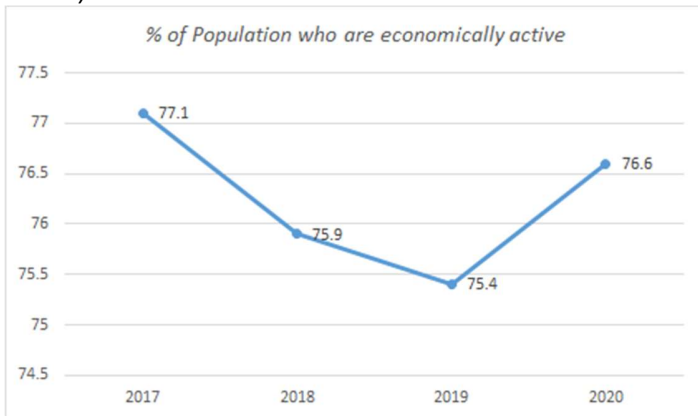
\*Fairer East Ren outcome

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



2020 saw a slight decrease, however still compares favourably with the Scottish average of 93.3%.

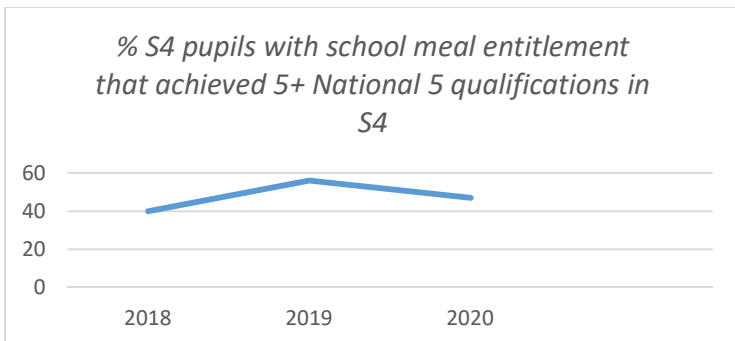
Source: Scottish Government (modelled by the Improvement Service)



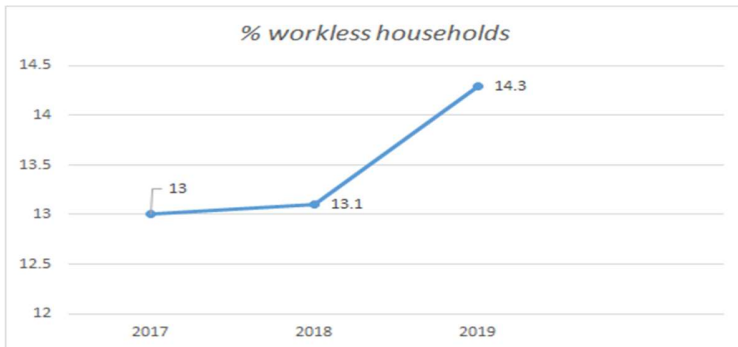
In 2020 there was an increase of 1.2 percentage points from the previous year, but 0.2 percentage points lower than the Scottish average of 76.8%.

Source: NOMIS

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

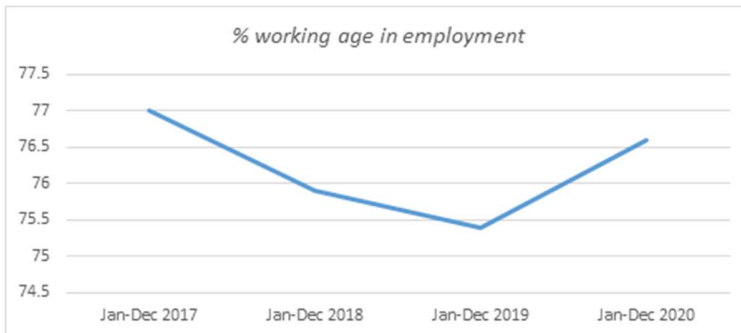


Source: Scottish Government

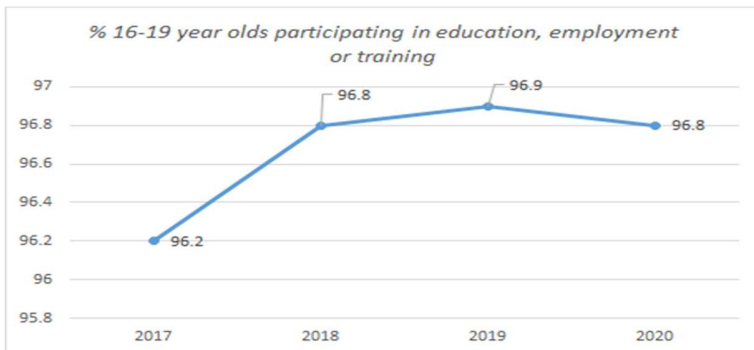


2019 saw a slight increase in comparison to the previous year, however this result is below the Scottish average of 17.1%.

Source: NOMIS

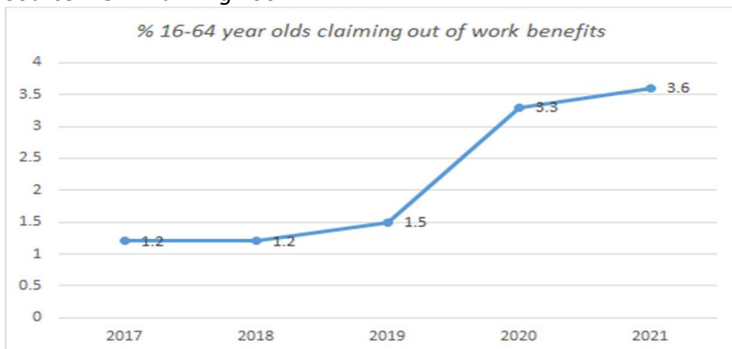


Source: NOMIS



There was a slight decrease in 2020, however this indicator remains above the Scottish average of 92.1%.

Source: LGBF Ranking Tool




There was a slight increase in the last year of 0.3 points, however this is below the Scottish level of 6%.

Source: NOMIS

## Snapshot of success in 2020-2021

There have been some key successes to report for 2020-21:

- **The Work EastRen team** has continued to promote employability services, particularly for those facing multiple barriers to employment and a **new pathway for 16-24 year olds** has been developed via the Scottish Youth Guarantee programme delivering specialist provision in East Renfrewshire for this age group: **additional support needs; care experienced young people** and the creation of **15 Modern Apprenticeships**.


