

**Department of Business Operations and Partnerships**

**Director: Louise Pringle**

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

Phone: 0141 577 3000

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

Date: 8 September 2023

When calling please ask for: Colin Sweeney (0141-577-3023)

Email: [colin.sweeney@eastrenfrewshire.gov.uk](mailto:colin.sweeney@eastrenfrewshire.gov.uk)

TO: Provost Montague; Deputy Provost Campbell; and Councillors Anderson, Bamforth, Buchanan, Convery, Cunningham, Devlin, Edlin, Ireland, Lunday, Macdonald, McLean, Merrick, Morrison, O'Donnell, Pragnell and Wallace.

**EAST RENFREWSHIRE COUNCIL**

A meeting of the East Renfrewshire Council will be held in the Council Chamber, Council Headquarters, Giffnock on **Wednesday 13 September 2023 at 5.00pm.**

The agenda of business is as listed below.

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

Yours faithfully

**Louise Pringle**

L PRINGLE

DIRECTOR OF BUSINESS OPERATION AND PARTNERSHIPS

**PROGRAMME OF BUSINESS**

- 1. Report apologies for absence.**
- 2. Declarations of Interest.**
- 3. Submit for approval as a correct record and signature the Minute of the Meeting of the Council held on 28 June 2023.**
- 4. Submit for approval as a correct record and signature the Minute of the Special Meeting of the Council held on 17 August 2023.**

## 2

5. Submit for approval as a correct record the Minutes of Meetings for the period 29 June 2023 to 11 September 2023.

6. Item Remitted to the Council

**Annual Treasury Management Report for 2022/23– Report by Head of Accountancy (Chief Financial Officer) (copy attached, pages 5 - 20) (Audit and Scrutiny Committee – 10 August 2023).**

### **Audit & Scrutiny Committee Recommendation**

That that the attached organisations for investment of surplus funds, be approved.

7. **Motions**

The following motions have been submitted, on notice, in accordance with Standing Order No.27.

i) Motion from Councillor Macdonald, seconded by Councillor Ireland

*East Renfrewshire Council notes:*

- a) *The increasing public concern about the use of pesticides and herbicides, particularly those containing glyphosate, in weed control and the potential damage to health and to biodiversity.*
- b) *Scottish Government guidance, which informs councils to avoid blanket treatment with pesticides and herbicides, except with invasive species.*
- c) *Several Scottish Local Authorities have, or are currently, looking at alternatives to pesticide and herbicide usage.*

*East Renfrewshire Council agrees:*

1. *To identify and audit the extent of the Council's spending on herbicides.*
2. *To develop a herbicide policy stating for public information the current uses made of herbicides by the Council and their locations*
3. *To consider and report on alternatives to herbicide weed control and the potential for reducing longer term costs*
4. *To pilot alternative methods of weed control and herbicide free zones in partnership with local groups where appropriate*
5. *To commit to the aim of a herbicide-free Council (joining numerous other local authorities across Scotland, England, Wales and Northern Ireland and in other countries) and to set a timetable for the phased elimination of herbicide use by Council resources and their contractors"*
6. *To recognise how important insect polinators, such as the bee population is to the future of our survival and for the survival of the planet. To that end, East Renfrewshire commits itself to becoming a "polinator friendly" local authority and recognises the harm being caused to polinator populations by herbicides such as Glyphosate.*

ii) Motion from Councillor Ireland, 3<sup>rd</sup> seconded by Councillor Lunday

**"Foodbanks, Food Larders & Baby Bank Collections**

Council:

1. Notes, that the use of food banks has risen sharply since 2010, with demand this year higher than ever before,
2. Notes and thanks the many volunteers and organisations across East Renfrewshire that run and manage food banks / larders to help those in need.
3. Expresses great concern that Foodbanks, Food Larders and Baby Banks are facing high levels of demand from adults and children in need of vital help at this time.
4. Council therefore agrees to follow other local authorities and facilitate a regular food donation collection within both the Barrhead and Eastwood Council buildings to help local Foodbanks and Food Larders meet the increased need.

iii) Motion from Councillor Bamforth, seconded by Councillor Lunday

At the Full meeting of the Council on 26 October 2022 (Page 263, Item 201 refers), it had been agreed that officers be instructed to formulate a Council-wide strategy for the deployment and maintenance of public access defibrillators (PADs), and to lobby the Scottish Government to provide additional funding to allow it to partner with voluntary, charity, and community groups to implement this policy.

In addition, Council considered a report by the Chief Executive on the deployment and maintenance of Public Access Defibrillators (PADs), including the current position, current costs involved and the options of funding to support it.

Council:

- a) Welcomes the work currently underway to identify the locations of defibrillations within our communities.
- b) Notes, however, in the past 8 months from the council meeting of 26 October 2022 there have been no new defibrillators installed, or planned, in East Renfrewshire. Furthermore no money has been forthcoming from the fund set up by the Provost for this express purpose.
- c) Notes, in addition, as a consequence of this paper, this has led to an unfortunate loss of potential match funding and funding for ongoing defibrillator costs for local community groups who wish to install their own defibrillators.

Due to this inaction, Council:

1. Notes that every year, over 3,000 people in Scotland, including children and young people, experience an out-of-hospital cardiac arrest (OHCA).
2. Notes that, unfortunately, only 1 in 10 people survive such an event. Automated External Defibrillators (AEDs) can play a significant role in saving the lives of people who suffer heart attacks in public. It is estimated that a shock from an AED, alongside Cardiac Pulmonary Resuscitation (CPR) treatment, increases survival rates to 75-80%.

## 4

3. *Notes that, although there are public defibrillators in various places across East Renfrewshire including some council premises and assets, there are gaps, especially in the provision of publicly accessible AEDs within or at our local schools. Therefore, Council agrees to bring a report to Full Council no later than December 2023, detailing a plan to roll out more publicly accessible AEDs at all our primary and secondary schools.*
8. **Statements by Conveners and Representatives on Joint Boards and Committees.**
9. **Provost's Engagements – report by Director of Business Operations and Partnerships (copy attached, pages 21 - 22).**
10. **East Renfrewshire's Children and Young People's Service Plan 2023 to 2026 – report by Chief Officer - HSCP (copy attached, pages 23 - 106).**
11. **Council Tax Consultation – report by Director of Business Operations and Partnerships (copy attached, pages 107 - 116).**
12. **Outcome Delivery Plan 2023-24 Update – report by Director of Business Operations and Partnerships (copy attached, pages 117 - 192).**
13. **Aurs Road Project Funding – report by Director of Environment (copy attached, pages 193 - 202).**
14. **Lease and Servitudes related to Aurs Road Realignment – report by Director of Environment (copy attached, pages 203 - 208).**
15. **Changes to Organisational Structure – Education – report by the Director of Business Operations and Partnerships (copy attached, pages 209 - 214).**
16. **ERCL Trust Board Appointment – report by Director of Education (copy attached, pages 215 - 218).**
17. **Calendar of Meetings 2024 – Amendment – report by Director of Business Operations and Partnerships (copy attached, pages 219 - 220).**
18. **Appointment of Returning Officer – report by Director of Business Operations and Partnerships (copy attached, pages 221 - 222).**

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

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

EAST RENFREWSHIRE COUNCILAUDIT & SCRUTINY COMMITTEE10 August 2023Report by Head of Accountancy (Chief Financial Officer)ANNUAL TREASURY MANAGEMENT REPORT FOR 2022/23**PURPOSE OF REPORT**

1. To advise the Audit & Scrutiny Committee on the Treasury Management activities for the year ending 31 March 2023. The figures reported below are subject to change during the current audit process.

**RECOMMENDATION**

2. It is recommended that the Committee: -
- a) note the Treasury Management Annual Report for 2022/23; and
  - b) recommend to the Council that the attached organisations for investment of surplus funds be approved.

**BACKGROUND**

3. In line with the CIPFA Code of Practice on Treasury Management, the Audit & Scrutiny Committee is responsible for ensuring effective inspection of treasury management activities and this report is submitted in accordance with this requirement.

**SUMMARY**

4. Overall the report demonstrates a well-managed treasury function within the Council. The average interest rate on long-term borrowing has decreased slightly over the previous year, reflecting the scheduled maturity of existing borrowing with higher interest rates. The Council continues to adopt a prudent approach to treasury management and in particular the percentage of loans held as at 31 March 2023 that had variable interest rates was 7.17% which is well below the Council's approved upper limit of 15%. The resulting stability in borrowing assists the Council in responding to the current national economic pressures.

**RECOMMENDATION**

5. It is recommended that the Committee: -
- a) note the Treasury Management Annual Report for 2022/23; and
  - b) recommend to the Council that the attached organisations for investment of surplus funds be approved.

**REPORT AUTHOR**

Head of Accountancy (Chief Financial Officer): Margaret McCrossan  
Chief Accountant: Barbara Clark

Telephone Number:

0141 577 3068

E-mail:

[barbara.clark@eastrenfrewshire.gov.uk](mailto:barbara.clark@eastrenfrewshire.gov.uk)

Report Date:

4 July 2023

---

## ANNUAL TREASURY MANAGEMENT REPORT 2022/23

Table 1

## 1. Actual External Debt

	<b>Borrowing 01/04/22 £M</b>	<b>Average Interest %</b>	<b>Borrowing 31/03/23 £M</b>	<b>Average Interest %</b>	<b>Change in year £M</b>
<b><u>Long Term Borrowing</u></b>					
Public Works Loan Board	103.67	3.39	112.85	3.30	9.18
Local Authority Bonds	14.40	4.60	14.40	4.60	-
PFI / PPP Finance Leases	78.71	7.17	73.50	7.18	(5.21)
<b>Total Long Term</b>	<b>196.78</b>	<b>4.99</b>	<b>200.75</b>	<b>4.81</b>	<b>3.97</b>
<b><u>Short Term Investments</u></b>					
Temporary Investments	<b>(78.43)</b>	<b>0.47</b>	<b>(68.54)</b>	<b>3.95</b>	<b>(9.89)</b>

## NOTES

- (i) For the purposes of this report long-term borrowing means loans taken on a long-term basis. This differs from the Annual Accounts, which have to categorise long-term loans with less than a year until repayment as short-term loans. Loans above totalling £0.365 million come into this category.
- (ii) The Treasury Strategy approved by the Council on 3rd March 2022, ratified external borrowing of £55m from the Public Works Loan Board to be undertaken during the year in addition to the £10m carried forward approved borrowing relating to 2021/22. However due to the rescheduling of capital expenditure to future years, and a recommendation by the Head of Accountancy to defer long term borrowing, where possible, until the current high interest rates come down, only £10m of new borrowing from the Public Works Loan Board during the year was undertaken and loans totalling £0.82m matured.
- (iii) The average interest rate on long-term borrowing has decreased by 0.18%.
- (iv) The Council's net external borrowing position has decreased in total by £5.92 million during the year.
- (v) The Council's activity in the temporary investments market is shown along with the corresponding interest rate movements in Appendices 2 - 5. All sums invested were for periods of less than 1 year. In response to difficulties in the financial markets and as part of a risk managed process designed to protect the principal of the sums invested, during the course of the year the maximum period of investment was restricted to 6 months.
- (vi) At 31 March 2023, the Council had 7.17% of its total debt outstanding in variable rate loans. For the Council to gain a high level of stability in overall borrowing costs the Council's Treasury Policy Statement requires the exposure to variable rate loans to be less than 15% of the total debt outstanding.

- (vii) Appendix 6 shows the Bank of England MPC base rate covering the period April 2022 to the date of this report.

## 2. PWLB

The primary source of medium/long term borrowing is from the UK Government through the Public Works Loan Board (PWLB). The PWLB provides loans to local authorities at rates, which are in general more attractive than loans available from other sources.

