



Community Planning and Fairer East
Ren: Annual Report 2021-2022

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Executive Summary

The following report summarises where key progress has been made under the Community Planning and Fairer East Ren outcomes, and identifies areas where ongoing attention and action is required.

Outcome 1: Early Years and Vulnerable Young People

There has been no change to performance on these indicators this year. Three indicators have remained the same: male life expectancy at birth, female life expectancy at birth and child poverty. Where data is available, East Renfrewshire indicators generally remain favourable against the national average.

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

There has been positive progress in relation to the number of Real Living Wage employers; the unemployment rate; children and young people participation rate; and uptake of funded early learning and childcare. There has been a slight decrease in the number of families requiring financial wellbeing advice over the past year, but demand remains significantly higher than the pre-pandemic level.

Outcome 2: Learning, Life and Work

There has been an increase in the number of school leavers entering a positive destination, and this remains comparatively high against the national average. However, there has been a decline in the percentage of the population who are economically active, and this compares unfavourably to the national level.

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

There has been an increase in the percentage of workless households and a decrease in the percentage of working age in employment; both of which are likely to mean more socioeconomic disadvantage. However, there has been an increase in S4 pupil achievement and a reduction in 16–19-year-old unemployment so this provides a positive prospect for the future.

Outcome 3: Economy and Environment

Three indicators show positive progress whilst three others show negative progress in relation to this outcome. The past year has seen an increase in qualifications; increased business survival rates; and reduced carbon dioxide emissions; and all of these compare favourably to the national levels. However, we have seen a reduction in the percentage of population of working age; a reduction in the satisfaction with East Renfrewshire as a place to live and a reduction in median earnings.

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

There are currently no measures in place to monitor progress in this area.

Outcome 4: Safe, Supportive Communities

The past year has seen a reduction in the number of crimes and a reduction in the number of dwelling fires. Both levels compare favourably to the national average.

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

There has been a decline in the percentage of adults who have a strong sense of belonging to their community and who have someone they can rely on for help since the last measure (2 years ago).

Outcome 5: Older people and people with Long Term Conditions

Male life expectancy at 75 years has remained steady over the past year, while female life expectancy, at 75 years, has increased since last estimate. Both are higher than the national average.

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

The number of 'Confidence at Home' packages (designed to keep residents safe from predatory fraudsters) has increased. However, less positively, we have seen an increase in domestic abuse and also public nuisance calls over the past year.

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 fourth annual report on progress made towards the outcomes and shows some of the improvements that have been achieved. The report is structured around our five strategic priorities. For each priority, there is key performance data and progress updates on partnership delivery against Fairer East Ren outcomes.

While East Renfrewshire has much to celebrate in terms of life expectancy and longevity, educational attainment and average household incomes; the cost-of-living crisis is beginning to take its toll with uptake rates for benefits, Scottish Welfare Fund and Money Advice support rising. The pandemic has had a lasting impact in terms of wellbeing, isolation and employment meaning it's more important than ever to have a Community Planning Partnership approach to reducing socio-economic inequality in East Renfrewshire.

This report demonstrates the commitment of the CPP towards achieving the vision of making East Renfrewshire:

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

It reflects actions taken in 2021-22, building on the significant partnership working carried out in response to the Covid-19 pandemic. It focuses on recovery and renewal, building back better in line with our vision.

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


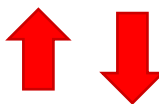

The Community Plan is structured around five strategic priorities:

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 informed by our local socioeconomic data and evidence of local need.

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

Data Summary

Community Plan indicators	Number of indicators increasing or decreasing <u>as intended</u> over the last year 	Number of indicators increasing or decreasing <u>against intended</u> direction of travel over the last year 	Number of indicators remaining the same or changing by less than 0.5% 	Number of indicators with no trend data available
Outcome 1: Early Years and Vulnerable Young People	0	0	3	2
Outcome 2: Learning, Life and Work	1	1	0	0
Outcome 3: Economy and Environment	3	3	0	0
Outcome 4: Safe, Supportive Communities	2	0	0	1
Outcome 5: Older people and people with Long Term conditions	1	0	1	0
TOTAL	7	3	4	3

Key:

East Renfrewshire's performance significantly exceeds Scottish level performance	
East Renfrewshire's performance is similar to the Scottish level performance	
East Renfrewshire's performance compares unfavourably to Scottish level performance	
No Scottish comparison data available	UNAVAILABLE
Not appropriate to compare	N/A

Benchmarking:

As well as comparing to Scotland, East Renfrewshire's performance is benchmarked with local authorities with similar demographic characteristics, referred to in this report as the "Family Group". These are:

- Aberdeen City
- Aberdeenshire
- City of Edinburgh
- East Dunbartonshire
- East Renfrewshire
- Orkney Islands
- Perth and Kinross
- Shetland Islands

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

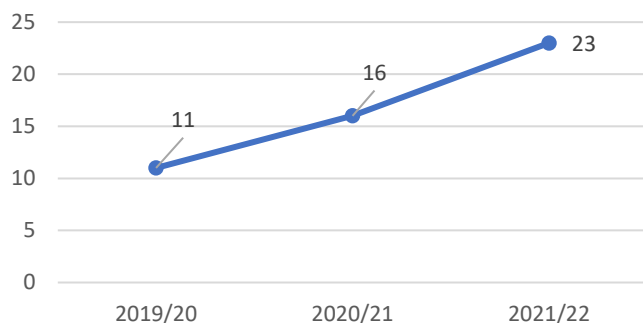
*Fairer East Ren outcome

Community Plan Indicators

Early Years and Vulnerable Young People							
Indicator	Rationale for inclusion	Source	ERC Baseline	Aim to Maximise (↑) or Minimise (↓)	Direction of travel over the last year	ERC Performance against Scotland	Comments
Male life expectancy at birth	This indicator provides an estimate of the age a baby boy born in East Renfrewshire today can expect to live to, based on mortality rates at the time.	National Records of Scotland	80.5 (Year 2015-17)	↑	↔		Consistently above the national average
Female life expectancy at birth	Provides an estimate of the age a baby girl born in East Renfrewshire today can expect to live to, based on mortality rates at the time.	National Records of Scotland	83.7 (Year 2015-17)	↑	↔		Consistently above the national average
Healthy birthweight (singleton babies) *CPOP Indicator	Birth weight that is not within normal ranges (between 2.5 kg and 4 kg) has a strong association with poor health outcomes in infancy, childhood and across the whole life course, including long term conditions such as	NHS ISD	89.9% (Year 2015/16)	↑	No new data available		East Renfrewshire's rate of healthy birth weight is higher than the national average.

	diabetes and coronary heart disease.						
Children and Young People Dependency Ratio	This is the ratio of children and young people aged 0-15 to the working age population (age 16-64). Data is shown as the proportion of dependents per 100 working-age population.	National Records of Scotland population estimates data	33.9 (For every 100 people aged 16-64 there are 33.9 children and young people) (Year 2019)	N/A	No new data available	N/A	No new data available
Children living in poverty	The is the percentage of children living in relative poverty (as per Scottish Government definition) before housing costs are taken into consideration	End Child Poverty annual data	16% (2021 published data)				Delay with 2022 data publication

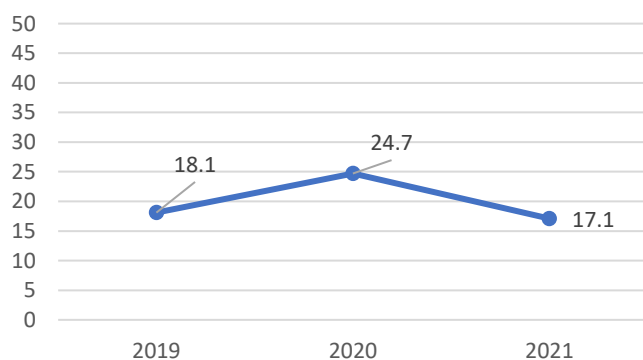
Real Living Wage employers in East Renfrewshire



Source: Number of real Living Wage accredited employers: Living Wage Scotland 2022.