- Further funds were secured via the Scottish Government's *No one Left Behind* programme to **support employed and unemployed parents; parents with disabilities; pre-employment support for young parents; pre-employment support for parents accessing funded Early Learning and Childcare** and support for 16-26 year olds via the Scottish Youth Guarantee programmes.
- **The Council's Economic Development team** processed almost **5,000 Covid business grant payments worth £17.3 million**.
- **The Employability Lead** and the **Local Employability Partnership** continue to review the employability services being delivered within East Renfrewshire to identify gaps, avoid duplication and secure funding. For example, **an additional needs employability programme** was funded via the Scottish Youth Guarantee once a gap had been identified.
- Through the **Connecting Scotland** programme council departments including Work EastRen, CLD and other partners: Barrhead Housing Association, IncludeMe2, the Corra Foundation and Mearnskirk Helping Hands distributed **devices and connectivity to digitally excluded groups**. These included: young parents, young people over 16 in further Education or Training, households with children, pregnant women and adults and young people with additional support needs.
- Town Centre Recovery groups continue to meet as and when required to help form local responses to Covid-19. This included the recruitment of 7 town centre volunteers to welcome and re-assure visitors following the lifting of the first restrictions.
- **East Renfrewshire Council Living Wage Accreditation** was **achieved** in November 2020. Tenders now include a **Fair Work & Living Wage** question to ensure bidders consider these areas. Community Benefit (CB) clauses now include a community Wish List (residents' wish list of local projects put forward to contractors/suppliers to choose from). Any community group, including charities, schools and services, can submit online the cause they would like supported. Contractors will be directed to this when preparing their bid and upon contract award. Companies delivering **Community Benefits** are encouraged to **offer opportunities to low income families** through increased CB points available for assisting those from priority backgrounds.
- **West College Scotland** have supported:



- 415 East Renfrewshire students
- 55 local residents studying on European Social Funded Employability Programme
- 3 local companies via the Flexible Workforce Development Fund

### Strategic Priority 3: Economy and Environment



The outcome we want is...

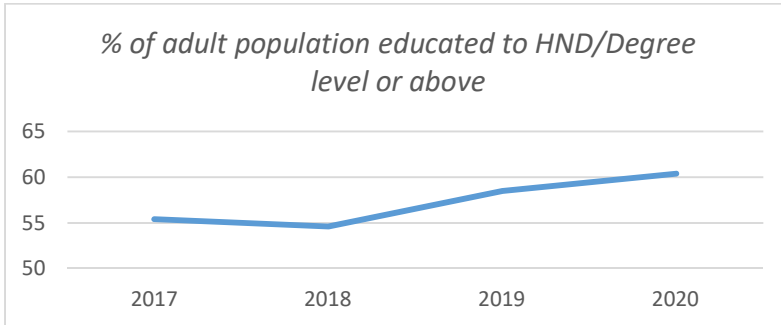
**East Renfrewshire is a thriving attractive and sustainable place for business and residents**

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

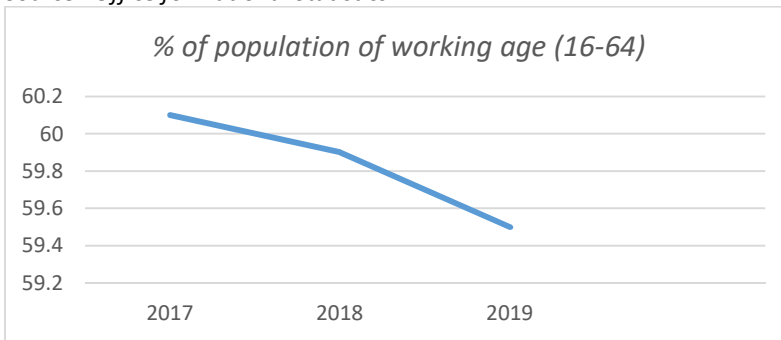
\*Fairer East Ren outcome

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



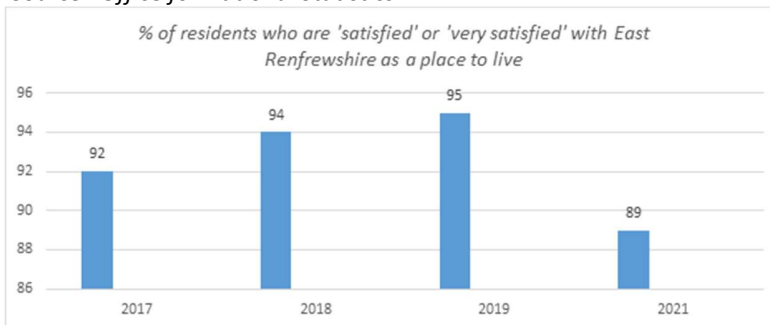
The current rate of 60.4% is higher than the Scottish average of 49.3%.

Source: Office for National Statistics



The working age population has slowly been decreasing over the last 6 years and the latest figure of 59.5% is lower than the Scottish average of 64%.

Source: Office for National Statistics



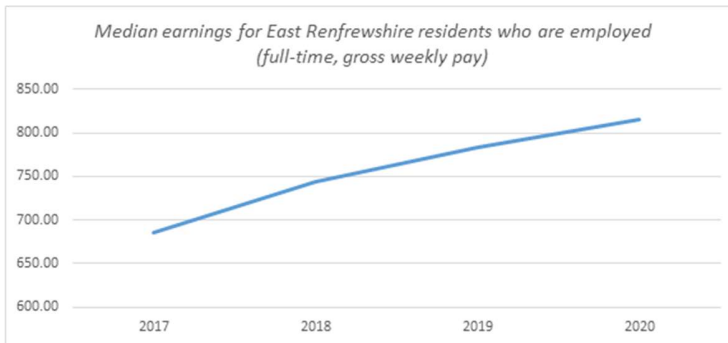
Satisfaction remains high although a slight decrease may be as a result of the Covid-19 pandemic. The Citizens Panel survey is bespoke to East Renfrewshire so there are no Scottish comparisons available.

Source: East Renfrewshire Citizens' Panel

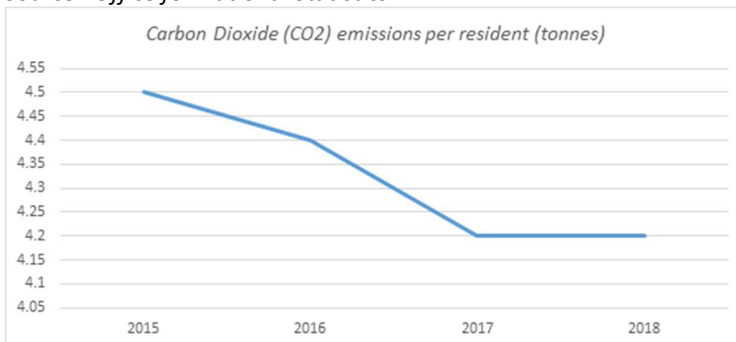


The 3-Year business survival rate for 2016 is 52.7, ie 52.7% of businesses that were 'born' in 2016 were still active in 2019. The business survival rate for 2017 will be available in November 2021.