## 3. DEBT MATURITY PROFILE

The Council's debt maturity profile at 31 March 2023 is shown both below and in Graph format at Appendix 7.

It was a requirement of the Council's Treasury Policy Statement that the maximum amount of long-term debt maturing in any one year should be no more than 15% of the Council's long-term debt outstanding, at the time of borrowing.

The Council's debt Maturity Profile as at 31 March 2023 was within the agreed limits.

### Long Term Debt Maturity Profile as at 31 March 2023

	PWLB	Local Authority Bond	Total	
	£M	£M	£M	%
<b>23/24</b>	0.36	0.00	0.36	0.28
<b>24/25</b>	0.00	0.00	0.00	0.00
<b>25/26</b>	0.00	0.00	0.00	0.00
<b>26/27</b>	5.01	0.00	5.01	3.94
<b>27/28</b>	2.01	0.00	2.01	1.58
<b>28/29</b>	0.00	0.00	0.00	0.00
<b>29/30</b>	0.00	0.00	0.00	0.00
<b>30/31</b>	0.00	0.00	0.00	0.00
<b>31/32</b>	0.00	0.00	0.00	0.00
<b>32/33</b>	0.00	0.00	0.00	0.00
<b>After 2033/34</b>	105.47	14.40	119.87	94.20
<b>Total</b>	<b>112.85</b>	<b>14.40</b>	<b>127.25</b>	<b>100.00</b>

## 4. PRUDENTIAL INDICATORS

In line with the agreed monitoring arrangements for the Prudential Indicators, listed below there is a table showing all the prudential indicators comparing the approved indicator, as reported to the Council on 3 March 2022 along with the actual figures recorded at 31 March 2023, demonstrating that the Council is operating well within the limits set.



<b>Prudential Indicator</b>	<b>Approved indicator</b>	<b>Actual</b>	<b>COMMENT</b>
1. Capital Expenditure	£83,202,000	£44,022,000	Movement is due to revised planning of capital projects within both the Housing and General Fund Capital Programmes.
2. Capital Financing Requirement	£281,723,000	£220,874,000	Movement is due to a reduction in net capital expenditure in both previous and current years.
3. Operational Boundary for External Debt	£286,988,000	£220,111,000	Movement is due to a reduction in borrowing from that approved due to a reduction in capital spend in both the previous and current year.
4. Authorised Limit For External Debt	£318,229,000	£220,111,000	In addition to the variance explanation for the Operational Boundary for External Debt above, the Authorised limit for External Debt also includes a further 15% allowance to cover any unexpected temporary movements of £31,241m which was not required.
5. Gross Debt	£256,515,000	£201,515,000	Movement is because only the £10m approved borrowing carried forward from 2021/22 was undertaken and none of the £55m approved borrowing for 2022/23. This was partly due to the high interest rates and a recommendation to defer borrowing, if possible, until rates come down.
6. Gross Borrowing to CFR (Under)/Over	(£25,208,000)	(£19,359,000)	Movement is due to a reduced net borrowing requirement as a result of a reduction in capital expenditure in both previous and current years.
7. Financing to Net Revenue Stream Non – HRA	7.2%	7.2%	HRA variation is in-line with a reduction in financing costs, along with increased income

HRA	34.0%	31.5%	compared to the approved indicator
8. HRA - Ratio of Debt to Revenue	380.4%	328.3%	The variation is due to a combination of reduced debt and increased Income.
9. HRA – Debt Per Dwelling £	17,165	14,731	The variation is due to a combination of reduced debt and an increased number of dwellings.
10. Code of Practice For Treasury Management	The Council has adopted the CIPFA Treasury Management in the Public Services: Code of Practice and Cross-Sectoral Guidance Notes	All of the approved activities within the Council Treasury Management Policy Statement have been complied with.	

The movement between the Capital Financing Requirement and the Gross Debt indicates the amount of internal borrowing required. This means that the capital borrowing need (the Capital Financing Requirement), has not been fully funded by external loan debt as the cash supporting the Council's reserves, balances and cash flow has been used as a temporary measure. This strategy remains both prudent and cost effective as borrowing costs are currently relatively high and the Head of Accountancy has requested that borrowing, where possible, is not undertaken until interest rates come down from their current level.

	Approved Indicator	Actual
Capital Financing Requirement	£281,723,000	£220,874,000
Gross Debt	£256,515,000	£201,515,000
Internal Borrowing Required	£25,208,000	£19,359,000

## 5. DEBT PERFORMANCE INDICATOR

The Treasury Strategy sets out the following two debt performance indicators

- i) Average "pool rate" compared to Scottish average:
  - Average "Pool Rate" charged by the Loans Fund in 2021/22 was 3.52%
  - Average Scottish Local Authority "Pool Rate" in 2021/22 was 3.49%
  - Average "Pool Rate" charged by the Loans Fund in 2022/23 was 3.34%

The average "pool rate" charged by the Loans Fund in 2021/22 is slightly higher than Scottish Local Authority average and there are several factors that contribute to this.

The increased rate is due to:

- the Council not taking full advantage of new borrowing in 2021/22 at historically low interest rates due to slippage in the capital plan,
- only a small amount of loan debt with high interest rates maturing and
- having a very low appetite for risk when investing surplus funds.

The average Scottish Local Authority "Pool Rate" for 2022/23 is not currently available.

- ii) Average borrowing rate movement year on year:
  - Average borrowing rate in 2021/22 was 4.99%
  - Average borrowing rate in 2022/23 was 4.81%

This is a decrease of 0.18% which is an improvement on the target set in the Treasury Strategy to maintain or reduce rates year on year.

## **6. APPROVED ORGANISATIONS FOR INVESTMENT**

In line with normal practice the status of all Banks and Building Societies has been reviewed in order to amend the current list of approved organisations for investment (see appendix 8). All lending is in line with the permitted methods of investment which were approved by Council on 3 March 2022 as part of the Treasury Management Strategy report.

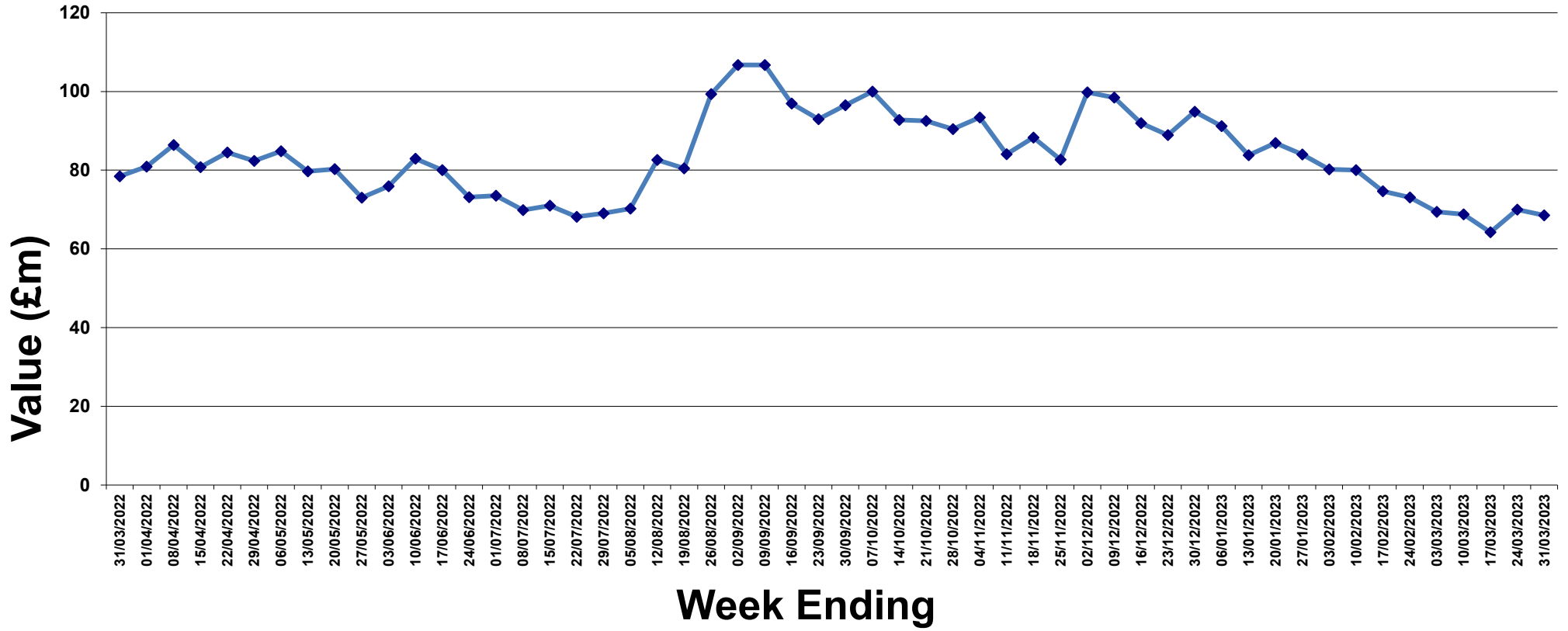
As a result of the banking crisis and in line with prudent financial management, investment has been restricted to UK organisations with high credit ratings. Also, the maximum period of investment was restricted to 6 months, in line with advice from our Treasury Advisers, Link Asset Services. These measures have been taken as part of a risk managed process designed to protect the principal of the sums invested.

Credit ratings of organisations on the counter-party list are subject to continuous monitoring and review to ensure that subject to available professional advice, approved organisations remain sound for investment purposes.