East Renfrewshire Council, Business Gateway East Renfrewshire and Living Wage Scotland worked in partnership to promote Living Wage accreditation to employers based in East Renfrewshire. The Economic Development team will continue to promote and pay for this initiative in 2022/23.

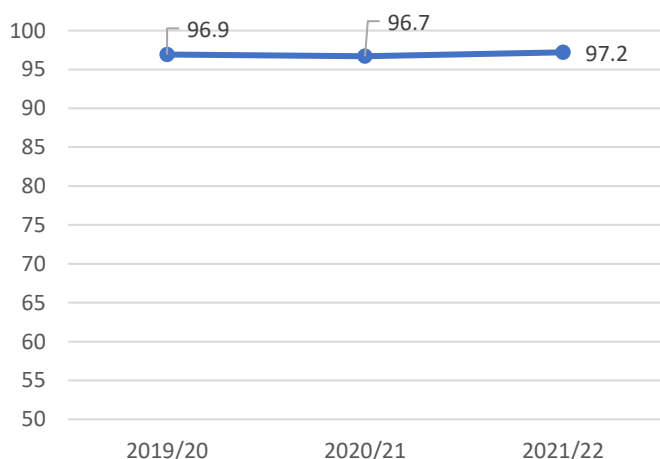
Working age unemployment level (%)



Source: %age of economically inactive residents who want a job: NOMIS Data source timeframe Jan-Dec.

17.1% represents 2,500 of the population of East Renfrewshire. 19.6% for the national level. There has been a slight decrease in the % of economically inactive residents who want a job. This is largely due to impacts of Covid on the local economy. Work EastRen and employability partners will continue to promote and engage with local residents who are seeking employment.

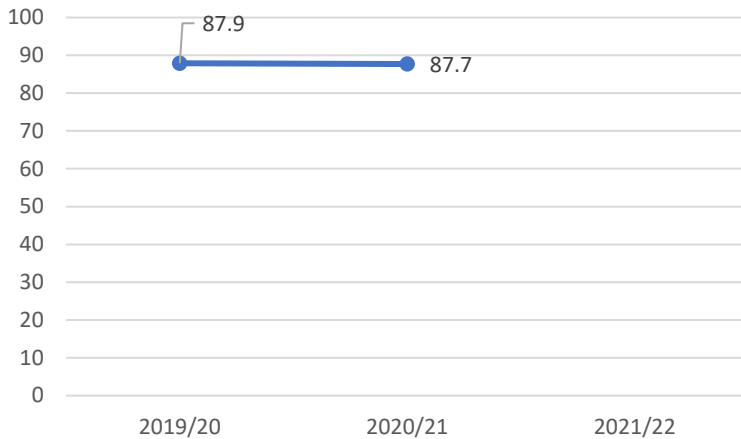
Children and young people participation level (%)



Source: %age of 16-19 year olds participating in learning, training or employment: SDS Annual Participation Measure Report .

East Renfrewshire continues to perform well against % age of 16-19 In year olds participating in learning, training or employment. The highest participation rate was in East Renfrewshire (97.2%) which increased by 0.4 pp from 2020.

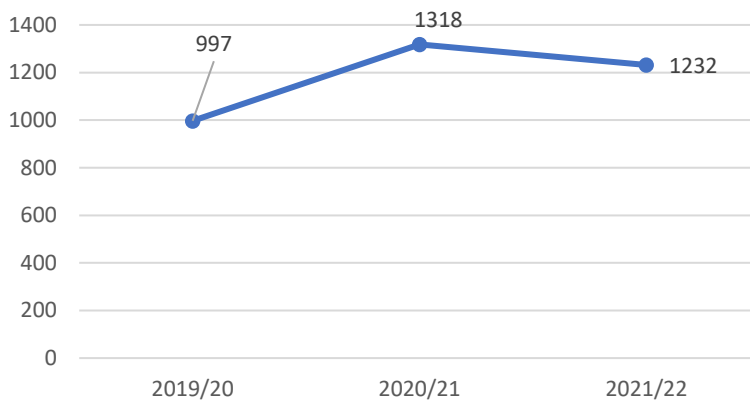
Free School Meal uptake at Primary School (%)



Due to the Covid-19 pandemic, there was no data collected for uptake of free school meals in 2021/22.

Source: %age uptake of free school meals at primary school (P1-P7): School Healthy Living Survey 2021.

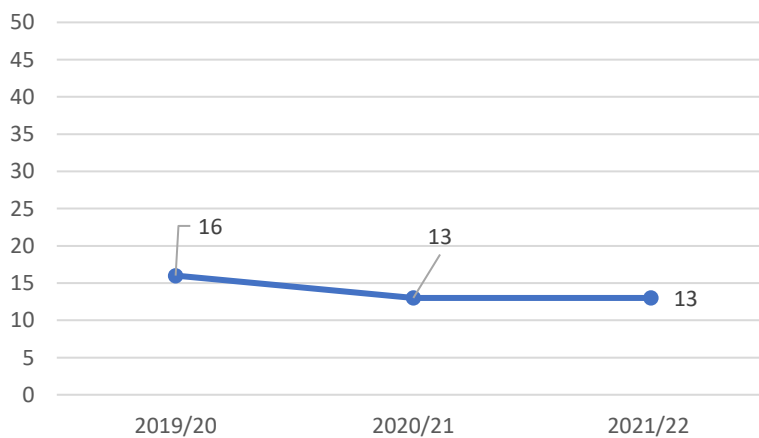
Access to financial wellbeing advice



We have seen a further increase in the number of families accessing financial wellbeing advice again this year.

Source: Number of families accessing MART financial wellbeing advice: Local data.

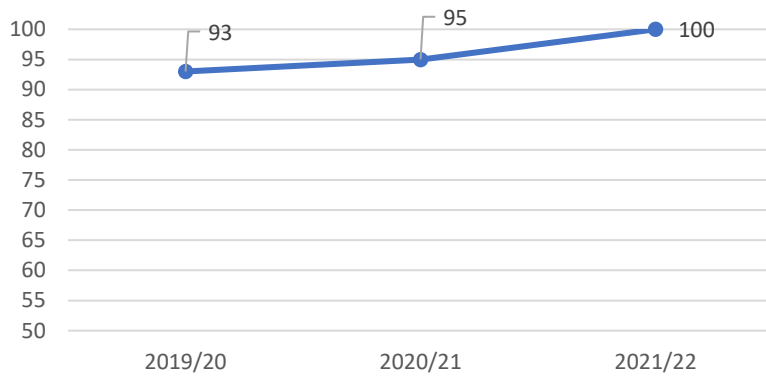
Fuel poverty (%)



The level of fuel poverty has remained static although we note that the lag in data publication means that this may not present a true, current reflection.

Source: Fuel poverty: Scottish House Condition Survey 2022 .

Uptake of funded early learning and childcare entitlement



All eligible 3 and 4 year olds are registered for their funded early learning and childcare place in 2021 which is a great achievement and should provide parents with affordable childcare options to enhance their employment opportunities.

Source: %age of 3 & 4 year olds registered for funded early learning and childcare Dec 2022: Scottish Government Schools.