Source: Scottish Government



Source: Office for National Statistics



Source: Department for Business, Energy & Industrial Strategy

The current median earnings of £815.20 is significantly higher than the Scottish figure of £595.

Revised estimates will be published on 24 June 2021 and will include data for 2019.

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

### Local Transport

Following completion of the two transport studies just before the outbreak of Covid-19 (including one on **community transport**), a Transport Delivery Plan was scheduled to be developed based on the key issues, recommendations and actions from the studies. As a reminder, some of the key issues which were identified were:

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

Due to the focus over the past year on the response to Covid-19, the Transport Delivery Plan has not yet been produced. Confidence in using particular modes of transport have been impacted and certain groups are faced with decisions based on risk of health. Disadvantaged and low income groups may not have any choice and will require to use the same modes – regardless of social distancing or fare increases due to falling passenger numbers. This may increase the gap between those that have options and those that don't.



Moving forward, the Plan will now need to take cognisance of a shifting landscape due to the pandemic and the changes that this will have on travel patterns – both short-term and long-term.

### Snapshot of success 2020-2021

Around **40 residents** accessed the **volunteer community transport** to vaccination centres between February and May 2021.

#### Glasgow City Region City Deal



**Improvements to Balgraystone Road (Barrhead)** are now **complete**. Part of East Renfrewshire's £44m Glasgow City Region City Deal investment, these improvements have:

- opened up new residential development opportunities, including access and utility services to support the regeneration of Barrhead, the first phase of which will include a development of 39 council homes
- improved access to Dams to Darnley Country Park and the proposed new rail station, enabling a rail and bus interchange
- provided better connections for walking and cycling to Dams to Darnley Country Park
- supported the wider long term economic objective of delivering a new sustainable community in Barrhead South of up to 1,050 new homes within the next 10 years.

ERC's Environment Department is currently re-phasing the remaining City Deal projects to take account of the effects of the Covid-19 pandemic on costs and timescales.

## Strategic Priority 4: Safe, Supportive Communities



The outcome we want is...

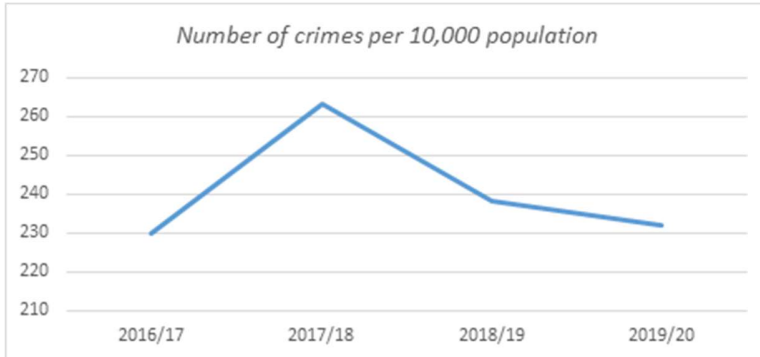
**East Renfrewshire residents are safe and live in supportive communities**

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

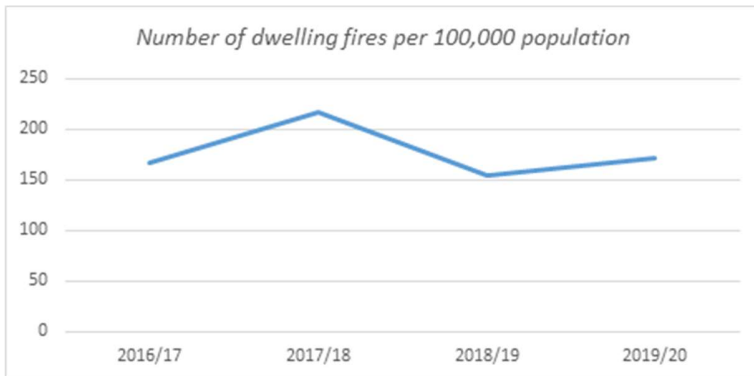
- Residents' mental health and wellbeing is improved\*
- Residents live in safe communities with low levels of crime and anti-social behaviour
- Residents are protected from harm and abuse and public protection is safeguarded
- Residents live in communities that are strong, self-sufficient and resilient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

\*Fairer East Ren outcome

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

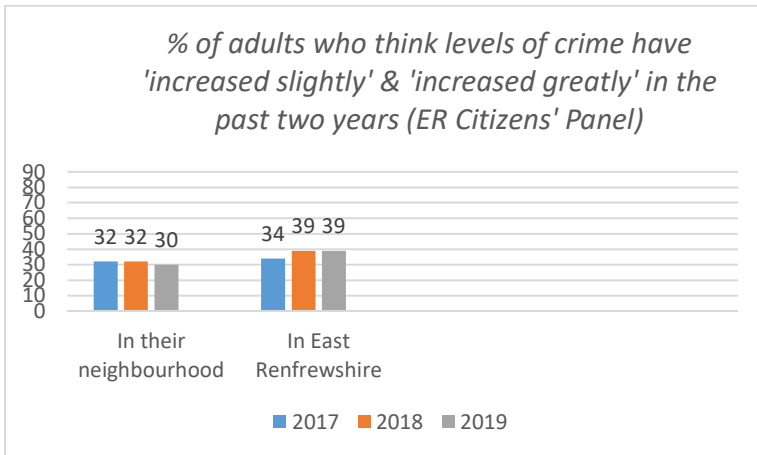


Source: Scottish Government "Recorded Crime in Scotland 2010-11 to 2019-20"



Source: Scottish Fire and Rescue Service "Fires Dataset 2009-10 to 2019-20"