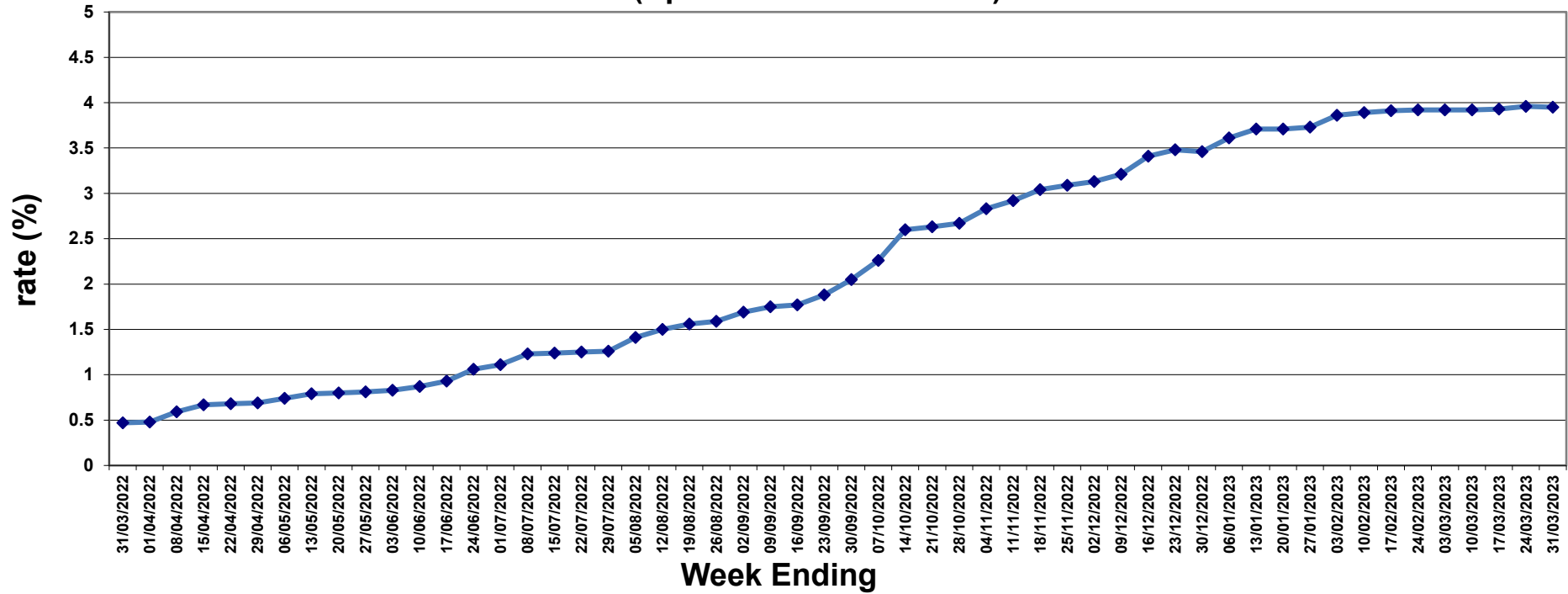
## **7. TREASURY MANAGEMENT RISK**

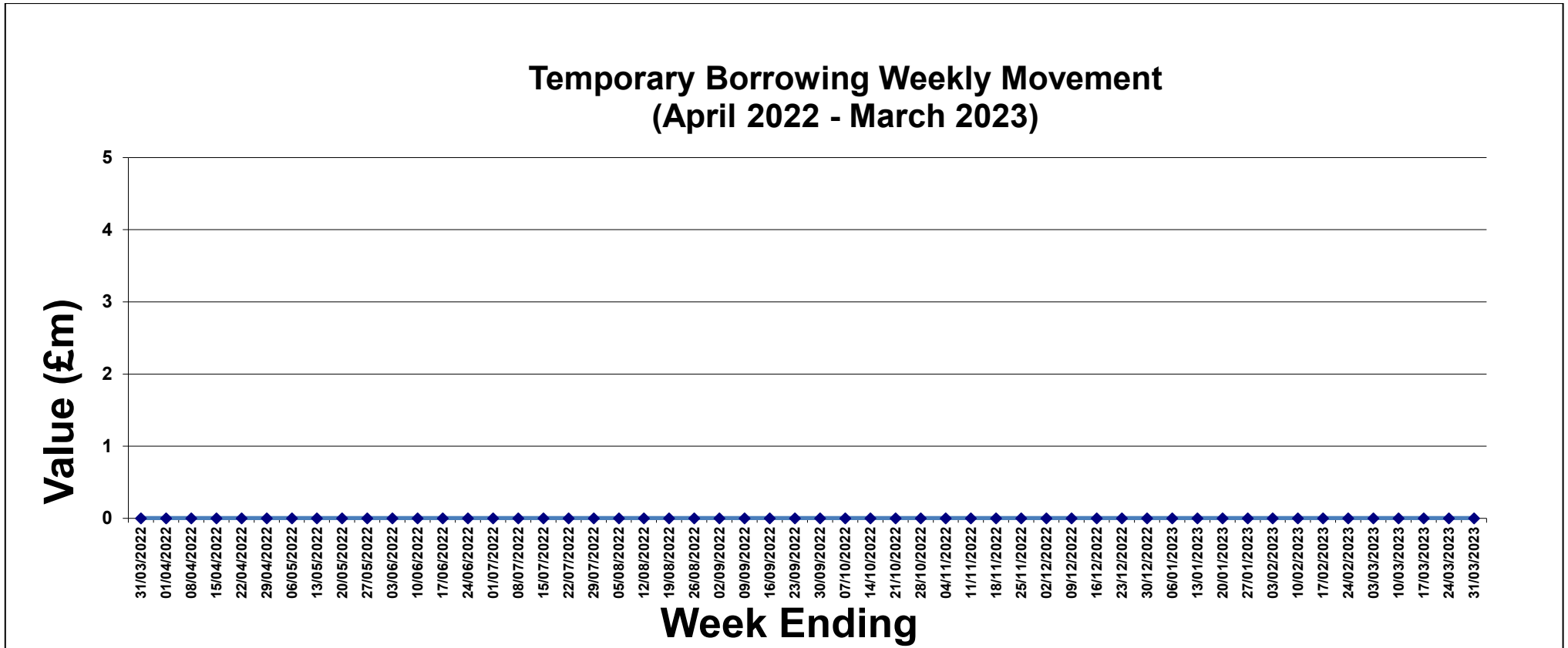
Within the Operational Risk Register for Accountancy Services there is a risk listed that highlights the difficulty in obtaining sufficient institutions, that meet the Council's criteria, to invest surplus funds with. To minimise this risk the Council has six Money Market Funds which provide highly diversified investments.