Snapshot of success in 2021-22

- The Work EastRen team continue to deliver the Scottish Government funded **Parental Employability Support Fund (PESF)**. The PESF is collaboratively managed by Scottish and Local Government, providing dedicated support for low -income families. To date the Work EastRen team have registered **38 clients** with **16 moving into employment and 6 who have entered into further vocational training**. Those registered on the programme also have financial support with travel to work and interview clothing, as well as individual financial inclusion support.



- Between April 2021 and March 2022, the Money Advice and Rights Team (MART) worked with **1232 families with children and generated income of £852,000**. In total MART assisted 3420 clients and generated income of £5,600,000.
- East Renfrewshire Citizens Advice Bureau provided assistance to **1141 families within the Child Poverty key groups**, including assistance for 248 families who experienced a family breakdown, 37 parents seeking maintenance from a non-resident parent, and 27 application for pregnancy and baby payments.
- We administered **Family Bridging payments** on behalf of Scottish Government and also provided additional ‘top-up’ payments from Humanitarian Support funding. **£948,000 of Family Bridging Payments were made during 2021/22** (during summer, autumn, winter and spring). These payments supported around **1,700 school pupils**. Free School Meal payments of £93,000 were also made, replacing the voucher scheme which had been used previously. Two “top up” payments were made during the Winter/Spring from Humanitarian funding, with an additional **£84,000 supporting pupils receiving Free School Meals** and a further **£78,000 supporting 500 pupils receiving Clothing Grants only**.
- Throughout 2021-22, we operated a **discretionary grant aimed at low-income households** affected by the pandemic. Approximately **£83,000 was paid to 390 households**, 186 of which were families with children.
- East Renfrewshire Council has employed an **Energy Cost Advisor** to provide holistic advice and support to households facing energy poverty. The support includes reviewing bills and tariffs; switching suppliers; applying for grants; wiping out debts from pre-pay meters; reducing customer’s payments; and helping people to get back on supply. The service started in October 2021 and the Energy Cost Advisor has helped **over 40 households saving them approximately £10,000**.



- East Renfrewshire Citizens’ Advice Bureau (ERCAB) worked in partnership with Barrhead Housing Association and East Renfrewshire Council to provide a **fuel support scheme** to help households with gas and electricity costs. Payments were made to households to support them with the weekly or monthly energy costs, and also as one-off payments to manage any energy debt. The scheme ran between June 2020 and March 2022 and during that time over **350 households have been supported**, with approximately **£100,000** being paid out.

- East Renfrewshire Citizen’s Advice Bureau (ERCAB) is one of six bureaux in the country participating in a Scottish Government pilot aimed at eradicating the need for foodbanks. As part of this pilot, ERCAB has been providing **shopping cards** in place of referrals to the Foodbank, whilst also providing access to emergency income, money advice and wider holistic support services. We have issued **£40,000 worth of vouchers to over 600 households with children; 1360 children reached in total.**
- 12 schools across the authority area have worked in partnership with the Education department since May 2021 to **audit the cost of the school day**. The revised policy places increased emphasis on the importance of reducing the cost of uniform to families and stipulates that all school uniforms must be able to be purchased within the total amount of the school clothing grant.
- During Summer 2021, we provided a range of **Get into Summer activities** which were planned and delivered in partnership between Education, Community Learning and Development, Culture and Leisure Trust, Social Work and East Renfrewshire Carers Centre. In total over **2200 children and young people** had first-hand experience of Get Into Summer activities. Many other family members, in particular parents and carers, will have benefitted through removing the need for them to provide childcare and lunch.
- The **Community Learning and Development (CLD)** team continued to **provide targeted building based support** to young people who were most isolated and vulnerable, including those with additional support needs, those from the LGBTi community, young parents and those who struggled to re-engage with formal education and learning.



Strategic Priority 2: Learning, Life and Work



The outcome we want is...



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

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

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

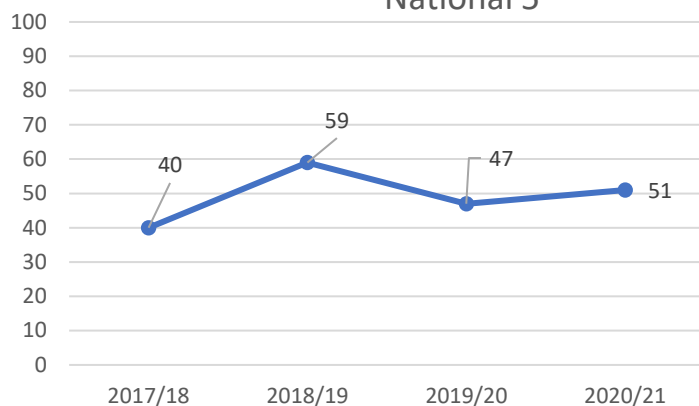
*Fairer East Ren outcome

Community Plan Indicators

Learning, Life and Work							
Indicator	Rationale for inclusion	Source	ERC Baseline	Aim to Maximise (↑) or Minimise (↓)	Direction of travel over the last year	ERC Performance against Scotland	Comments
% of School Leavers in a Positive Destination *CPOP Indicator	To help raise attainment and support school improvement, information is gathered annually on the attainment and destinations of school leavers across Scotland. East Renfrewshire generally has high levels of positive School Leaver Destinations. This will now be tracked rather than setting targets against this.	Scottish Government	96.6% (Year 2016/17)	↑	↑		2021 saw an increase of 1.2 percentage points and compares favourably with the Scottish average of 95.5%.
% of East Renfrewshire's population who are economically active	Proportion of 16-64 year olds in employment or actively seeking employment. East Renfrewshire requires an active working age population to provide the goods and services demanded by our residents.	NOMIS, Annual Population Survey	75.9% (Year 2018)	↑	↓		In 2021 there was a decrease of 4.1 percentage points from the previous year and 3.7 percentage points lower than the Scottish average of 76.2%. These numbers are estimates based on a sample survey (Annual Population Survey data). True values will lie between + or - 3% of the quoted figure.

Fairer East Ren progress

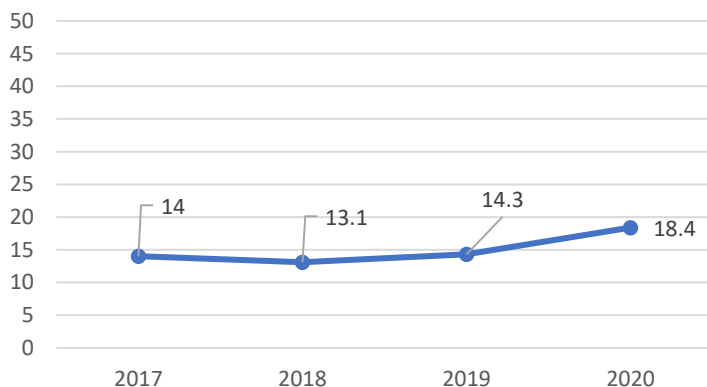
% S4 pupils with school meal entitlement that achieved 5+ National 5



2021 saw an increase from the previous year of 8 percentage points. This data was sourced locally and as such there is no national comparison.

Source: %age of pupils entitled to free school meals that achieved 5+ awards at National 5: Education local data.

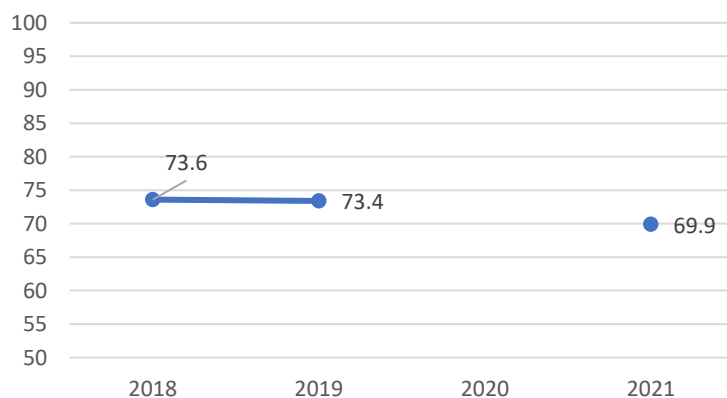
% of workless households



There was an increase in 2021 and this indicator remains above the Scottish average of 18.1%.