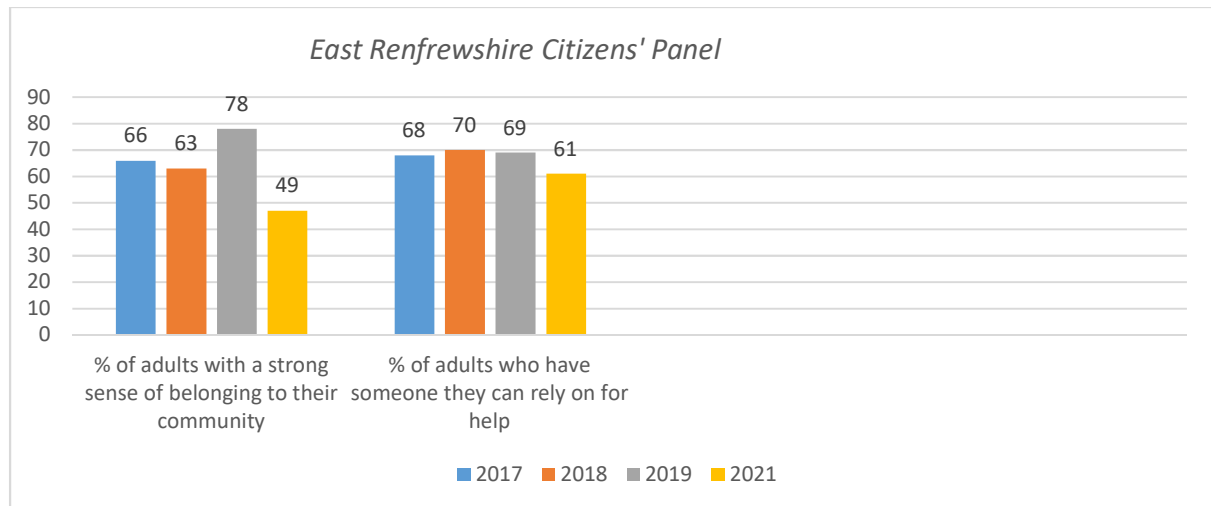
The recent increase in the number of dwelling fires may be as a result of more residents being at home due to the pandemic.



Note: There was no Citizens' Panel core survey in 2020. This question was omitted in the 2021 survey due to the additional questions relating to the impacts of the Covid-19 pandemic.

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

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)



Note: There was no Citizens' Panel core survey in 2020.

The chart shows reductions in the recent Citizens' Panel indicators, more significantly so for the indicator: *adults with a strong sense of belonging to their community* (a reduction of almost 30 percentage points since 2019). Although this figure is low, the current pandemic has negatively impacted on how residents are feeling. However, this rate should also be considered in conjunction with responses to another open-ended question in the panel survey, where a stronger sense of community was the most commonly mentioned positive change seen during the pandemic that they would like to retain.

### Snapshot of success 2020-2021

This year has seen the suspension of many groups and clubs which had positively impacted on residents' mental health and wellbeing pre-pandemic. However, despite this, there have been some key successes to report under Fairer East Ren including:

- The **library service** offered a mix of **Click & Collect** as well as limited browsing and public PC use (during periods when restrictions were lifted). Both services were relatively well used and even when libraries were closed, the **online eBook** and **digital magazine services** (BorrowBox) continued to operate. At no time before has it been so evident that reading for pleasure and learning has enormous benefits for mental health and wellbeing.

*Comments from library service users:*

*"I'm back on BorrowBox. It's been a lifesaver during lockdown."*

*"The staff at Giffnock are superb and always happy to help. BorrowBox has been an invaluable support during these trying times."*

*"It has been so good to have the library to use in lockdown".*

- A pro-active **promotion of mental health supports** to the **local business community** was carried out based on evidence of mental health impacts of the pandemic on business owners.
- Detached youth work was seen as a national priority during the pandemic to support the **mental health and wellbeing of young people** throughout the year. Since June 2020, the Community Learning and Development team have had **6,000 interactions** with young people. The team also used this approach to support and engage with community members and continue our commitment to Locality Planning and community support.
- A range of social media campaigns have been supported throughout the year, including United to Prevent Suicide, It's OK not to be OK, Alcohol Awareness Week, Dry January (with a focus on mental health & wellbeing) and Stress Awareness Week. All campaigns were designed to **promote open conversations about mental health & wellbeing** and work continues in this area. **Campaigns reached between 9,000 and 17,000 people via Facebook** and reached up to **80-90,000 people on Twitter**. United to Prevent Suicide had the greatest reach with 73 link clicks across Facebook and Twitter.
- At the start of the pandemic, the **GP practice link workers** moved to telephone based wellbeing calls. The **number of people being supported remained high** and during the period between March and December 2020 there were around **650 referrals**. Link workers also carried more than **250 wellbeing calls** to individuals identified by GP practices including those shielding. The most common reason for referral was anxiety/stress followed by depression and then bereavement and loss, family issues and relationships. Based on learning from the pandemic period, the service will move to a mix of face-to-face and telephone/video appointments as this will increase capacity and engagement with link workers.

*Feedback from GPs and individuals receiving support continues to be positive:*

*"invaluable in the current climate" (GP)*

*"meaningful and worthwhile advice and guidance." (service user)*



- At the start of the pandemic there was an early recognition that there was a requirement of a co-ordinated approach to community Wellbeing. The establishment of the **Wellbeing Network** has ensured a collaborative approach to providing support via The Community Hub, Mearns Kirk Helping Hands, Cosgrove Care, Include me 2 club, RAMH and the Carers Centre. These organisations will continue to work together to offer support through the recovery and renewal phase.

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



The outcome we want is...

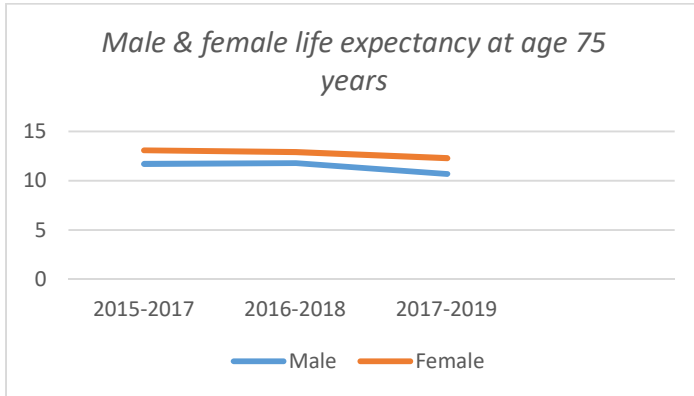
**Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives**

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

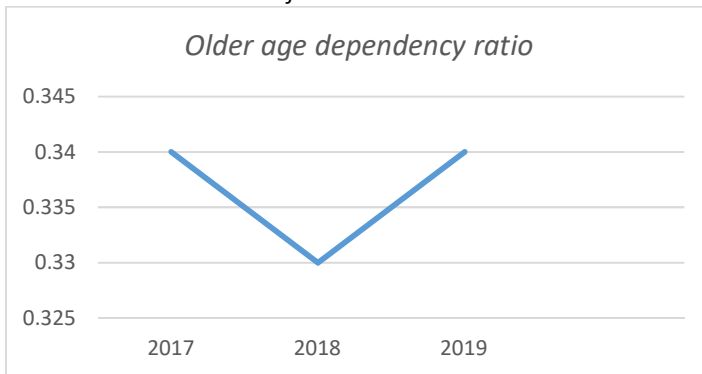
\*Fairer East Ren outcome

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



Male life expectancy at 75 has decreased by around one year, however East Renfrewshire has a higher life expectancy rate than the Scottish average. Female life expectancy at 75 has decreased slightly although has been consistently higher than the Scottish average.