### Temporary Deposits Weekly Movement (April 2022 - March 2023)

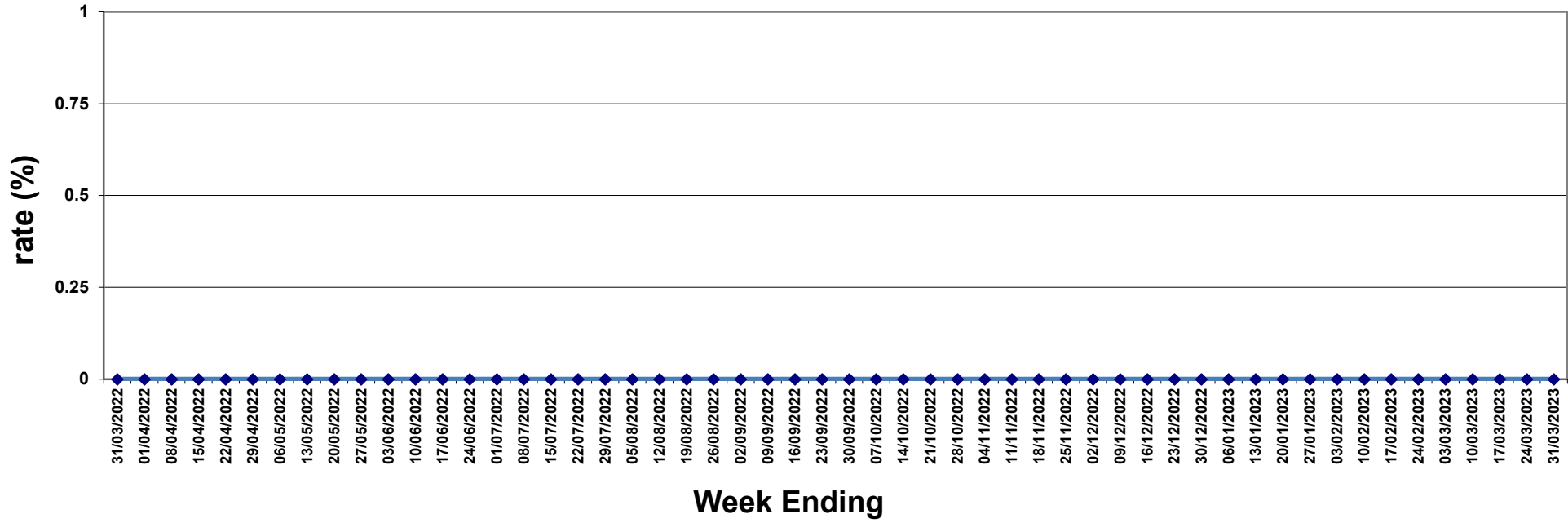


**Temporary Deposit  
Interest Rate Movements  
(April 2022 - March 2023)**

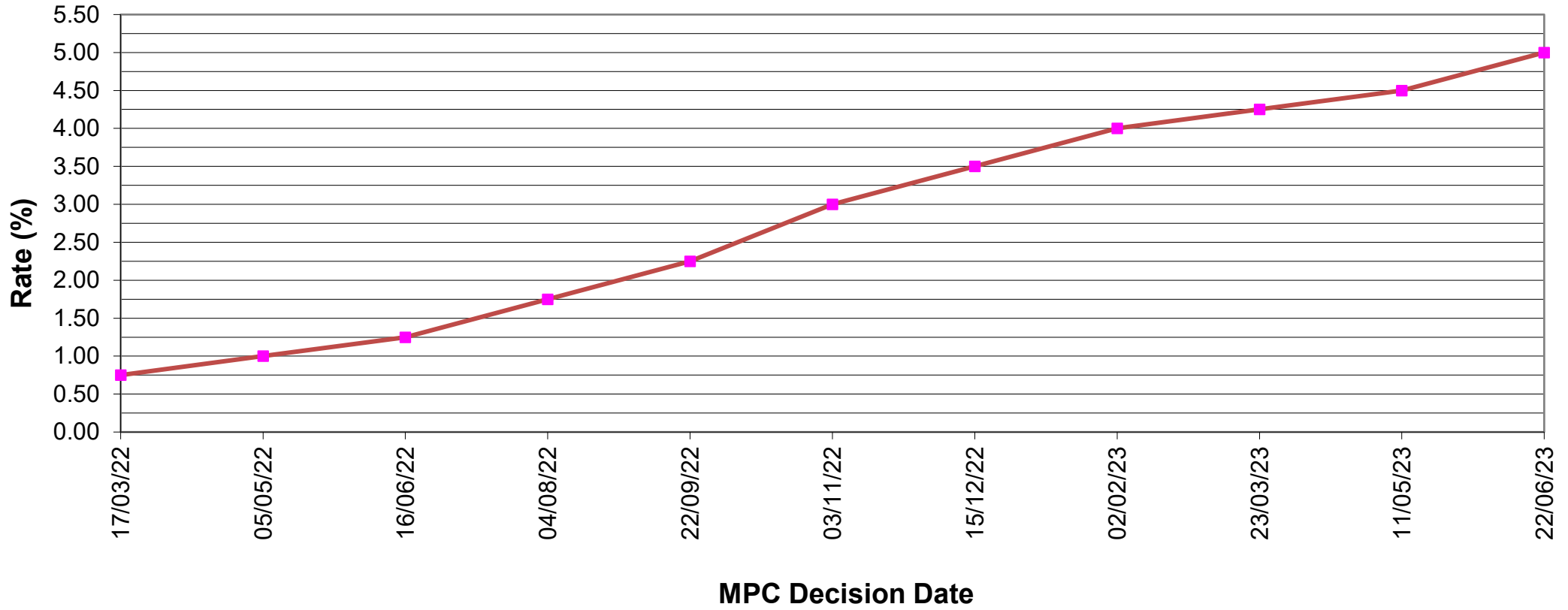




### Temporary Borrowing Interest Rate Movements (April 2022 - March 2023)

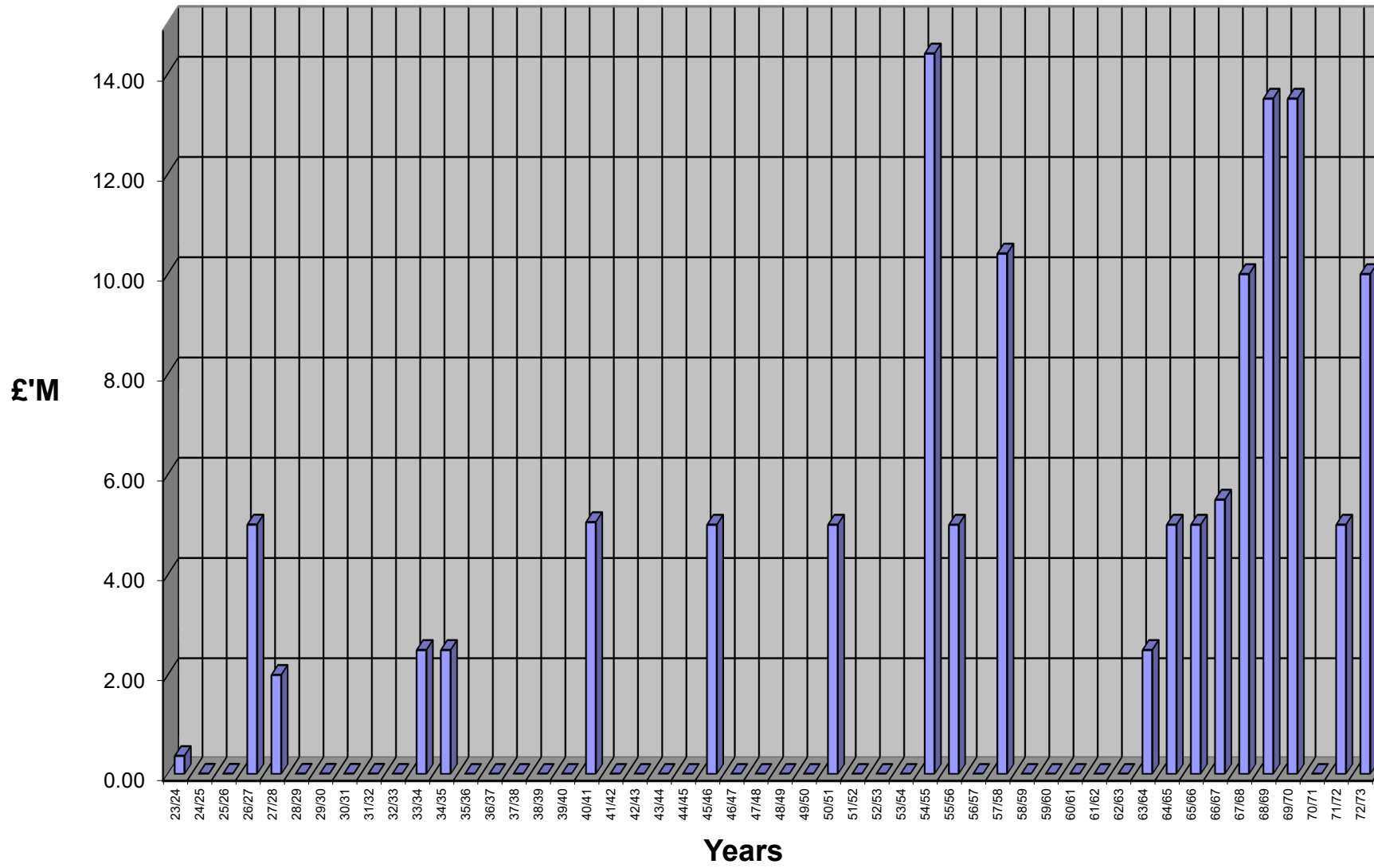


**Bank of England  
Base Rate Movements  
April 2022 to June 2023**





Long Term Debt Maturity Profile as at 31/03/23



## EAST RENFREWSHIRE COUNCIL

ORGANISATIONS APPROVED FOR THE INVESTMENT OF SURPLUS FUNDS  
Limits

Banking Group	Individual Counterparty	Deposit	Transaction
Bank of England	Debt Management Office	£30m	£10m
	UK Treasury Bills	£5m	£5m
Barclays Banking Group	Barclays Bank plc	£5m	£5m
Goldman Sachs International Bank		£10m	£10m
Lloyds Banking Group:	Bank of Scotland plc	£5m	£5m
	Lloyds Bank Corporate Mkt (NRF)	£5m	£5m
Royal Bank of Scotland Group:	Royal Bank of Scotland plc	} £5m	£5m
	National Westminster Bank		
Santander Group	Santander UK plc	£10m	£10m
Standard Chartered Bank		£10m	£10m
Clydesdale Bank		£5m	£5m
<b>Building Societies</b>			
Nationwide		£10m	£10m
<b>Local Authorities</b>			
All Local Authorities including Police & Fire		£5m	£5m
<b>Money Market Funds and Ultra-Short Dated Bond funds</b>			
Maximum limit of £10m per fund		£60m	£10m

**Credit Ratings**

	Fitch		Moody's		S&P	
	LT	ST	LT	ST	LT	ST
Minimum Criteria (unless Government backed) (please note credit ratings are not the sole method of selecting counterparty)	A-	F1	A3	P-1/P-2	A	A-1/A-2

**Limit**

Investment of surplus funds is permitted in each of the above organisations, limits can only be exceeded or another organisation approved with written permission of the Chief Financial Officer.

**Deposit Periods**

The maximum period for any deposit is based on the Link Asset Services suggested Duration matrix with a maximum of 6 months. These limits can only be exceeded with the written permission of the Chief Financial Officer.

Hub scheme deposit periods are dependent on the lifetime of the associated scheme.

BLANK PAGE

EAST RENFREWSHIRE COUNCIL13 September 2023Report by Director of Business Operations and PartnershipsPROVOST'S ENGAGEMENTS**PURPOSE OF REPORT**

1. To advise the Council of the civic engagements carried out by Provost Montague since the meeting of the Council in June 2023.

**RECOMMENDATION**

2. That Council notes the report.

**REPORT**

3. Since the meeting in April 2023, Provost Montague has carried out the following civic engagements:

4 July	Attended the Annual Royal Garden Party with Stan Esson, Provost's Citizen of the Year 2022, Holyroodhouse Palace, Edinburgh
26 July	Attended Community Alcohol Partnership Event, Barrhead
27 July	Attended funeral of former Councillor
1 August	Attended a photoshoot for 'Love to Ride East Ren' Whitelees Windfarm
4 August	Visit to AC Whyte, Barrhead for their 50th Anniversary
10 August	Attended the ARC Family Fun Day, Barrhead
12 August	Attended the Men's U23 Road Race (UCI Cycling World Championships), George Square, Glasgow
13 August	Attended the East Renfrewshire Cricket Club Opening Ceremony and 10-Year Anniversary, East Renfrewshire Cricket Club, Giffnock
15 August	Attended Indian Independence Day Celebration, Albert Drive, Glasgow
16 August	Attended a photoshoot for 'Doing it for Daniel' Charity fundraiser by East Renfrewshire employees
16 August	Attended a Citizenship Ceremony to welcome new residents to East Renfrewshire, Council Chambers
17 August	Chaired a Special Full Council Meeting, Council Chambers
24 August	Attended Ukraine Independence Day Event, Glasgow
26 August	Attended Thornliebank Together Summer Fayre, Thornliebank Primary School

- 1 September Attended and raised flag for Merchant Navy Day, Council Headquarters
- 7 September Attended the Divisional Commanders Awards 2023, Glasgow City Chambers, Glasgow
- 8 September Attended and raised flag for Emergency Services (999 Flag)
- 9 September Attending Barrhead Rotary Fundraising Quiz Night, Barrhead
- 13 September Meeting with a constituent regarding Jewish New Year Blessing, Council Headquarters

**RECOMMENDATION**

- 4. That Council notes the report.

Report Author

Colin Sweeney, Democratic Services Manager 0141 577 3023

[colin.sweeney@eastrenfrewshire.gov.uk](mailto:colin.sweeney@eastrenfrewshire.gov.uk)

Background papers - None

EAST RENFREWSHIRE COUNCILCouncil13 September 2023Report by Head of Public Protection and Children's ServicesEAST RENFREWSHIRE'S CHILDREN AND YOUNG PEOPLE'S  
SERVICES PLAN 2023-2026**PURPOSE OF REPORT**

1. This report presents "*At Our Heart – Next Steps*" The East Renfrewshire Approach to Children Services Planning for the period 2023-2026. Council is requested to approve the content of the plan prior to being submitted to the Scottish Government. The plan was considered and noted by East Renfrewshire Integration Joint Board (IJB) on 16 August 2023 and East Renfrewshire Council Education Committee on 17 August 2023.

**RECOMMENDATION**

2. Council is asked to:
- a) acknowledge the duties of the Children and Young People Act 2014 as they relate to Part 3 Children's Services Planning, and;
  - b) approve the content of the Children and Young People's Services Plan for 2023-2026, prior to submission to Scottish Government.

**BACKGROUND**

3. Part 3 of the Children and Young People (Scotland) Act 2014 places children's services planning duties on local authorities and health boards. Section 8(1) of the Act requires every local authority and its relevant health board to jointly prepare a Children's Services Plan for the area of the local authority, in respect of each three-year period. A range of other relevant local and national bodies are expected to be either consulted with, or obliged to participate, at various stages of the development of the plan. In addition the plan must be accompanied by a robust evidence-based joint strategic needs assessment of the current population of the children and young people in its area. On a yearly basis the local authority and relevant health board are required to jointly publish an annual report detailing how the provision of children's services and related services in that area have been provided in accordance with the plan. Statutory guidance to support the preparation of plans was updated and re published in January 2020 and has confirmed that completed plans should be submitted to the Scottish Government after local approval.

**CONTEXT**

4. Section 9 of the Act sets out the strategic aims for a Children's Services Plan. Under these provisions every Children's Services Plan must be prepared with a view to securing the achievement of the following five aims:-

- (a) that "children's services" in the area are provided in the way which -

- (i) best safeguards, supports and promotes the wellbeing of children in the area concerned,
  - (ii) ensures that any action to meet needs is taken at the earliest appropriate time and that, where appropriate, action is taken to prevent needs arising,
  - (iii) is most integrated from the point of view of recipients, and
  - (iv) constitutes the best use of available resources,
- (b) that "related services" in the area are provided in the way which, so far as consistent with the objects and proper delivery of the service concerned, safeguards, supports and promotes the wellbeing of children in the area.

5. In addition key messages from Part 3 revised statutory guidance state that plans should include:

- A focus on primary prevention and early help
- Targeting the most vulnerable children and families
- A commitment to reducing child poverty
- A joined up services approach
- A commitment to engage communities
- Further implementation of the Getting it Right for Every Child (GIRFEC REFRESH) approach
- The Getting it Right for Every Child Wellbeing Indicators as the means to evaluate impact
- A strategic commissioning approach to planning together
- Constitute the best use of available resources

6. The statutory guidance states that the Children's Service Plan must align with existing plans or those in development, as well as legislation to include:

- Community Planning Partnership Local Outcome Improvement Plans
- Local Health Board's Strategic Plan
- Child Poverty Strategies
- Early Years Strategy
- Corporate Parenting Plans
- Community Learning and Development Plans
- Early Learning and Childcare Strategy
- The Community Justice Act
- Community Empowerment Act
- Specifically Parts 1, 6, 9, 10, 11, 12, 13, and 18 of the Children & Young Peoples Act 2014

## REPORT

7. *"At Our Heart – Next Steps"* The East Renfrewshire Approach to Children's Services Planning 2023-2026 is our plan for children, young people, and families for the next three years. The plan demonstrates our commitment to achieve the best possible outcomes for children and their families during these challenging and uncertain times. Building on our successes with *"At Our Heart"* 2020- 2023 this new plan sets out our vision and priorities for children, young people, and family services over the next 3 years. We anticipate the next three years will be a challenging time for all public sector bodies providing services. Tighter financial settlements, ongoing recovery from the Covid-19 pandemic, and the effect of the cost of living crisis on families, will result in increased need and demand. In order to achieve the greatest impact during these difficult times it is clear that creating strong working partnerships will be more important than ever.



8. Since 2002 when we published our first integrated children's services plan we have come a long way towards achieving our shared vision to get it right for children and young people. The new vision for the 2023 - 2026 Plan was created by local children, young people, families, during engagement activities that took place. We believe the vision the children and their families have developed is an inspiring and ambitious one and clearly sets out what they believe to be important to them. This vision is:

*“East Renfrewshire’s children should grow up loved, respected and be given every opportunity to fulfil their potential. We want them to be safe, equal and healthy, have someone to trust, have friends, but most of all HOPE”.*

9. Over the last six months in line with statutory duties partners have conducted a wide ranging assessment of children and young people's needs stretching back over one year; the content of this work is included in this plan at the separate document Appendix 1. In addition to the needs assessment we compiled a comprehensive report to reflect children and families' feedback which had been received by agencies over the last eighteen months (Appendix 2). The analysis of this combined work has enabled local partners to agree new priorities and success criteria for the plan as outlined on Page 7, and this is what we will be judged against over the duration of the plan.