Source: %age of households that are workless: NOMIS Statistics. Data source timeframe Jan-Dec.

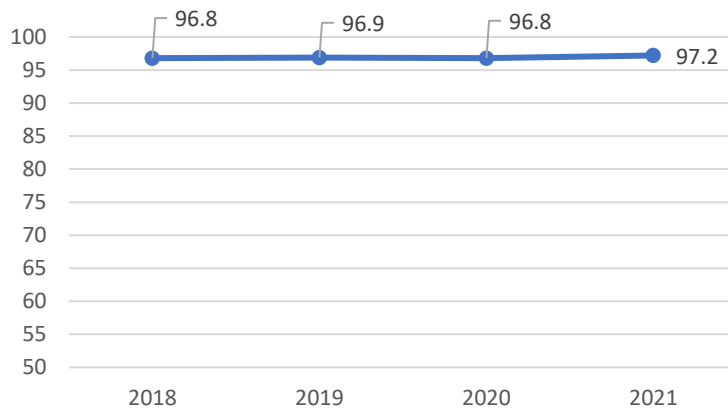
% working age in employment



There was a decrease of 3.5% of the latest 2019 data. This indicator remains below the Scottish average of 73.1%.

Source: Employment rate - aged 16-64: Improvement Service Statistics. Data source timeframe Jan-Dec.

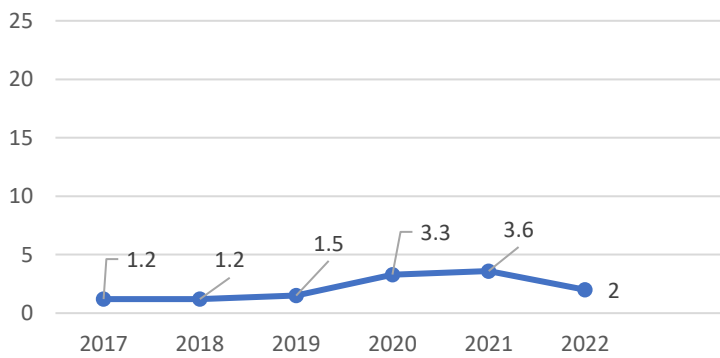
% 16-19 year olds participating in education, employment or training



There was an increase of 0.4% in the last year. This indicator remains above the Scottish average of 92.1.

Source: Annual Participation Measure: Skills Development Scotland (SDS). Data source timeframe Jan-Dec.

% 16-19 year olds claiming out of work benefits



There has been a decrease in the last year of 1.6 percentage points, and is below the Scottish average of 3.8%.

Source: 16-19 year old Claimant Count: Skills Development Scotland (SDS). Data source timeframe Jan-Dec.

Snapshot of success in 2021-22

- The Work EastRen team, Local Employability Partnership and employability partners have continued to work in partnership to promote and deliver sustainable pathways into employment for local residents.



- Employability partners have been able to access the **Young Person's Guarantee and No One Left Behind** funding to deliver a wider range of services aimed at getting **16–24-year-olds into vocational training/sustainable employment**. Activity has included childcare, modern apprenticeships, care experienced young people, additional support needs and Positive Pathways programme. We have supported more than 190 young people through a range of provisions offered internally and through our third sector providers locally. 43 young people have started employment, 26 have started Modern Apprenticeships and 15 have entered further educations.

- The Work EastRen team also delivered **employability support to those at risk from redundancy** via the Partnership Action for Continuing Employment (PACE) programme. The PACE Client Adviser supported 15 people who had been made redundant during Covid, with 9 progressing to further employment. Training courses were also delivered to help those with **criminal convictions** into employment; this supported 5 clients and this support is ongoing. The Work EastRen team has continued to provide specialised **employability support to the Syrian community**. The Refugee Client Advisor worked with a caseload of 20 clients from Syria supporting them with a range of training, volunteering and employment opportunities.



- **DYW (Developing the Young Workforce) School Co-ordinators** continue to co-ordinate work related and work-based learning; collaborate with employers to develop the curriculum offer and progress the development of learner pathways, establish employers and school partnerships. An employer networking brunch took place with the aim to ensure every school will have an effective and sustainable partnership with at least one employer, and to strengthen links between education and employers.
- Membership of the Local Employability Partnership groups has been extended to include **East Renfrewshire Chamber of Commerce, Business Gateway East Renfrewshire, and Include Me 2**. Through the **Young Persons Guarantee** funding, Include Me 2 provide dedicated and specialised **employability support for those residents with additional support needs**. The programme provides a range of individual and small group approaches to help develop the skills, confidence, awareness and understanding to reach a positive destination in the young person's employment journey.
- Significant resources have been awarded by the Scottish Government's **No One Left Behind and Young Person's Guarantee Programme** and in particular, **employer recruitment incentives (ERI)**. Individuals (including graduates) are **eligible for ERI support if they are unemployed** (or on a paid work experience programme) and if they meet certain criteria. We have supported **15 employment recruitment incentives** aimed at young people with a range of local employers. Employment has included: hairdressing, green keeping, child minding,

administration, social media, floor laying, heating engineering, support working for a third sector organisation and welding. In addition, **a further 6 'all age' ERIs** were supported.

- Funding was also secured to help deliver the **Kickstart programme** via DWP, **creating new jobs for 16-24 year olds on Universal Credit** who are **at risk of long term unemployment**. Young people can enter a work placement with an employer and the UK Government pays them 6 months minimum wage. We supported 38 Kickstart placements during 2020/21.
- **The Council's Economic Development team** continues to promote its grants and loans programme to local businesses, while the **Business Gateway team** continues to support new and existing business in ER. The Economic Development team has been responsible for the processing and payment of various **Covid business grant programmes** since March 2020. To date the team has processed **over £22m in grant payments**.
- The Council's Economic Development team, Business Gateway East Renfrewshire and local employability partners continue to encourage local employers to adopt **Fair Work practices**. Business development grant applications to the Council requires applicants to demonstrate how they have adopted Fair Work practices. **The Work EastRen team does not advertise or put forward clients for any zero hour contracts** and works with clients to **access living wage jobs**. The Council's Economic Development and Business Gateway teams offered funding to help employers pay their staff the real Living Wage.
- Through the **Parental Employability Support Fund (PESF)**, the Council has been allocated Scottish Government budget to **support parents in employment and at risk of in-work poverty**. In partnership with **DWP, Skills Development Scotland** and the **Third Sector** interface, the Council developed a model exclusively focusing on providing in-work support. This **will address all barriers to work** including lack of skills, experience, health support, money advice and childcare access. To date the team have registered 38 clients with 16 moving into employment and 6 who have entered into further vocational training.
- The CLD team delivered a range of wider accreditation opportunities for our young people including; **Duke of Edinburgh, Junior Awards Scheme for Schools (ASDAN), Dynamic Youth Awards and SQA Personal Development**.