Source: National Records of Scotland



This is the ratio of older people 75+ to the working age population (16-64). This has remained fairly consistent over the last few years. The ratio for 2020 will be available at the end of June 2021.

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


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

- East Renfrewshire **Trading Standards** have been working with **Police Scotland** to **raise awareness of telephone scams** that are impacting local residents. Local retailers were educated around current trends including victims being deceived into purchasing high value vouchers such as Amazon, Google Play and iTunes. Retailers received educational posters for displaying within the store for staff and customers. Police Scotland Youth Volunteers delivered awareness leaflets to a number of homes in East Renfrewshire, leaflets were displayed in the vaccination centres and included in food parcels that were delivered to residents.
- Unable to continue its community-based work due to the pandemic, **Talking Points** linked up with the **new Community Hub** and the Initial Contact Team within Social Work to provide advice and support to Voluntary Action East Renfrewshire in the creation and delivery of new community

supports. The Talking Points Co-ordinator was based within Voluntary Action's buildings in order to better respond to identified needs and when appropriate, provide support.

Talking Points customer feedback:

*"I was feeling frustrated, anxious, and angry and didn't know where to turn to next. I phoned the community hub and within 15 minutes Talking Points had phoned and were on my case. ---- was a great listener, had a very calming manner and told me not to worry as he would find out the required information. This was last Thursday at the back of 14.00. By Friday afternoon he had made contact with the department and gave me the superb news that I had been needing. I'd like to thank ---- so much for taking time to help me and resolving my problem so quickly."*

- **Talking Points** members continued to meet with its partners during lockdown via Microsoft Teams, continuing to link with the Community Hub when their expertise was required to give advice and support to residents either by phone, Zoom or Teams. In March 2021, the three Community Hub partners, HSCP management and Talking Points partners agreed to formalise and capitalise on the relationships forged during the pandemic within the Community Hub and the message that *"Talking Points has a new home at the Community Hub"* was circulated.
- 
- As a result of the pandemic many organisations and groups had to stop operating which resulted in the majority of supports being focused around the following areas:
    - 23 organisations supported to access national and local pandemic funding opportunities
    - 62 organisations & groups receiving weekly updates on the latest Scottish Government guidance, support information and local supports
    - 28 organisations part of the Wellbeing Network
    - 13 organisations part of the Food Dignity Network
    - 8 organisations part of the Digital Inclusion Partnership
    - 28 social enterprises & 49 non-social enterprises 1:1 capacity support interventions
    - 14 online group training sessions – 118 social enterprise attendees & 106 non-social enterprise attendees.
  - East Renfrewshire **Trading Standards** and **Police Scotland** have been working in partnership to **raise awareness of telephone scams** that are impacting local residents. Retailers throughout East Renfrewshire were visited and educated around current trends which included victims being deceived into purchasing high value vouchers such as Amazon, Google Play and iTunes. Retailers were provided with educational posters for displaying within the store for staff and customers. Police Scotland Youth Volunteers delivered awareness leaflets to a number of homes in East Renfrewshire, leaflets were displayed in vaccination centres and included in food parcels that were delivered to residents.
  - Only high risk fire home safety visits were carried out during lockdown, however visits will be resumed as soon restrictions are lifted.



## Snapshot of success 2020-2021

### Expanding the Telecare Service

**Telecare**, or community alarm, **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. The Telecare service has continued to reach new residents – on average around 40 per month - and the team has worked tirelessly through the pandemic to ensure that there has been no disruption to the service. Telecare responders carried out more than **1,500 emergency visits each month**.

#### Comments from Telecare clients:

*“The ladies were very friendly, helpful and put me at ease, they helped me and they were so lovely and patient with me, making sure that I was ok and safe before they left, they wouldn’t accept anything other than a thank you. They are a credit to the council and the wonderful service that they provide, for which I am very grateful”*

*“The girls that came to install my mum’s alarm were absolutely lovely. They put myself and my mum at ease very friendly, exceptionally helpful and professional. This has given me peace of mind that my mum is in safe hands should she ever need help. Thank you again.”*

### Financial harm toolkit launched

In the summer of 2020, Trading Standards launched a financial harm toolkit, empowering residents to **avoid personal and financial harm**, particularly relevant for those residents in vulnerable situations. The self-help toolkit contains information such as **doorstep crime, email scams, unwanted mail, online shopping, Covid-19 scams, financial abuse and power of attorney**. It also covers **scam prevention** tailored to protecting residents living with cognitive impairment/dementia, financial abuse of the elderly and what residents should do if they receive nuisance phone calls.



## 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 heavily impacted across the four localities. As a result, we are currently exploring different engagement methods including online workshops and sessions to engage with existing groups and new members from the community, whilst we are unable to provide building-based face to face delivery. The focus at this time is very much on renewal and recovery. At the time of writing this report we are still working on a detailed locality planning timeline.

A Community Hub was established in March 2020. Between April 2020 and March 2021 there were:

- Over 1,862 calls received
- Over 1,500 offers of help from volunteers (via on-line and hub calls)
- 1,080 prescriptions and shopping deliveries co-ordinated
- 288 calls signposted to local supports
- 4,385 wellbeing calls made by staff and volunteers
- Over 5000 affordable, reusable face masks produced by volunteers

## Next steps

In March 2021, community planning partners agreed that the Performance and Accountability (PAR) group meetings to oversee progress and scrutinise performance would be replaced with a simpler approach of two meetings per year, **focusing on action**. These meetings will consist of Board members (including Councillors) as well as representation from the following thematic groups:

- Child Poverty Oversight Group
- Strategic Local Employability Partnership
- Wellbeing Network
- Safe ER
- East Renfrewshire Digital Inclusion Partnership

It was also agreed that in time, the Locality Planning Steering groups could also be represented at these meetings.