## **FINANCE AND EFFICIENCY**

10. As the children's services plan is a multi-agency plan, costs associated with implementing the commitments detailed will be jointly met through individual departments and services devolved budgets.

## **CONSULTATION**

11. Children's Services Planning takes place within the wider context of community planning in East Renfrewshire. As such the production of this plan has over the last twelve months involved a process of extensive collaborative working between children's services partners and related services as well as the important wider engagement that has taken place with children, young people, families/carers, and communities.

## **PARTNERSHIP WORKING**

12. The Improving Outcomes for Children and Young People Partnership is the principal multi agency group that has responsibility for joint strategic planning and development of services for children, young people, and families in East Renfrewshire. The Partnership oversees the work of the four multi agency thematic planning sub groups in relation to the plan itself and its annual reports. These are – Additional Support Needs Group, Early Years Group, Corporate Parenting Group, and Young People's Group.

13. All children's services and most of the related services are represented on the strategic high level partnership along with the four thematic sub groups. This includes East Renfrewshire Council, the Health and Care Partnership, NHS Greater Glasgow & Clyde, Police Scotland, and a range of other agencies including East Renfrewshire Culture and Leisure Trust, the Scottish Children's Reporter Administration, Skills Development Scotland, Voluntary Action East Renfrewshire, and partners in local and national voluntary organisations.

Policy

14. No immediate policy implications have been identified.

Staffing

15. No immediate staffing implications have been identified

Property

16. No immediate property implications have been identified.

Equalities

17. An Equalities, Fairness and Rights Impact Assessment of the new plan will be undertaken and the report will be issued once complete. The findings and recommendations will be adopted by the Improving Outcomes for Children and Young People's Partnership and delegated to the relevant thematic group and or service/agency as appropriate.

IT

18. No immediate IT implications have been identified.

**CONCLUSIONS**

19. The purpose of "*At Our Heart – The Next Steps*" The East Renfrewshire Approach to Children's Services Planning 2023-2026 is to set out our vision for East Renfrewshire's children, young people, and their families and demonstrate our commitment to achieve the best possible outcomes for them especially in these challenging and uncertain times. The new plan is framed around our locally agreed approach which includes a new suite of key priorities and success criteria. This approach is rooted firmly in the national Getting it Right for Every Child Wellbeing Framework which continues to underpin all that we do in East Renfrewshire.

**RECOMMENDATION**

20. Council are asked to:
- a) acknowledge the duties of the Children and Young People Act 2014 as they relate to Part 3 Children's Services Planning, and;
  - b) approve the content of the Children and Young People's Services Plan for 2023-2026, prior to submission to Scottish Government.

**REPORT AUTHOR AND PERSON TO CONTACT**

Raymond Prior, Head of Public Protection and Children's Services  
[raymond.prior@eastrenfrewshire.gov.uk](mailto:raymond.prior@eastrenfrewshire.gov.uk)

Arlene Cassidy, Children's Services Strategy Manger  
[Arlene.cassidy@eastrenfrewshire.gov.uk](mailto:Arlene.cassidy@eastrenfrewshire.gov.uk)

**BACKGROUND PAPERS**

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

Part 3 Statutory Guidance [Children and Young People \(Scotland\) Act 2014: Statutory Guidance on Part 3: Children's Services Planning – Second Edition 2020 \(www.gov.scot\)](http://www.gov.scot)



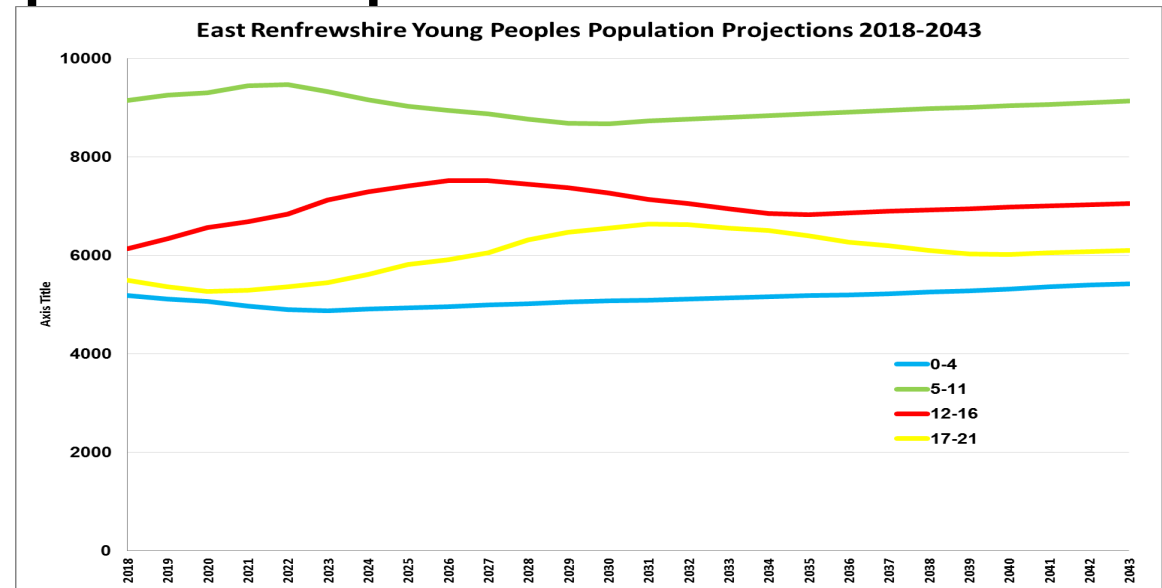
# *Appendix 1*

## Profile of Children and Young People's Needs in East Renfrewshire

# Children and Young People's Population

East Renfrewshire has a population of approximately 96,500 people that is projected to grow to 108,000 by 2043 (2018 based). Some 22% of the population are aged 16 years or under. The total children and young person's population (0-21 years) is currently around 26,000 with live births per year numbering around 800. This equates to a fertility rate of 51 live births per 1,000 women (aged 15-44) and compares favourably with the Scotland rate of 48.4 live births per 1,000 women. There are 19,701 individuals aged between 0 and 15, this is the highest proportion of children in any local authority in Scotland. One in every five people living in East Renfrewshire is a child.

The number of children and young people aged 0-15 has consistently increased over the last 10 years and has increased by nearly 2% since 2018. The picture across East Renfrewshire differs with the communities of Giffnock (-0.9%), Eaglesham (-0.5%), Netherlee and Stamperland (-0.7%) and Clarkston and Williamwood (-1.9%) experiencing a reduction in the number of children and young people. However, all other areas increased the number of children and young people living within them. Projections also show the children and young people cohort continuing to grow over the next 5 years.



Source: National Records of Scotland

*From the graph above we can see that approximately 5,000 children are currently under 5 years, 8,600 are between five and eleven, and just over 6,000 fall within the twelve to sixteen age group.*

There is an increasing pattern of more people entering East Renfrewshire than leaving. In 2020/21 nearly 600 more children (0-14) migrated into the area than left, further adding to the number of children in the population. These levels of migration were among the highest levels of any local authority. In comparison between 2019 and 2021, East Renfrewshire experienced a 2.2% decrease in the number of births, dropping from 808 in 2019 to 790 in 2021. The number of births in Scotland declined by 4.2% between 2019 and 2021.

## **Household Composition**

East Renfrewshire has a higher than the Scottish average<sup>29</sup> percentage of households with married/civil partners and dependent children (21.1%). Married or same-sex couple families (either with or without children) are the most common household type (34%). Lone parent families account for 11% of all households.

## **Ethnicity**

Most people in East Renfrewshire (94%) report their ethnicity as 'White'. The majority of these people belonged to the 'White: Scottish' category (87%). The 'White: other British' was the second largest category at 4.1%. Of the 'White' ethnic group, 2.9% identified as 'non-British White' including 1.5% 'White: Irish', 1.2% 'Other: White' and 0.2% 'White: Polish'.

Minority ethnic groups in East Renfrewshire have grown in size between 2001 and 2011, and generally, lived in more mixed areas in 2011, compared to 2001. The 'Asian' population showed the largest increase and now represents 5% of the total East Renfrewshire population. 'Mixed or multiple' ethnic groups represented 0.4% and 'Other Ethnic' groups 0.3% of the population. The 'African, Caribbean or Black' groups made up 0.1% of the population.

## **Religion**

East Renfrewshire is one of the most ethnically and culturally diverse areas in Scotland, with significant Jewish and Muslim communities.

In the Census of 2011, there was a much higher percentage of people in East Renfrewshire who stated they have a religion (73%) when compared with Scotland as a whole (63%). Six out of ten people said that their religion was 'Christian' (60%). After Christianity, the next largest reported religion is 'Muslim' which represents 3.3% with an increase of 1.2% from 2001. This is followed by 'Jewish' at 2.6% which represents 41% of the 'Jewish' population in Scotland. The other religions combined (including 'Hindu', 'Buddhist', 'Sikh' and 'Other religion') represented a further 1.4%.

**Socio-Economic Factors**

There are around 3,288 children (14.4%) living in relative poverty, after housing costs, in East Renfrewshire. This is among the lowest in Scotland. However, child poverty estimates vary across the authority with the highest rates in parts of Barrhead, Neilston, Newton Mearns and Thornliebank. Around half of the children living in poverty are in lone parent households. One third of those living in poverty are in workless households; the other two thirds have at least one working adult in the household.

**Out-of-Work Households**

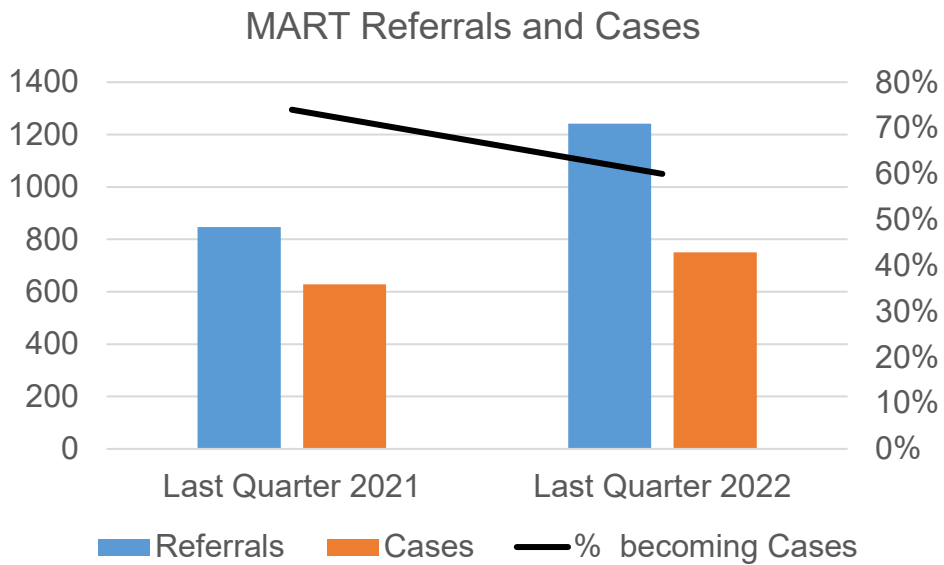
Around 2,070 individuals are claiming out-of-work benefits. This is approximately 4%, which is lower than the Scottish average of 6%.