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

Community Plan Indicators

Economy and Environment							
Indicator	Rationale for inclusion	Source	ERC Baseline	Aim to Maximise (↑) or Minimise (↓)	Direction of travel over the last year	ERC Performance against Scotland	Comments
% of adult population with qualifications at NVQ level 4 (HND/Degree) and above	Gives an indication of how skilled our working age population is.	NOMIS, Annual Population Survey	54.6% (Year 2018)	↑	↑		The current rate of 63.6% is higher than the Scottish average of 50.1%. These numbers are estimates based on a sample survey (Annual Population Survey data). True values will lie between + or – 3.9% of the quoted figure.
% of population aged 16-64	East Renfrewshire relies on its working age population to contribute to the production of the local economy as well as providing vital services for our children, young people and older people.	NOMIS, Annual Population Survey	59.8% (Year 2018)	↑	↓		The working age population has slowly been decreasing over the last few years and the latest figure of 59.3% is lower than the Scottish average of 63.9%.
% of residents who are satisfied or very satisfied with East Renfrewshire	Gives a general sense as to how residents feel about living in the East Renfrewshire area.	Citizens Panel	94% (Year 2018)	↑	↓	N/A	Satisfaction remains high although a slight decrease may be as a result of the Covid-19 pandemic. As the Citizens Panel survey is bespoke to East Renfrewshire,

as a place to live							there are no national comparisons available.
Business Survival Rates	A ratio of the number of businesses still trading after 3 years against the number of new business set up at the same time	Scottish Government	60.29 (Year 2014)				The 3-Year business survival rate for 2017 is 57.6, i.e. 57.6% of businesses that were 'born' in 2017 were still active in 2020.
Median Earnings for residents living in the East Renfrewshire area who are employed *CPOP Indicator	Provides a measure of median earnings for full-time workers who are resident in the area.	Office for National Statistics – Annual Survey of Hours and Earnings	£590.70 (Provisional figure for Year 2017/18)				The current median earnings has reduced to £809.40 but is still significantly higher than the Scottish average of £622.
Carbon Dioxide (CO2) Emissions per Resident *CPOP Indicator	In recent years, increasing emphasis has been placed on the role of regional bodies and local government in contributing to energy efficiency improvements, and reductions in carbon dioxide emissions.	Department for Business, Energy & Industrial Strategy	4.6 (Year 2015-16)				The number of CO2 emissions per resident has been decreasing steadily since 2015.

Snapshot of success 2021-22

Community Transport

The **Community Hub** established a **Vaccination Centre Volunteer Transport Network** to provide local residents with information on all available transport options for travel to and from local vaccination centres, including the offer of volunteer drivers providing a transport service. Although the service was not as busy as original estimates predicted, it did illustrate **a working model that could be pursued for future Community Transport provision.**

The Community Hub (including Talking Points) received **28 calls** regarding transport issues from residents seeking to attend activities in the area or to access community services. Almost one third of these calls were from Newton Mearns residents. After further consultation, a number of these calls resulted in residents organising their own transport. However, Alzheimer Scotland was able to provide transport solutions for their activities. The Hub has also signposted 17 calls to CTER for medical appointments and two calls for *Driving Miss Daisy* (a local social enterprise).



Following completion of 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.

Climate Action

The CLD team secured funding which was distributed by Youthlink to provide support to young **Climate Change Ambassadors**. As a result, the 'Go Green' group has been formed to create a longer-term, embedded offer for climate action and sustainable education programmes through youth work.

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...

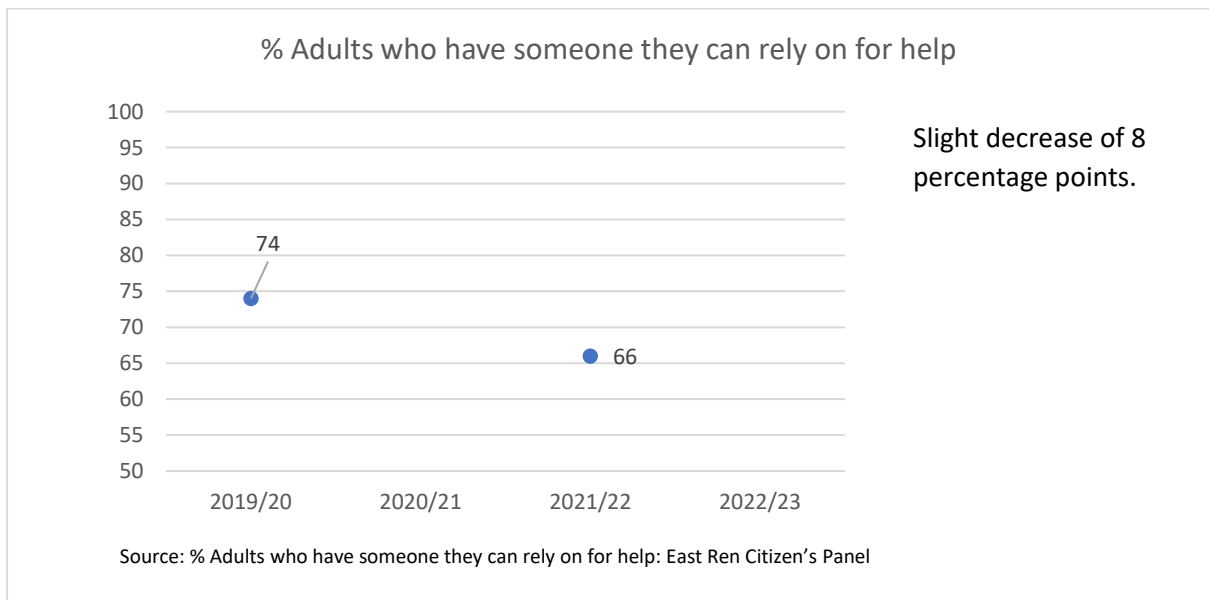
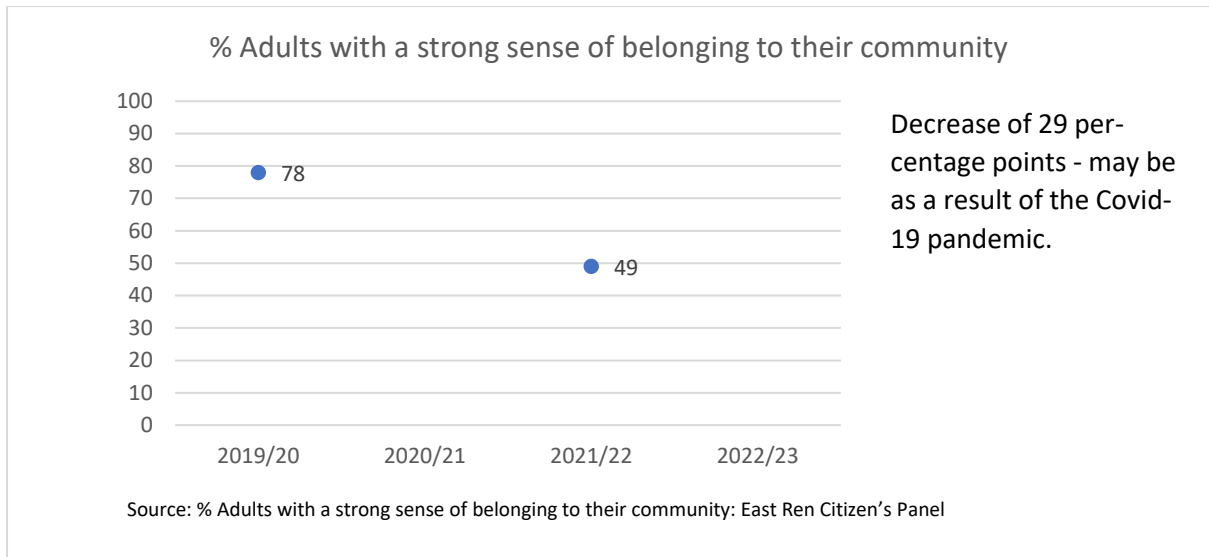
- Residents' mental health and wellbeing is improved*
- Residents live in safe communities with low levels of crime and anti-social behaviour
- Residents are protected from harm and abuse and public protection is safeguarded
- Residents live in communities that are strong, self-sufficient and resilient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