For 2021-22, the FairER Delivery Plans will be reviewed and revised as one year Recovery Transition Plans developed by the appropriate thematic groups (as listed above).

Despite not being able to meet face to face for over a year, community planning partnership working has continued throughout, ensuring our responses to the pandemic and its impacts on local residents have been effective. More than ever, a partnership approach will be essential for recovery and renewal across East Renfrewshire and to ensure that we are not simply 'returning to normal' but are 'building back better'.



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

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# Fairer East Ren: Transition Delivery Plans 2021-2022

Delivering the outcomes of the East Renfrewshire Community Plan

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## Background

- Fairer East Ren is the Local Outcome Improvement Plan for East Renfrewshire Community Planning Partnership.
- Fairer East Ren identifies how partners will work together to reduce socio-economic inequality and this is set out in a number of themed delivery plans:
  - Child poverty in East Renfrewshire is reduced (Local Child Poverty Action Report)
  - Residents have the right skills, learning opportunities and confidence to secure and sustain work
  - Residents' mental health and wellbeing is improved
  - Residents are safe and socially connected within their communities
- The partners have reviewed these plans in early 2021 to consider the impact of COVID-19. The relevant thematic groups have considered the strategic and intermediate outcomes, progress indicators and critical activities from our previous plans and updated them accordingly.
- This document sets out the most relevant outcomes, indicators and activities for 2021-2022.
- There is a further Fairer East Ren outcome relating to transport which remains unchanged, although it should be noted that there is a new activity relating to Community Transport within the Mental Health and Wellbeing outcome.
- A further review will take place later in 2021 with a view to developing three year plans for the period 2022-2025.

## Child poverty in East Renfrewshire is reduced (Local Child Poverty Action Report)

Responsible Delivery Partnership : Child Poverty Oversight Group , Chairs  
Caroline Innes (ERC) and Julie Murray (HSCP)



Whilst East Renfrewshire has one of the lowest levels of child poverty in Scotland, there are still around 3,000 of our children and young people living in low income families; that is 16% of all children and young people living in the area.

East Renfrewshire has the highest proportion of children in any local authority in Scotland; one in every five people in the area is aged 0-15 years. Migration has a large impact on the population of East Renfrewshire and especially the child population; in 2018/19 nearly 500 more children (0-14) migrated into the area than left.

Child poverty can be reduced by supporting parents to increase their income from employment and/or from social security, whilst also reducing their costs of living.

Just over 1 in 10 (14%) of households in East Renfrewshire are 'workless' meaning there is no individual over the age of 16 in the household who is employed. Over a third of children in East Renfrewshire come from 'mixed households'. This means a household contains at least one person aged 16 to 64, where at least one person aged 16 and over is in employment and at least one other is either unemployed or inactive.

Those *living* in East Renfrewshire receive the highest average weekly pay in Scotland; the average weekly full time pay is £815 and the average weekly part time pay £257. However, those *working* in East Renfrewshire receive the lowest average weekly pay in Scotland; the average weekly full time pay is £487 and the average weekly part time pay is £165. Further, around a third (31%) of employees over 18 earn less than the living wage in East Renfrewshire which is double the Scottish average.

East Renfrewshire residents are less likely than the Scottish average to receive income from social security and benefits. 7% of all primary pupils from P4 to P7 are registered for free school meals, which is lower than the Scottish average of 21%. 7% of secondary pupils are registered for free school meals, again this is lower than the Scottish average of 17%.

The costs of living in East Renfrewshire are higher than average, particularly in relation to housing costs. The average property price in 2021 is £250,935 which is the second highest in Scotland. The average weekly local authority rent is £76.86.

We recognise the lower than average levels of poverty in the area but we understand that we have not yet seen the full impact of Covid-19 and therefore we need to continue to work together as a Community Planning Partnership to tackle poverty, with a particular focus on the most vulnerable group including lone parents, young parents and larger families.

There are currently around 2,400 lone parents with one or more children and it is projected that this will increase. There are fewer young mothers in East Renfrewshire than the Scottish average; 7% of all births in East Renfrewshire were to mothers under the age of 25, compared to 17% nationally.

East Renfrewshire's approach to child poverty is linked closely with the priority outcomes of employability and promoting positive mental health and wellbeing as outlined in the other Fairer East Ren plans to follow.

## 1.1 Child poverty in East Renfrewshire is reduced

### Population Outcome

The outcome we want is...

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

### Intermediate Outcome

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

Child poverty is reduced

### Our contribution

So what we need to achieve is...

Improved income from employment for parents

Enhanced gains for families from income maximisation and social security

Reduced costs of living

### Critical Activities

By...

Encouraging more local businesses to become Real Living Wage accredited

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

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

Providing all PACE employability clients with financial inclusion support

Improving the knowledge of financial wellbeing within school leavers

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

Reducing energy costs for vulnerable families

Increasing provision of affordable housing options to vulnerable groups

Reducing cost to families of school attendance and participation

Reducing cost to families of Early Learning and Childcare

Reducing cost to families of the pregnancy pathway.

### Critical Indicators

- Children living in poverty
- Real Living Wage employers in East Renfrewshire
- Working age unemployment level
- Children and young people participation level
- Free School Meal uptake at Primary School
- Access to financial wellbeing advice in East Renfrewshire
- Fuel poverty
- Uptake of funded early learning and childcare entitlement

## Inclusive Economic Recovery and Growth

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

East Renfrewshire has a population of 95,500 and around 57,000 of these residents are of working age. Around 77% of working age residents are economically active.

However, over the past year we have seen a rise in unemployment, like the rest of the country. There are 1,600 working age people who are unemployed which is an increase of approximately 400 people compared to the previous year. 14.3% of households in East Renfrewshire are 'workless' meaning there is no individual over the age of 16 in the household who is employed.

Although there are comparatively high employment levels within the authority compared with Scotland as a whole, local socio-economic data shows that there are areas of higher unemployment in our most deprived areas. There continues to be a significant gap in employment rates and earnings between disabled and non-disabled residents, with around a 30 percentage point gap between disabled and nondisabled residents in 2020. The number of 16-64 year olds claiming out of work benefits has increased over the last year from 3.3% in April 2020 to 3.6% in April 2021, however as a broader span of claimants are required to look for work under Universal Credit than under Jobseeker's Allowance, this rise is expected.

Whilst it is acknowledged that employment remains the best route out of poverty, it is not a protection against poverty, for example, around one third of people working in East Renfrewshire continue to earn less than the living wage. This is double the Scottish average.