**Free School Meals Entitlements**

Another useful indicator of levels of deprivation among families is free school meals entitlement rates. 8% of secondary pupils are registered for Free School Meals, which is lower than the Scottish average of 17%.

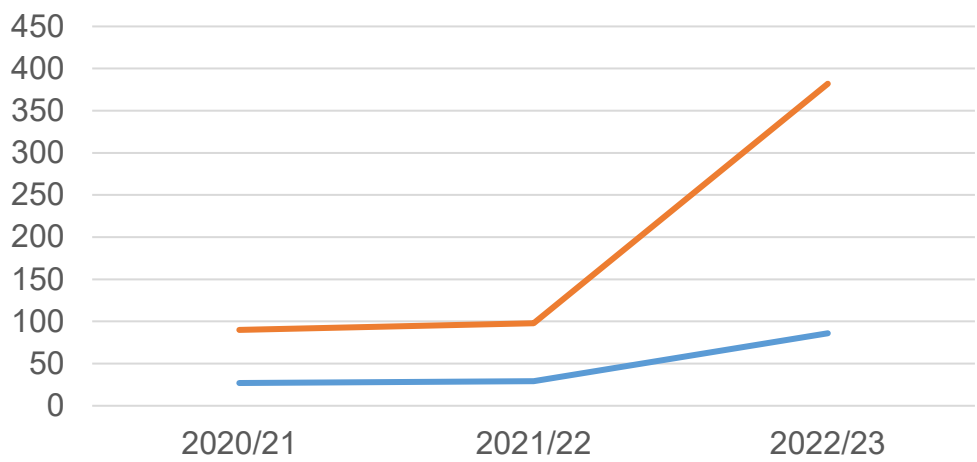
# Level of demand for money and benefit advice

Money Advice and Rights Team (MART) receive enquires that are answered via a duty system. People then requiring an intensive service become cases. Enquiries can drop off for a variety of reasons, self-serve, awaiting further information, etc. It is increasingly common that following the initial interview the client cannot be assisted by MART and general advice only is issued. In 2022 this was evident from the number of people contacting in relation to the cost of living crisis who were above the threshold for state assistance. Both MART and Citizens Advice Bureau are seeing an emerging group of clients who are in work, and would have previously been getting by. The amount of people unable to meet essentials is widening and encompassing a new demographic. The number of MART clients in East Renfrewshire's most affluent areas have notably increased in the last year.



Source: East Renfrewshire Money Advice and Rights Team

Referrals directly related to children



Source: East Renfrewshire Money Advice and Rights Team

As at September 2022 there are 1,840 live payments of Scottish Child Payment in East Renfrewshire. This represents a **93%** rise since 2021 and demonstrates an increase of child poverty, as well as greater awareness of support available, and a national change in eligibility criteria.

There has been a huge upturn in referrals to MART directly related to children in 2022/23. Our Health Visiting Team undertook a test of change to increase referrals to MART from our most vulnerable families. MART are currently operating a pilot in 3 Primary Schools (Thornliebank, Cross Arthurlie and Mearns). So far 271 families have been seen and achieved £21,154.56 financial gains. There has been an uptake of 288 National Entitlement Cards since October 2022.

# Housing and Accommodation

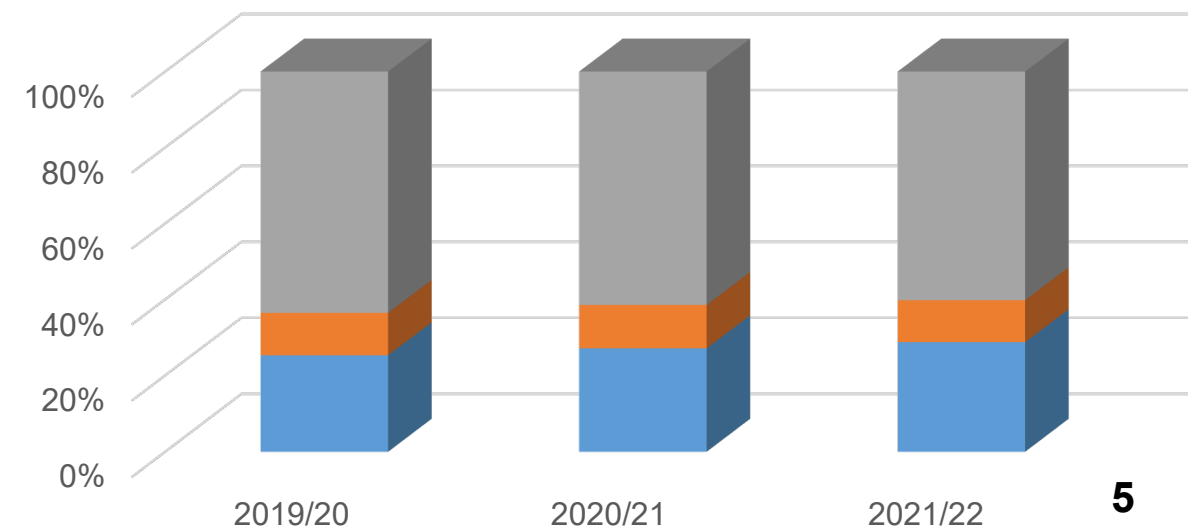
Over the last three years the number of households applying for council housing in East Renfrewshire has increased significantly, including applications from households with children.

	2019/20	2020/21	2021/22
<b>Total Housing Application</b>	4046	4827	4785
<b>Single Parent Applications</b>	1023	1309	1375
<b>Other Households with Children Applications</b>	452	551	529
<b>Other Households</b>	2571	2967	2881

*Number of households on ERC housing waiting list by year and type*

At the end of 2021/22 households with children made up 40% of all households on East Renfrewshire Council waiting lists. There were 30 young people aged 16 to 17 on the waiting list and a further 200 18-21 year olds, 24 of these with children.

Housing Applications by Household Type

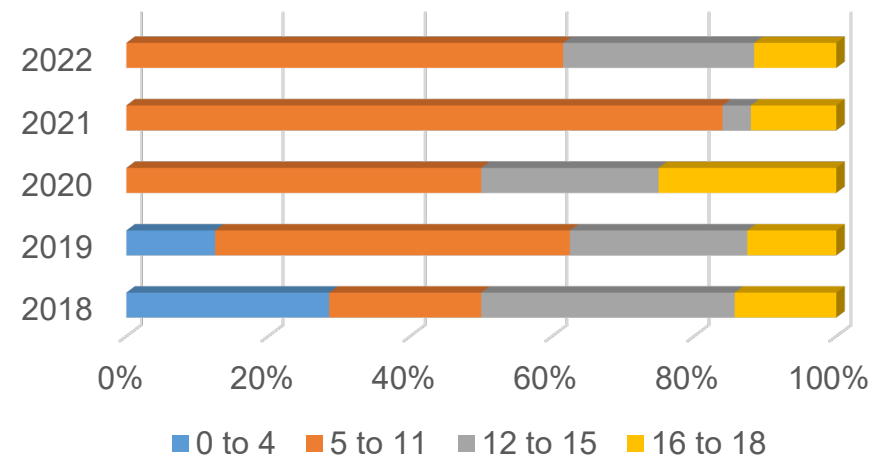


■ Single Parent Households ■ Other Households with Children ■ Other Households  
 Source: East Renfrewshire Housing Department

The number of children being assessed as requiring an adaptation to their home to make it suitable for them is increasing year-on-year, from 14 in 2018 to 26 in 2022. Typical housing adaptations include wet floor showers, ramped access or closomats.

The majority of these referrals are for children aged 5 to 11 (almost 60%).

Houses Adapted for Children



Source: East Renfrewshire Housing Department



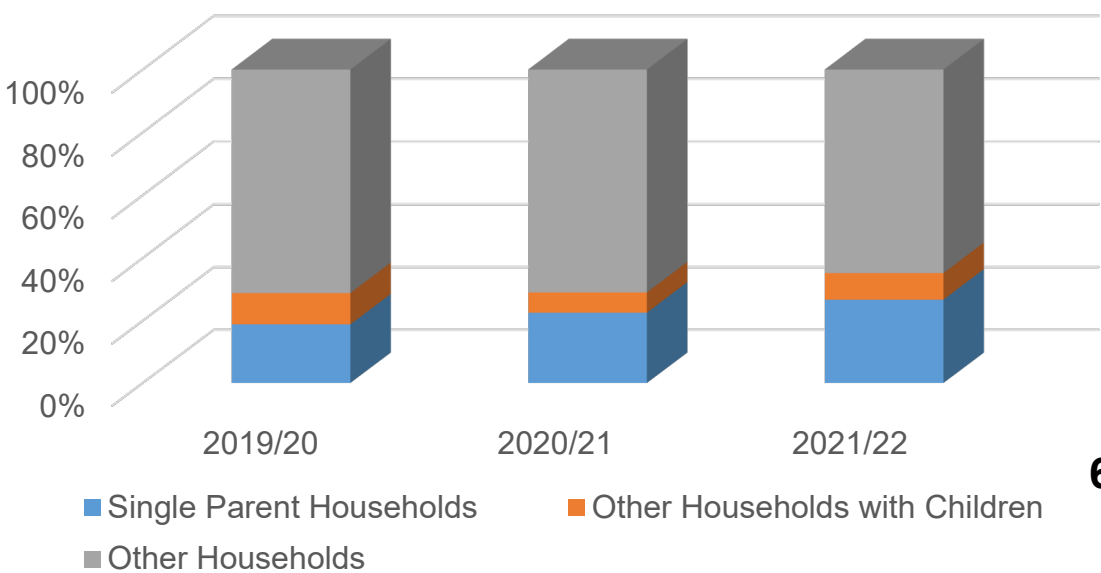
Supporting residents who are homeless, or at risk of losing their home, is a key priority for East Renfrewshire Council's Housing Services. In the current tough economic climate, significant numbers of local people are finding it difficult to sustain their home and are approaching Housing Services for support and assistance.

	2019/20	2020/21	2021/22
<b>Total Homeless Applications</b>	340	372	378
<b>Single Parent Applications</b>	64	84	101
<b>Other Households with Children Applications</b>	34	24	32
<b>Other Households</b>	242	264	245

Number of households presenting as homeless by year and type

In the last 3 years, the number of families with children who have applied to the Council as homeless has increased by 39%.

Homeless Applications by Household Type



Source: East Renfrewshire Housing Department

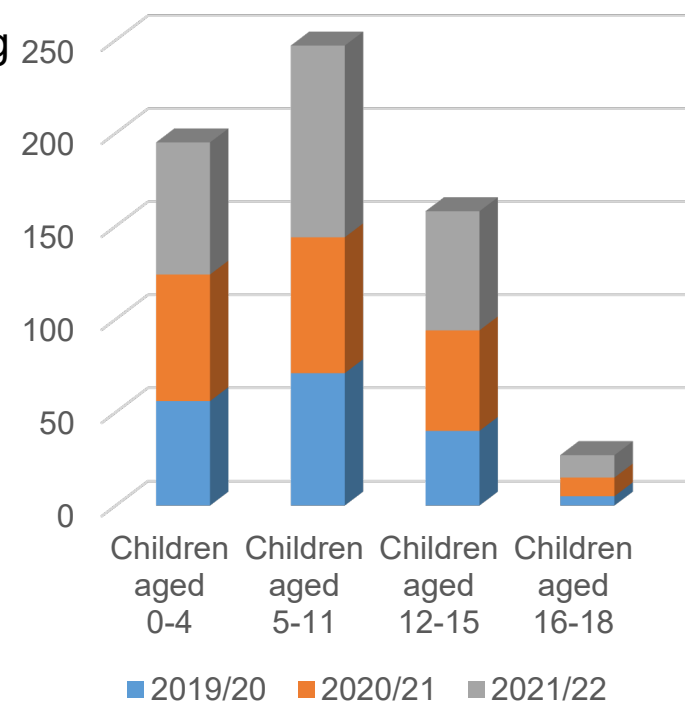
A priority for East Renfrewshire Council is to reduce the length of time households stay in temporary accommodation before moving on to more permanent accommodation. The average length of time households with children have stayed in temporary accommodation has recovered from the increased usage during the COVID-19 pandemic and decreased further.