*Fairer East Ren outcome

Community Plan Indicators

Safe, Supportive Communities							
Indicator	Rationale for inclusion	Source	ERC Baseline	Aim to Maximise (↑) or Minimise (↓)	Direction of travel over the last year	ERC Performance against Scotland	Comments
Number of crimes per 10,000 population *CPOP Indicator	Measure of crimes taking place in the area, indicating how safe the area is to live in.	Scottish Government (Police Scotland)	262 (Year 2017-18)	↓	↓		Decrease of 7 crimes per 10,000 population
Number of dwelling fires per 100,000 population *CPOP Indicator	Seeks to establish the number of deliberate fires and the work of Scottish Fire and Rescue within the CPP in reducing deliberate fires. Also supports the work of SFR education communities and making residents safer from the risks of accidental fires.	Scottish Fire and Rescue (data provided to the CPOP)	68 (Year 2016-17)	↓	↓		This figure has decreased from the previous year, having seen a significant spike in 2019/20.
% of residents who feel crime in ERC has increased over the last two years	Perception measure of rates of local crime from East Renfrewshire residents.	Citizens' Panel	29%	↓	No new data available	N/A	Bespoke to East Renfrewshire.

Fairer East Ren Progress



2020/21 data missing due to pandemic therefore not shown in chart

Snapshot of success 2021-22

While many of the groups and clubs which had positively impacted on residents' mental health and wellbeing pre-pandemic have still not been able to re-start face-to-face, there have still been some key successes to report.

- Nine **health walks** have been offered across East Renfrewshire, supported by 14 volunteers. Between October 2021 and March 2022, 19 new walk members registered, with an average of **70 regular walkers meeting every week**. Six **Strength & Balance classes also started** for people who were inactive during the pandemic but didn't yet feel able to start joining the walks. Twelve people attended each class every week with venues including Neilston Development Trust, Dunterlie Resource Centre in Barrhead and Mearns Kirk Helping Hands.
- **The Community Hub** responded to almost **850 calls** on its community helpline:
 - 154 calls about shopping assistance
 - 791 calls for general information about local activities and supports
 - 764 calls relating to social isolation resulting in a Community Hub Wellbeing call

More than 200 callers were signposted in the last year, which resulted in around 240 separate signpost interventions to more than 40 local organisations including community groups, the Council, the HSCP and Third Sector organisations. The most common request were residents seeking information on what local activities were available, what groups had re-started and how people could access them. As a result, the Community Hub's Pandemic Emergency Response directory has been re-designed to reflect **more community-based activities** rather than pandemic supports: <https://eastrencommunityhub.org.uk/>



- A new two year Scottish Government **fund to support adult mental health and wellbeing** was distributed within East Renfrewshire via Voluntary Action East Renfrewshire (VAER) in partnership with the local Integrated Joint Board, Community Planning Partnership and community organisations through its Wellbeing Network. **Over £230,000 was awarded to 17 local groups** in the first year. The second round of funding is due to open in the Summer of 2022.
- The **Community Link Service** continued to have a high demand with over **800 referrals** in the period April 2021 - March 2022. There are currently 10 workers (4 WTE), offering telephone appointments due to ongoing restrictions at the GP practices. Over two thirds of referrals are female, continuing previous trends, and the most common female age group seeking support are aged 26-35 followed by 36-55 years. The most common age group for men was 46-55 years. Reasons for needing support are similar to previous years, **anxiety and stress**, followed by **depression**. In 2021-22, family issues (including bereavement / loss) was also one of the top three reasons. The main interventions provided by link workers in the last year were: **mental health and emotional wellbeing support, liaising/signposting to other supports such as welfare advice, and counselling**.

- Some of the key emerging evidence around suicide in light of the pandemic indicates that there has been **no significant increase in deaths by suicide to date**. **Prevention and early intervention**, therefore, have an even more **significant role** and there continues to be a lot of activity around **staff awareness raising** and **social media promotion of available supports and services**. There are **172 staff** from statutory and third sector booked on to the current online wellbeing programme commissioned by the HSCP from Scottish Association for Mental Health. This programme includes sessions on supporting others with their mental health and suicide awareness.
- **Suicide prevention action planning** workshops are due to take place later this year and the East Renfrewshire action plan will be informed by the publication of the national strategy in September 2022. This work will require wide involvement across all front facing services, reflecting the message that suicide is **“everyone’s business”**. A working group will lead the work with the Mental Health and Recovery Planning group taking an oversight role and signing off the draft plan. Bereavement through suicide is also a key area which will be explored.
- The CLD team delivered a programme of detached youth work across East Renfrewshire, this resulted in **3437 contacts** with young people from April 2021 to March 2022.
- **VAER digital network sessions have helped us to understand the barriers that prevent residents going online**. Barriers include: cost (device & connectivity), safety, skills, literacy, and disabilities. Barriers are considered on an ongoing basis in all development work and communications, for example digital inclusion questions are to be embedded in Talking Points 'Good Conversations'.
- **A map showing free Wi-Fi access at ERCL venues** is on the **Community Hub website**. Libraries are replacing all public access PCs with new Windows 10 devices (including most up-to-date versions of Office) in Spring 2022. Code Clubs in libraries, aimed at primary school children, will be re-introduced in during 2022. Work is underway to migrate the public WiFi offer away from current Virgin Media managed service to WiFi Spark by the Summer 2022, enabling more joined- up public WiFi across more sites.
- **ER Citizens' Advice** is continuing to offer twice weekly **HERO (Help East Renfrewshire Online) appointments** to clients without access to computers, allowing them to apply for jobs under their claimant commitment, update their UC (Universal Credit) journal and adapt their skills. The appointments also allow clients to develop their CVs - clients are shown how to use Microsoft packages and how to edit these easily. Clients are becoming more computer literate through this and are now confident in checking their emails on their phones, logging onto their UC and updating their journals without assistance. It is hoped that the **re-introduction of HERO drop-in sessions at libraries** over the forthcoming months will **facilitate group learning**

- **Adult Learning Services** continue to support recipients of devices through the Connecting Scotland Programme and it is hoped that clients will be able to progress with their devices more quickly through face to face learning opportunities. Some residents, previously provided with a device from a partner service, now want a course to show them how to use it. As a result, a **new IT course** will shortly commence in the Foundry in Barrhead (where most of the current need is), **allowing people to bring their devices with them, learning together in a small group.**



- **ER Citizens' Advice** has been working with **Include Me 2** to provide **drop-in sessions** to local residents. Other organisations can also send clients along **for digital support.**
- The **Market Place in Newton Mearns** has been providing **one-to-one digital support** to residents and a total of **34 Cyber Resilience sessions** were provided to partner organisations by the end of March 2022.
- **Libraries have been providing support** to complete the **2022 Scotland's Census online** and **ER Citizens' Advice** have also been supporting clients with no access to computers or the skills on how to use them to complete the Census online.

Case Studies

Helen* –Remote IT Support Sessions (Care documents)

Helen had been given a brand new PC and, as a carer for her disabled daughter, she needed to set it up, print pro forma updates from her daughter's support team regarding her care and to type, save and print important documents herself. She also wanted to print PDF files of meeting minutes from a committee she's a member of.

Helen had more than a dozen one-to-one Support Sessions with the tutor over the phone, then video calls via WhatsApp and Zoom, to set up her PC, printer and speakers. Over the course of the sessions she learned how to:

- use Word Online to create, access and print her own documents
- reset her e-mail password to access her messages
- clear space on her phone to allow other apps to be downloaded onto it
- retrieve her contacts list and back up her photos on her phone
- install anti-virus software onto her PC
- use the Translate tool to keep in touch with Spanish and Swedish friends.