Almost 97% of 16-19 year olds are participating in education, employment or training, which compares well to the national figure of 91.8%. It is acknowledged, however that the participation rates will vary in different communities within the authority.

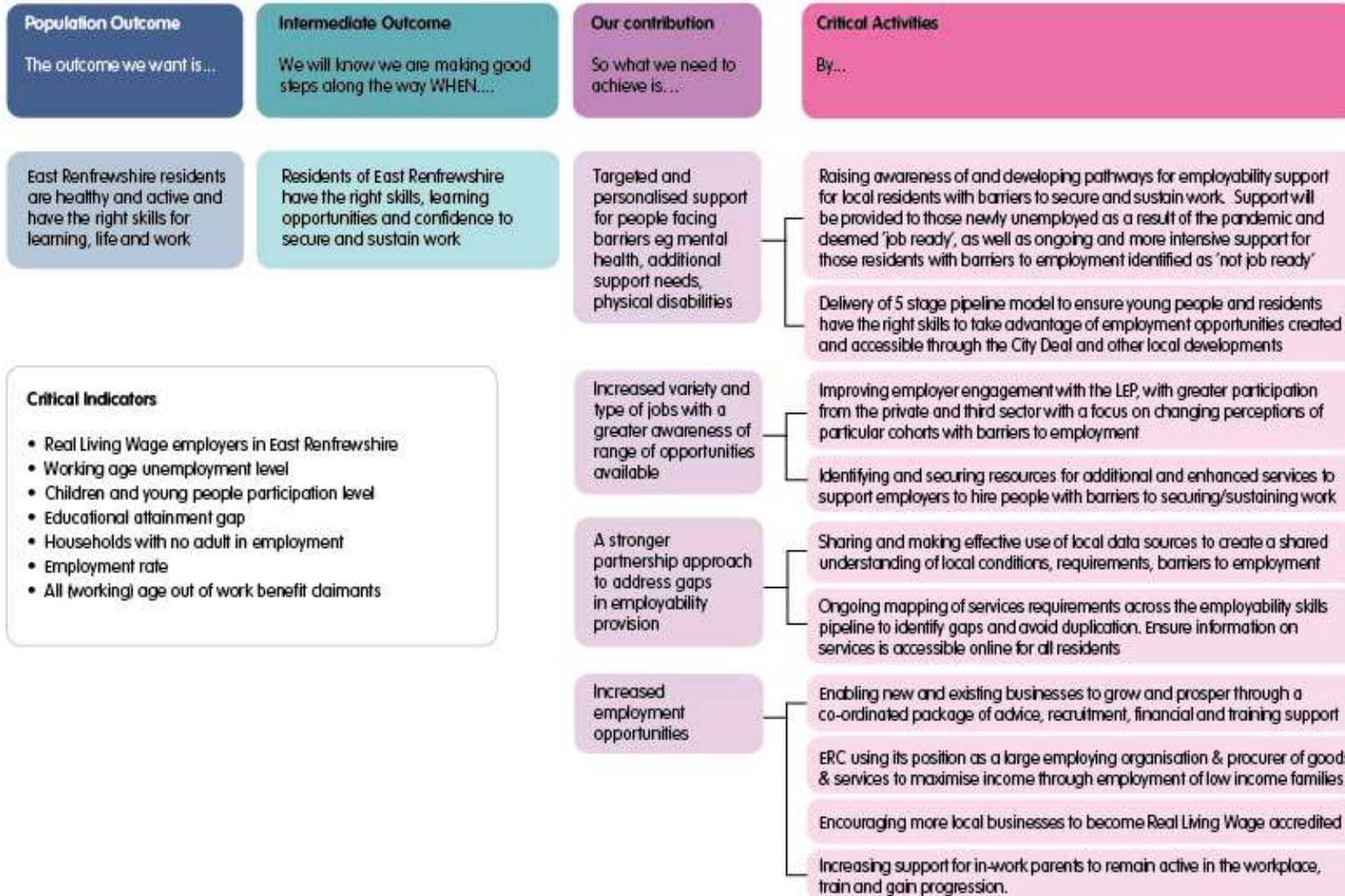
East Renfrewshire's Local Employability Partnership (LEP) has an important role ensure that the Inclusive Growth agenda is considered and mainstreamed across a wide range of Council and partner activities. Inclusive Growth means economic growth that combines increased prosperity with greater equality, creates opportunities for all, and distributes the benefits of increased prosperity fairly. This is done by promoting fair work and good-quality jobs; promoting equality and tackling inequality; and ensuring that success and opportunity is shared across the whole of East Renfrewshire.

We need to consider the importance of inclusive growth as a 'preventative' measure. If, for example, a development helps a vulnerable group or community to improve its skills and access to jobs, evidence shows that demands on a range of key services – social work, housing, criminal justice, health etc. – will be reduced.

East Renfrewshire's approach to employability is linked closely with the priority outcomes of tackling poverty and promoting positive mental health and wellbeing.



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



## Community Wellbeing and Connectivity

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

The effects of the Covid-19 pandemic over the last year have further highlighted the importance of good mental health and wellbeing for residents. Whilst lockdown has provided opportunities for many to help others in their community, for example, through volunteering, loneliness and isolation remain issues for many residents within our communities which has led us to identify social isolation as a priority area. Demographic changes projected in our population also emphasised the need to prepare for increased numbers of older people and increased numbers of single person households. During our engagement, residents also repeatedly highlighted the benefits and importance of a strong sense of community, social connections together with feeling safe.

These issues are high on the agenda at national level with a national mental health strategy in place and the Scottish Government's 'A Connected Scotland' plan which highlights the role of connected communities in tackling social isolation and loneliness. East Renfrewshire's outcome delivery approach will contribute to national efforts around mental health and social isolation.

This delivery plan is focused on an early intervention approach to promoting wellbeing, through self-help and community support. This is separate to the strategic approach in place to support people with specific mental health conditions through appropriate medical care and support services, which is a high priority in the HSCP Strategic Plan. Specific mental wellbeing supports for young people are a priority within the Integrated Children's Services Plan.

## 4.1 Residents' mental health and wellbeing is improved

### Population Outcome

The outcome we want is...

East Renfrewshire residents are safe and live in supportive communities

### Intermediate Outcome

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

Residents' mental health and wellbeing is improved

### Our contribution

So what we need to achieve is...

Improved wellbeing and resilience in people and communities

### Critical Activities

By...