2019/20	2020/21	2021/22
196 days	227 days	183 days

Average time in temporary accommodation for household with children by year

The overall number of households requiring temporary accommodation has increased over the last 3 years, reflecting the difficulties local residents are facing coming out of the COVID-19 pandemic and through the cost-of-living crisis, as well as the high pressure there is on affordable housing locally.

Households in Temporary Accommodation



Source: East Renfrewshire Housing Department

# Education and Learning 34

## Attainment in the Broad General Education

East Renfrewshire Council's Education Department has a strong reputation and record of high levels of attainment and sector leading evaluations of pupil experiences from HMIE evaluations. The department is fully committed to securing positive outcomes for all children and young people, in line with our vision statement – '*Everyone Attaining, Everyone Achieving through Excellent Experiences*'. There is a consistent focus on excellence and equity and all educational establishments ensure that efforts and resources are targeted towards those who need support most.

Pupil progress in reading, writing, talking and listening and numeracy through the Broad General Education (P1 to S3) is measured by teacher professional judgement. Evaluations are based on a wide range of evidence which takes account of breadth, challenge and application of learning, using a range of assessments including standardised assessments and on-going observation of learner progress. Teacher professional judgements at the P1, P4, P7 and S3 year stages are gathered each year by the Education Department and are submitted to the Scottish Government. Regrettably, as a consequence of the Covid-19 pandemic, teacher judgements were not collected for the academic year 2019-20.

The tables below provides a summary of the percentage of primary and secondary pupils achieving the expected CfE levels across the four curricular areas. In 2021-22 almost all pupils in P1, P4 and P7 combined, achieved the appropriate Curriculum for Excellence level of attainment in the Broad General Education as measured by teacher professional judgement of progress in reading and talking and listening, with most pupils attaining the expected level in numeracy and writing. The proportions of East Renfrewshire pupils in P1, P4 and P7 combined achieving the expected level in these curricular areas, are significantly higher than the latest published national proportions (2020-21).

### Primary Attainment (P1, P4 and P7 Combined)

% Attaining or Exceeding Expected Levels	2017-18	2018-19	2020-21	2021-22
Reading	91.2%	90.7%	90.3%	89.2%
Writing	89.4%	88.4%	87.4%	87.4%
Listening & Talking	94%	94.5%	94.1%	93.2%
Numeracy	90.8%	90.7%	89.9%	89.6%

### Secondary Attainment (S3)

% Attaining or Exceeding Expected Levels	2016-17	2017-18	2018-19	2021-22
Reading	77.1%	78.4%	80.9%	82.5%
Writing	71.8%	76.6%	79.7%	82.8%
Listening & Talking	76.9%	80.1%	81.5%	93%
Numeracy	76.2%	78.2%	81.5%	83.5%

\*2019-20 data is universally unavailable and 2020-21 data is not available for secondary, due to covid

Source: East Renfrewshire Education Department

The levels of attainment of East Renfrewshire pupils in the Broad General Education has remained consistently high, however as a consequence of the Covid-19 global pandemic primary attainment in reading, writing, talking and listening and numeracy has decreased slightly over the last three years.

The Scottish Index of Multiple Deprivation (SIMD) can be used to identify children and young people who live in the most deprived areas in Scotland. Nationally, we compare the performance of key equity groups against overall performance to measure and monitor the poverty related attainment gap.

The tables to the right provide a summary of the percentage of primary and secondary pupils in equity groups.

In primary schools for children residing in deciles 1 & 2, from 2018-19 to 2021-22, overall attainment across the four curricular areas has decreased for all pupils, those entitled to a free school meal and those who reside in decile 1 & 2 areas. However the decrease for those entitled to a free school meal or residing in decile 1 and 2 areas is greater than for all pupils, indicating that the poverty related attainment gap has grown for our most disadvantaged primary aged pupils in P1, P4 and P7 over the last three years. It should be noted that the numbers of those children registered for Free School Meals and/or living in SIMD deciles 1 and 2 represent a small percentage statistically (approximately 6%) of this demographic in East Renfrewshire.

Primary	% Pupils Registered for Free School Meals (FME)			% Pupils living in SIMD deciles 1 and 2 (Q1)		
	2018-19	2020-21	2021-22	2018-19	2020-21	2021-22
Reading	71	74	68	77.8	73	69.5
Writing	64	67	64	72.8	69	64.2
L&T	85	84	64	90.7	83	78.2
Numeracy	74	71	70	80.3	75	68.7
Secondary (S3)	% Pupils Registered for Free School Meals (FME)			% Pupils living in SIMD deciles 1 and 2 (Q1)		
	2017-18	2018-19	2021-22	2017-18	2018-19	2021-22
Reading	63	65	64	62	66.4	66.7
Writing	61	60	63	62	66.4	69.3
L&T	61	64	66	65	73.3	73.3
Numeracy	48	53	51	59	57.8	56

Source: East Renfrewshire Education Department

Secondary attainment (S3) at third and fourth levels in reading, writing, talking and listening has increased over the last three years. However, at third level, from 2018-19 to 2021-22 with the exception of numeracy for pupils living in SIMD 1 and 2, the attainment of disadvantaged secondary pupils increased at a lower rate than the overall cohort. This demonstrates an increase in the poverty related attainment gap for pupils at this level.

## Performance in SQA examinations

36

East Renfrewshire continues to outperform similar authorities and performance is well above the national average.

- 77% of S4 pupils attained 5 or more awards at National 5 or better, with an increase in the proportion of grade A awards at SQA National 5 in S4 from the last examination year in 2019; currently 56%. The presentation rate also increased for this measure compared to the last examination year in 2019.
- Increase in the proportion of learners achieving 8+ National 5 and National 5As in S4 when compared to the last examination year in 2019.
- 47% of S5 pupils attained 5 or more awards at Higher, with an increase in the proportion of grade A awards achieved in the last examination year in 2019 at Higher in S5.
- 69% of S5 pupils attained 3 or more awards at Higher.
- At Advanced Higher, 44% of S6 pupils achieved one or more awards (an increase of 4% since 2019); 22% of learners achieved at least one Advance Higher at grade A.
- Commendably, the proportion of presentations achieving A awards at Advanced Higher in S6 increased from 34% in 2019 to 47% in 2022.
- Comparison of the performance of learners living in SIMD Q1 (most deprived) with those living in SIMD Q5 (least deprived) shows that in 2022 the gap in achievement of:
  - 3 or more National 5 passes at grade C or better, increased by 12 percentage points compared with the last pre-pandemic year (2019). This compares with a national decrease in the gap at this level of 2 percentage points.
  - 3 or more passes at National 5 grade A, decreased by 2 percentage points from 2019. This compares with a national increase in the gap of 2 percentage points.
  - 3 or more passes at Higher Grade C or better decreased by 3 percentage points. This compares with a national increase in the gap of 2 percentage points.
- The gap between the attainment of the most and least deprived pupils has increased when comparing 2022 with the last pre-pandemic year (2019). In 2019 there was a gap of 26 percentage points between the proportion of most disadvantaged and least disadvantaged learners gaining 3 Higher Grade A passes at Higher; this rose to 33 points in 2022, representing an increase of 7 percentage points. Nationally the gap increased by 5 percentage points. Attainment of 3+ grade A passes remained lower for this group nationally at 25%, compared with 33% in ERC.

## Attendance and Exclusions

In the primary sector, the attendance rate for 2021-22 was 93.9%. The attendance rate of learners recorded as being entitled to Free School Meals was 89.4%. The attendance rate of learners recorded as living in Quintile 1 (SIMD deciles 1&2) was 89.9%, with the gap in attendance of the most and least deprived groups recorded as 5.2%.

In the secondary sector, the attendance rate for 2021-22 was 91.4%. The attendance of learners recorded as being entitled to Free School Meals was 85.5%. The attendance of learners recorded as living in Quintile 1 (SIMD deciles 1&2) was 87.4%, with the gap in attendance of the most and least deprived groups recorded as 5.1%.

School exclusion rates remain very low within East Renfrewshire. In 2021-22 there were no exclusion incidents in the primary sector. Nationally, the rate of exclusions in the primary sector is 6.4 incidents per 1000 pupils.

There were 41 exclusion incidents in the secondary sector in 2021-22. Consequently the rate of exclusions in the secondary sector was 5.1 incidents per 1000 pupils. The East Renfrewshire authority rate is significantly lower than the national rate of exclusions in the secondary sector at 33 incidents per 1000 pupils.

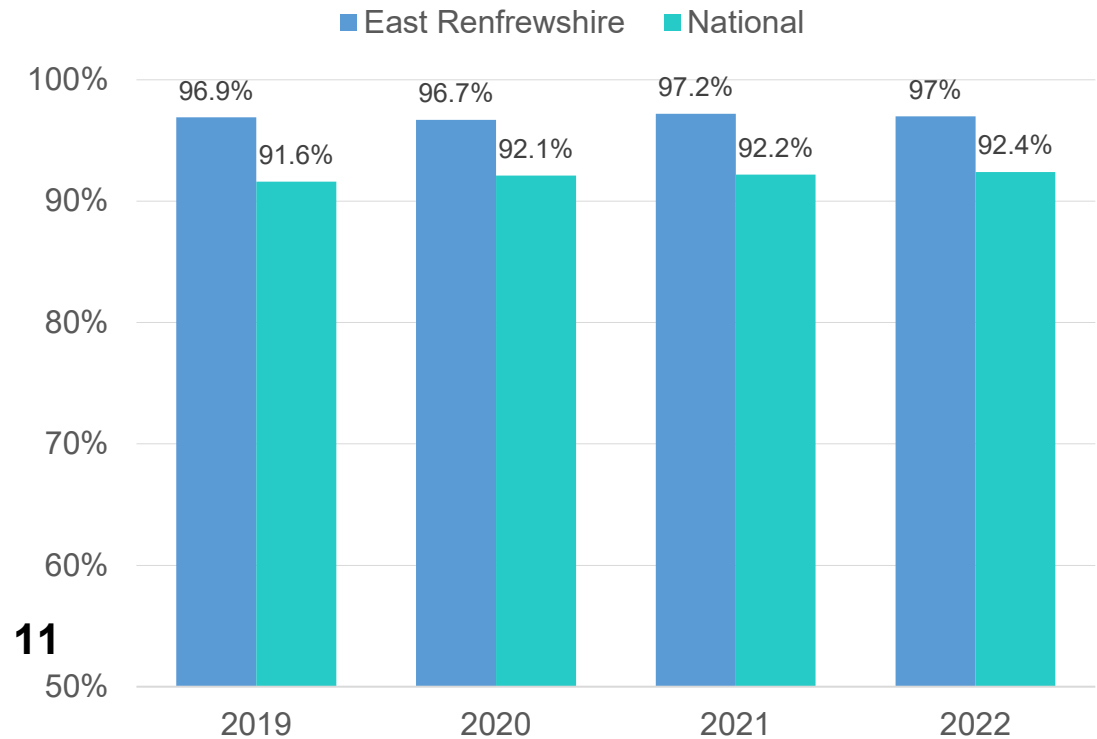
## School Leaver Destinations

The Covid-19 pandemic previously impacted on the percentage of leavers in a positive destination (97.4% in 2020-21). In the follow-up survey in April 2022, 95.7% of the 2020-21 leavers were in a positive destination as compared to 93.2% nationally. Additionally, figures recently published show that 98.5% of 2021-22 leavers were in a positive destination as compared to 95.7% nationally. This represented the highest ever proportion of East Renfrewshire leavers moving into a positive destination.