Following subsequent printer problems, the tutor helped her to un-install then re-install her printer.

June* - Remote IT Support Sessions (Post-Bereavement support)

June's mother passed away during the pandemic and, after many years of being her carer, she had been receiving bereavement counselling over Zoom on her phone, but wasn't too confident using Zoom plus the screen was very small.

June was also trying to get back into some hobbies to aid her recovery and mental health and was keen to use her new Chromebook laptop to look further into her family tree; access e-mail and Facebook to keep in touch with people; clear space on her phone to allow a software update; manage the music on her phone for walks in the park and gym sessions.

June had 12 one-to-one Support Sessions with the tutor over Zoom, through which she became more confident in using the technology, finding out information online and managing her devices herself. The tutor showed her a family history website and June later enrolled on a Genealogy course at college to help her with her research. She was even able to add details of her ancestors onto the Ancestry website to create her own family tree. She found a Mindfulness Walking session by searching online and subsequently attended the group in-person. June can now access Facebook and e-mail on her Chromebook and is now able to organise the storage space and music on her phone.

June:

"I had a bereavement in lockdown. I lost my mum after caring for her for some time. My confidence and self-esteem are low. I am trying to learn new things as well as maximising the use of things I already have and don't know how to use eg new Chromebook, Zoom, Facebook, musical and digital storage, Genealogy. [Tutor] has a wealth of knowledge. She has advised me on IT issues that I would never have been able to resolve on my own."

Heather* – Remote IT Support Session (Retirement form)

Heather was e-mailed an important form to be completed regarding her impending retirement but had been unable to retrieve what she had filled in so far, tick the check-boxes or add her signature to the form. Following a one-to-one Support Session with the tutor over Microsoft Teams, Heather learned how to locate her saved form, add ticks to the check-boxes, save the file correctly and attach it to an e-mail to send back.

Heather:

"An enormous thank you for today... you were absolutely marvellous!! There's no way I could have done that myself."

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

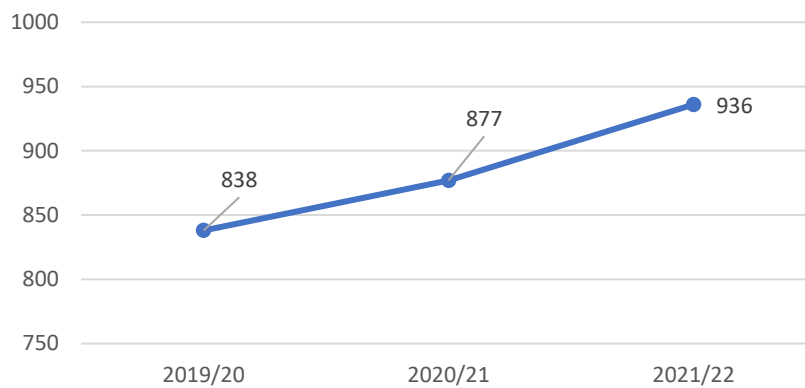
*Fairer East Ren outcome

Community Plan indicators

Older People and People with Long Term Conditions							
Indicator	Rationale for inclusion	Source	ERC Baseline	Aim to Maximise (↑) or Minimise (↓)	Direction of travel over the last year	ERC Performance against Scotland	Comments
Older Age Dependency Ratio (Ratio of people aged 75+ to the working age population aged 16-64)	Ratio of older people 75+ to the working age population (16-64). A rise in this ration, coupled with the cost of care for older people, indicates that the CPP may have a greater challenge in providing care for its older population.	National Records of Scotland Population Estimates	15.8 (Year 2018)	N/A	N/A	N/A	No new data available
Male Life Expectancy at age 75 Years	Provides an estimate of how many further years a 75 year old male residing in East Renfrewshire today can expect to live. Based on mortality rates at the time.	National Records of Scotland	11.7 (Year 2015-17)	↑	↔	●	Male life expectancy at age 75 has remained steady. East Renfrewshire has a higher life expectancy rate than the Scottish average.
Female Life Expectancy at age 75 Years	Provides an estimate of how many further years a 75 year old female residing in East Renfrewshire today can expect to live. Based on mortality rates at the time.	National Records of Scotland	13.1 (Year 2015-17)	↑	↑	●	Female life expectancy at age 75 has increased by nearly a year since the last estimate and has been consistently higher than the Scottish average.

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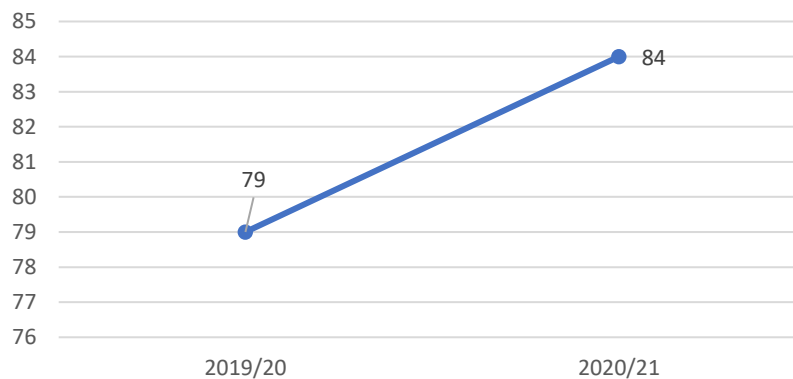
Confidence at home packages



Increase of over 150 confidence at home packages supplied. This data was sourced locally and as such there is no national comparison.

Source: Number of packages active and Number of nuisance calls blocked: Local data.

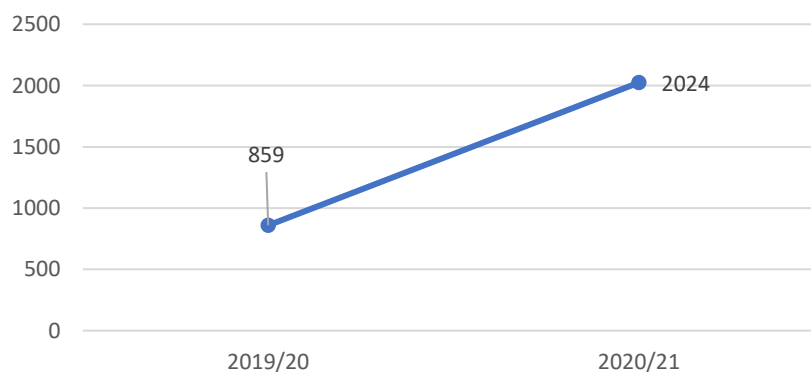
Domestic abuse



This increase is highly significant particularly regarding the impact of the COVID pandemic on victims/survivors of domestic abuse and reflects the intensive wrap around support provided to women and children.

Source: Domestic Abuse Outcomes: Violence Against Women & Girls Update Report.

Public Nuisance Calls



Public nuisance calls more than doubled in the last year, perhaps as a result of residents staying local due to Covid-19 restrictions. This data was sourced locally and as such there is no national comparison.

Source: Public Nuisance Calls reported: ERC Community Safety.

Snapshot of success 2021-22

- East Renfrewshire **Trading Standards** are now working with **Police Scotland** to **deter home maintenance fraudsters**. The multi-agency GRIP (Greater Results in Partnership) meetings continue to take place weekly to discuss the previous week's activity around crime and anti-social behaviour and to identify any emerging trends. **Community Safety** and **Youth Services** also meet with Police Scotland & British Transport Police weekly to discuss planning for events and staff resourcing over the upcoming weekend.