Promoting the benefits of exercise and access to green spaces for improving mental health and wellbeing

Providing and signposting to programmes, self-help and online resources focused on improving mental health and wellbeing including those previously considered least vulnerable pre-pandemic

Building the capacity of communities and groups to re-establish and engage with those at most risk of social isolation

### Critical Indicators

- Community Hub calls
- Referrals to wellbeing support
- Residents engaged in volunteering & community groups
- Residents provided with devices (including internet access devices)
- Residents accessing digital support

Improved wellbeing and resilience in workplaces

Ensuring robust processes in place to measure staff, partners and volunteers' wellbeing in preparation for returning to the workplace

Increasing and enhancing staff and volunteer skills in understanding mental health and wellbeing

A prevention and early intervention approach to enhancing wellbeing

Providing early mental health and wellbeing support in primary care through GP practice based link workers

Undertaking local work to support national suicide prevention: Every Life Matters

Developing and maintaining a comprehensive community directory of local groups and services for signposting and referral

Connected residents and communities (including digital)

Mapping current community transport activity and identifying the impacts of Covid-19 on the transport needs of the most vulnerable residents

Building understanding of the barriers to residents going online

Increasing digital participation levels

Developing staff and volunteer confidence and skills to support residents to get online

Providing a blended approach to digital engagement & capacity building.



**Residents are safe and more socially connected within their communities**  
Responsible Delivery Partnership: Safe East Renfrewshire, Chair Murray  
Husband (ERC)

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

Through previous engagement, we know the value residents place on the benefits and importance of a strong sense of community, social connections together with feeling safe. These issues are high on the agenda at national level with a national mental health strategy in place and the Scottish Government's 'A Connected Scotland' plan which highlights the role of connected communities in tackling social isolation and loneliness. We can anticipate the impact of Covid-19 will serve further emphasise the importance of this. East Renfrewshire's outcome delivery approach will contribute to national efforts around mental health and social isolation.

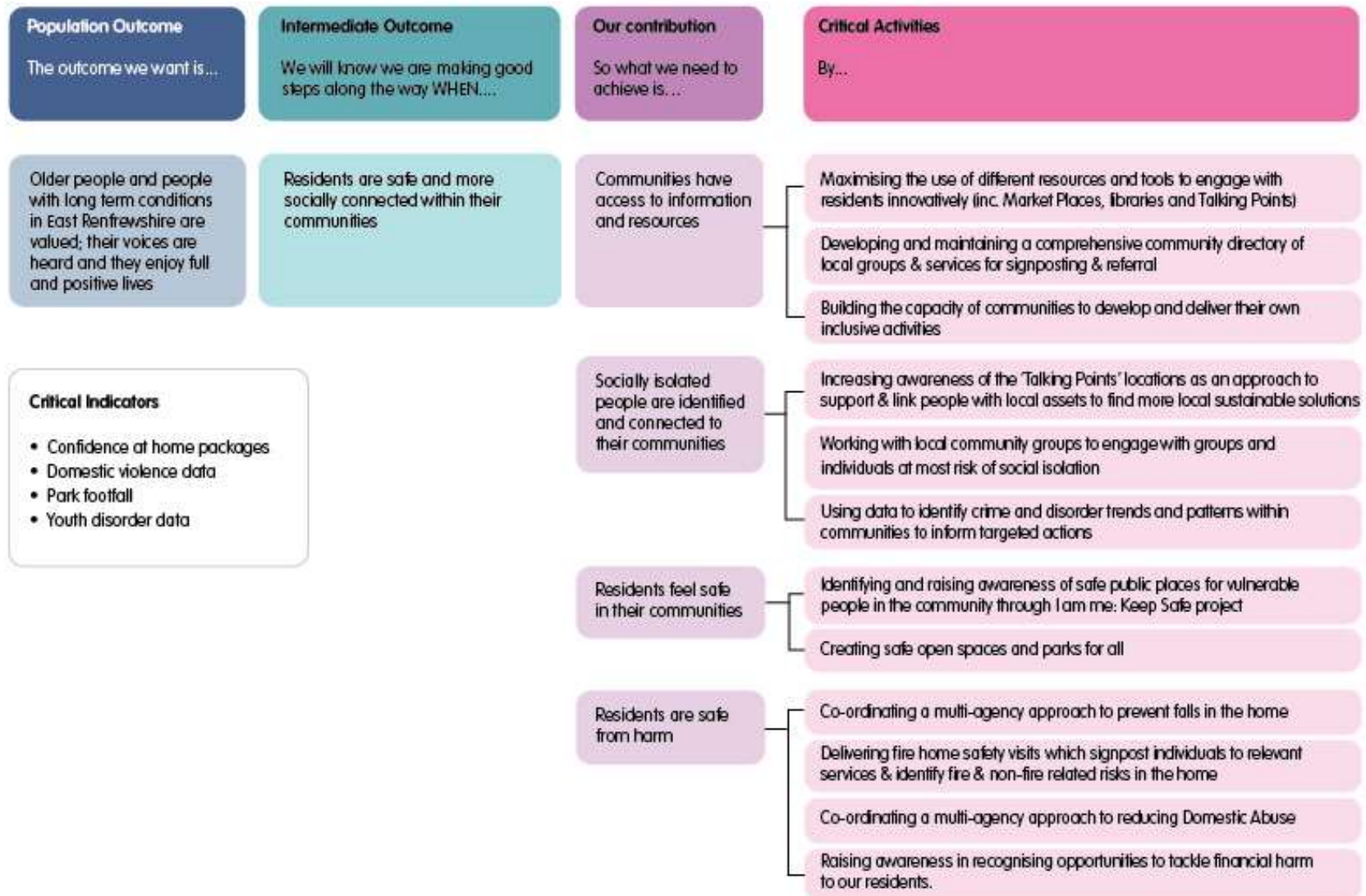
This delivery plan acknowledges a range of good work already underway by partners and opportunities for people to get more involved in their community and reduce isolation – including Voluntary Action East Renfrewshire's Community Hub and the HSCP's Talking Points.

East Renfrewshire population projections suggest increased numbers of older people and increased numbers of single person households going forward.

Work in Fire and Rescue, Police Scotland and Trading Standards and Prevention Services has highlighted the links between social isolation and safety. The Community Planning Partnership can work to identify those who are isolated and refer people on for support through joint working. This will allow action to help keep residents safe from harm, both at home and in their communities.

East Renfrewshire's approach to safety and social connections is linked closely with the priority outcomes of promoting positive mental health and wellbeing.

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



The Community Planning Partners will oversee the progress towards a Fairer East Ren and will publish updates on our webpages at [eastrenfrewshire.gov.uk/communityplanning](http://eastrenfrewshire.gov.uk/communityplanning)

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