- **Talking Points** continues to develop as the main point of contact for residents across East Renfrewshire around guidance and advice with all aspects of community supports. A founding member of the Community Hub, **Talking Points has distributed 30,000 postcards across the authority**, built links with over 70 organisations and developed an online referral system and new media outlets. Going forward, Talking Points will be hosting three weekly community "*Talking Points*" where residents can either pop in or make an appointment.
- We continue to strengthen the capacity of our services and action across the whole system to address the long-term effects of trauma and abuse experienced by women, children and young people. Monthly **Domestic Abuse Risk Assessment training** is delivered and is well attended with representation from Adult Social Work, NHS, Children and Families Social Work, Addictions, Housing, Education, Psychological Services, Fire and Rescue. Additional training is being delivered to Home Care Staff.
- **East Renfrewshire** is one of eight pilot sites in Scotland contributing to the national programme **Equally Safe at Work**. The pilot is progressing with the first e-learning module centred on gender being available and to date **120 staff have enrolled for the first module**.
- The Council also participated in the national campaign *16 Days of Action* to **end violence against women and girls** by developing a specific local programme of key messaging and campaign activity delivered throughout the 16 days.
- East Renfrewshire Women's Aid has continued to provide emotional and practical support to women, children and young people throughout the Covid-19 crisis. **Almost 1,230 women and children were supported** across the three core services, helpline and drop-in enquiries compared to 805 during the same period last year – an increase of 52%. Between April 2021 and March 2022, ER Women's Aid service reported **significant change and improvement for women** across all reported outcomes - 125 reviews were completed with **87% of women assessed noting improvement in progress in their outcomes overall**. Reduction in risk is reflected in the significant increases in the areas of safety with **91% improvement, health & wellbeing 82%, and empowerment & self-esteem 78%**.
- Domestic abuse referrals are expected to continue to increase longer term. Recovering from the social and economic effects of Covid-19 and mitigating the long-term effects of trauma and abuse experienced by women, children and young people will require continued action to strengthen the capacity of our services and action across the whole system to ensure their recovery needs are recognised and addressed.
- Almost **650 fire home safety visits** were carried out between April 2021 and March 2022.

- **Older residents** have attended two '**Digital Newbies**' face-to-face sessions with two Digital Champions at the Museum in Barrhead to learn how they could better use their devices.



- **Mearns Kirk Helping Hands (MKHH)** has **two young volunteer champions trained and supporting older people to use technology.** A volunteer is matched to an older person who is looking for one to one help with technology. Community visits are facilitated by MKHH staff. **Six older people have been supported on a one to one basis to date.**

- Since 1 April 2021 **ER Trading Standards** has installed **82 call blockers to protect older and vulnerable people** from scam phone calls. To date, more than **11,000 nuisance and scam phone calls have been blocked** and it is estimated that **18 scams have been prevented.** On average, 20 of these calls are received each month. Almost a quarter of all calls received were nuisance calls or scam calls and almost all were blocked by trueCall technology. It is also estimated that over the four-year life cycle of these units, they will have **blocked around 76,500 nuisance calls, prevented 124 scams, saved vulnerable households £366,500, led to a reduction of £340,400 in NHS, social care and police costs and an increase in wellbeing & quality of life valued at almost £367,000 - total benefits of over £1m.**

Multi-agency approach to prevent falls in the home

Brenda* is a 76-year-old woman who lives on her own. She has deteriorating breathing problems due to COPD and had recently been discharged from hospital with medical oxygen to use if required. Although independent, she had lost confidence with some of her daily activities such as showering, preparing meals and going out due to her fear of falls. As a result, she had become increasingly reliant on her daughter. Following a fall in her bathroom, Brenda managed to phone her daughter who called the emergency services as she was unable to assist her mother up from the floor and she had also sustained a minor injury to her lower leg.

The Scottish Ambulance Service (SAS) responded and following full clinical assessment, treated the injury on scene. Brenda agreed to SAS making a referral to East Renfrewshire HSCP to request urgent follow-up by the Community Rehabilitation Team (CRT) for a falls multifactorial assessment and any additional supports which could be offered.

A home visit was carried out by the CRT the following day to assess Brenda when it was discovered that there were a number of factors contributing to her risk of falls. Over the next ten weeks, Rehabilitation Support staff helped Brenda to improve her function, strength, balance, mobility, independence and confidence by working through the rehabilitation programme devised between Brenda, the Physiotherapist and the Occupational Therapist. Dietetic advice was also provided to improve Brenda's nutrition. Equipment was provided to help her get in and out of bed, off and on the toilet and access her shower. A mobility aid was also provided to help Brenda move safely around her home independently and outdoors with family. A community alarm referral was made and Telecare was installed comprising of a wrist strap "red button" alarm to press for assistance if, for example, she had another fall. A referral was made to the Scottish Fire and Rescue Service for a home fire safety visit and advice was given to her daughter about the local Carer's Centre.

Brenda is independent with all her daily activities and she and her daughter know how to access advice about additional supports, if they require them, through Talking Points and the Initial Contact Team. She is going to start the local vitality exercise classes which run in the leisure centre with the help of her daughter, in order to continue with her strength and balance programme

* Names have been changed

Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank



Our Community Planning Partnership (CPP) continues to work to reduce the inequalities experienced by residents in those areas where outcomes in health, employment, education and experience of crime can be disproportionately poorer when compared with other areas of East Renfrewshire. As a reminder, these areas are Auchenback; Dunterlie, Arthurlie & Dovecothall; Neilston and Thornliebank. The 'locality planning' approach which we use to address these inequalities considers residents' needs, priorities and aspirations and aims to improve them using resources across our CPP organisations and local community groups.

During the pandemic we continued to engage with residents in different ways. The Community Learning and Development (CLD) Team adopted a detached Community Engagement approach with its staff being out and around local communities, speaking to residents in outdoor spaces about their communities and the issues facing them. In addition to this, an online survey was promoted through the Council's social media platforms to residents living within the locality planning areas. The survey aimed to gather residents' views about their communities and identify local priorities in relation to renewal and recovery from Covid-19. The survey was completed by residents from across all four locality planning areas. When asked '*what topic(s) are important to you and your community?*', local residents identified the following key priorities:

<i>My community members feel safe in their locality</i>	37%
<i>My community has improved physical environments including greenspaces</i>	34%
<i>Increased & targeted services for young people</i>	34%

<i>My community is a thriving locality as a result of investment in people and the physical environment</i>	34%
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Residents also identified new and emerging priorities such as **loneliness and isolation, living costs and ongoing concerns in relation to Covid-19.**

Those who completed the survey were invited to come along to a virtual session where they could discuss these issues with members of the CLD team and other residents. The virtual session also allowed residents the opportunity to start discussing how communities can drive forward and refocus locality plans, work with services to influence change and make decisions that will have a positive impact on their communities.

Residents were keen to have face-to-face sessions and the recent changes in restrictions will now allow us to have more face-to-face engagement with communities and discussions from this will be reflected in the community planning process to drive services forward. Sessions have been planned to take place after the local elections and these will go partway to contributing to forward planning for the locality planning areas.

Some face-to-face delivery of community engagement has already taken place which has allowed us to work with local people to find out how they want to be involved, what the next steps should be and what their priorities for their communities are.

Next steps

With the recent local elections and incoming administration, and as we continue with our post-pandemic recovery and renewal, the 2021-22 Fairer East Ren Recovery Transition Delivery Plans will be rolled forward for 2022/ 2023. This will allow us to work together in partnership to review our strategic planning approach and develop ambitious, longer term delivery plans that allow East Renfrewshire to thrive and work to create a fairer future with all.



Report produced by Strategic Services Team, East Renfrewshire Council

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