Skills Development Scotland (SDS) and the Scottish Government worked together to develop a measure of participation which allows identification of the participation status of the wider 16-19 year old cohort. As agreed by Scottish Ministers, the Annual Participation Measure (APM) has been adopted in the Scottish Government's National Performance Framework as the measure of young people's participation. In 2022, 97% of ERC 16-19 year olds were participating, well above the national figure of 92.4% with East Renfrewshire having the highest proportion participating nationally.

Our partnership with SDS has ensured that our young people, staff and parents receive the most up to date, relevant labour-market information to support their learner pathways. Staff participated in professional learning to enhance their knowledge in relation to careers information and guidance. We develop and nurture relationships with employers to support learner experiences and broaden learner pathways. A priority of the DYW School Coordinators is to work with employers to allow our young people to demonstrate and apply these skills in different contexts. In 2021-22, there was a return to employer event activities with Employer Brunches for both young people in mainstream and an event for young people from our specialist provision.

**Annual Participation Measure 2019-2022: East Renfrewshire**



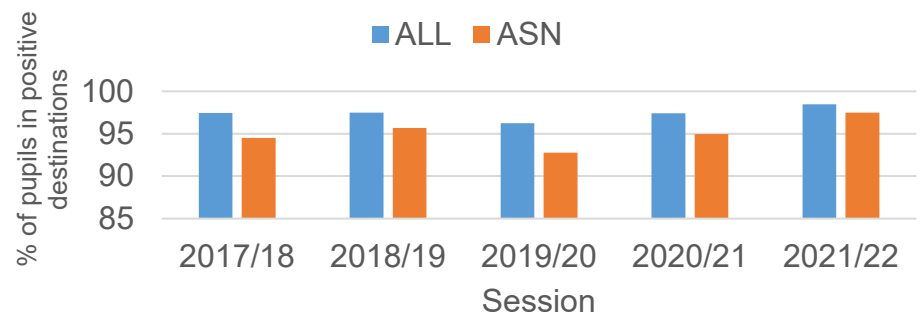
# Additional Support for Learning Review

At the September 2022 census, 24% of children were recorded with an additional support need (ASN) in our schools and early learning centres (ELC). Right now, it's 5% in ELC, 21.1% in Primary, 28.8% in secondary and an East Renfrewshire Council total of 23.2%. There are a wide range of additional support needs including literacy difficulties/dyslexia, ASD/Social Communication Needs, Social, Emotional and Behavioural Needs and English as an Additional Language Social, Emotional and Behavioural needs is likely to include a large number of individuals whose primary need is in relation to mental and emotional wellbeing.

There has been a significant increase in children requiring input from the Sensory Support Service and new referrals for both Hearing Impairment (HI) and Visual Impairment (VI) are likely to follow this trend of increasing numbers. Currently there are 146 children and young people who are being supported for their HI with 71 receiving support for VI.

In the last 5 years, almost all S4 learners with ASN in East Renfrewshire have achieved SCQF Level 4 Literacy by the end of S4. S4 learners with ASN achieving SCQF Level 5 Literacy by the end of S4 has remained around 73% over the past five years; this has been significantly above the VC over the same period.

Initial Positive Destinations

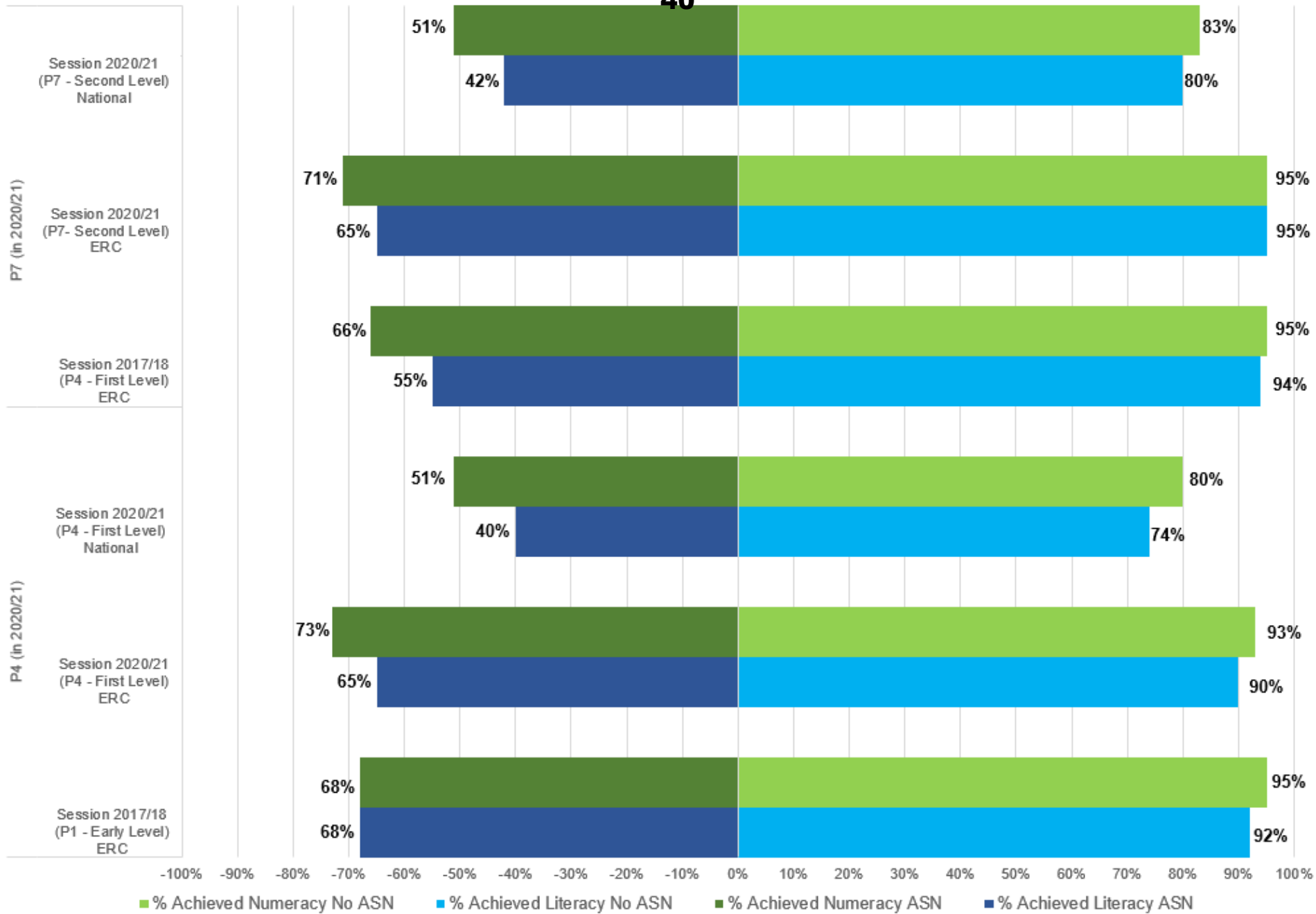


Source: East Renfrewshire Education Department

Almost all young people who are recorded as having an additional support need move on to a positive leaver destination. The majority of parents/carers report that there is a plan in place to support their child and of those who have a plan in place, almost all understand the plan and agree if it reflects their child's needs. Almost all agreed that their views and the views of children were taken into account when the plan was being created.

Achievement of Curriculum for Excellence Level, Additional Support Needs (ASN) Comparison - Achievement

40





# Family First

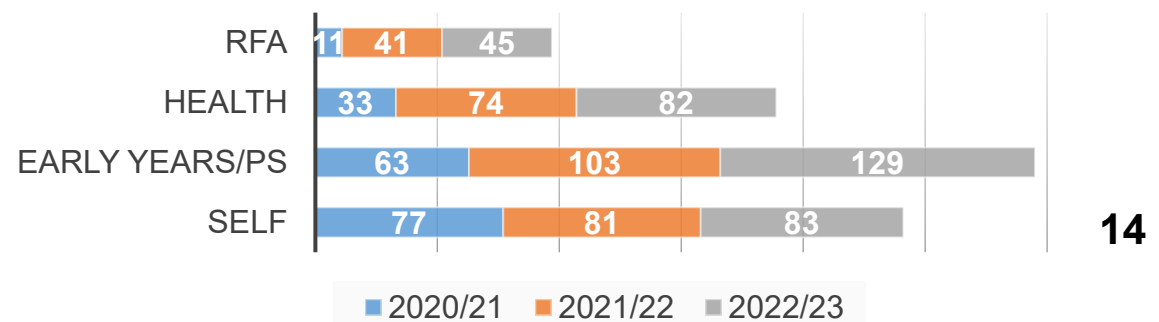
41

The number of notifications to Family First's early intervention practice continues to increase, year-on-year. Notably, in 2021/22 the number of notifications from Black and Minority Ethnic Populations doubled compared to 2020/21.

One of the main sources of notifications to Family First is from residents themselves. This demonstrates the community's increasing awareness of this early intervention team and the confidence in asking for direct help.

Family First have worked closely with the Request for Assistance (RFA) team to gain a greater understanding of the type of referrals made to RFA and identify opportunities for earlier intervention. This led the Family First Team to work in closer partnership with schools and early learning and childcare settings within Barrhead community to encourage more timely notifications. An example of this is involving Family First when attendance issues begin to rise rather than wait until it reaches crisis point. This increase in referrals to Family First direct from schools and ELC settings is illustrated in the graph below.

Main source of referrals

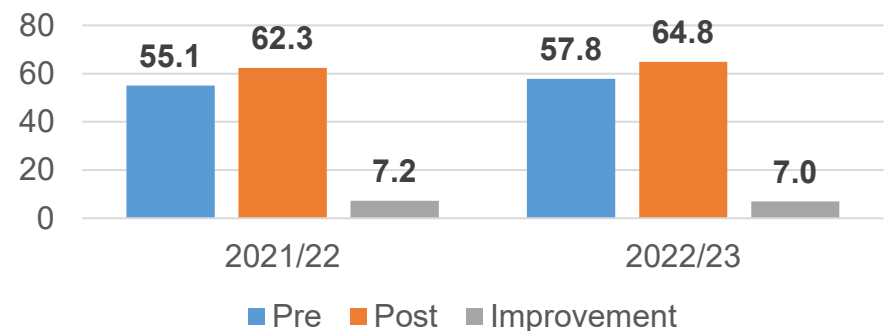


Source: East Renfrewshire Family First

## Family Wellbeing Scale

The graph below shows the average pre- and post-support score and the average improvement made within the family unit. The average pre-support score in the graph doesn't fully demonstrate how these high pre scores are in reality, particularly within some of our more vulnerable customers. This is due to the team now using the scale across the wider population. The main impact of change after Family First intervention is verified in key themes within the scale are: a more hopeful attitude to life, a stronger sense of belonging and feel closer to their partner/family.

Family Wellbeing Scale Average Scores

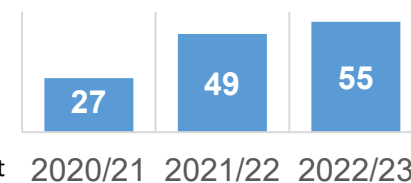


Source: East Renfrewshire Family First

## Increase in Demand for ASN Sleep Assessment

The noted increase in demand has predominantly come from parents/carers of children with additional support needs. 30% have of those who engaged with sleep support have received a sleep assessment which is more intense intervention for at least a 3 month period.

Demand for Sleep Support



Source: East Renfrewshire Family First

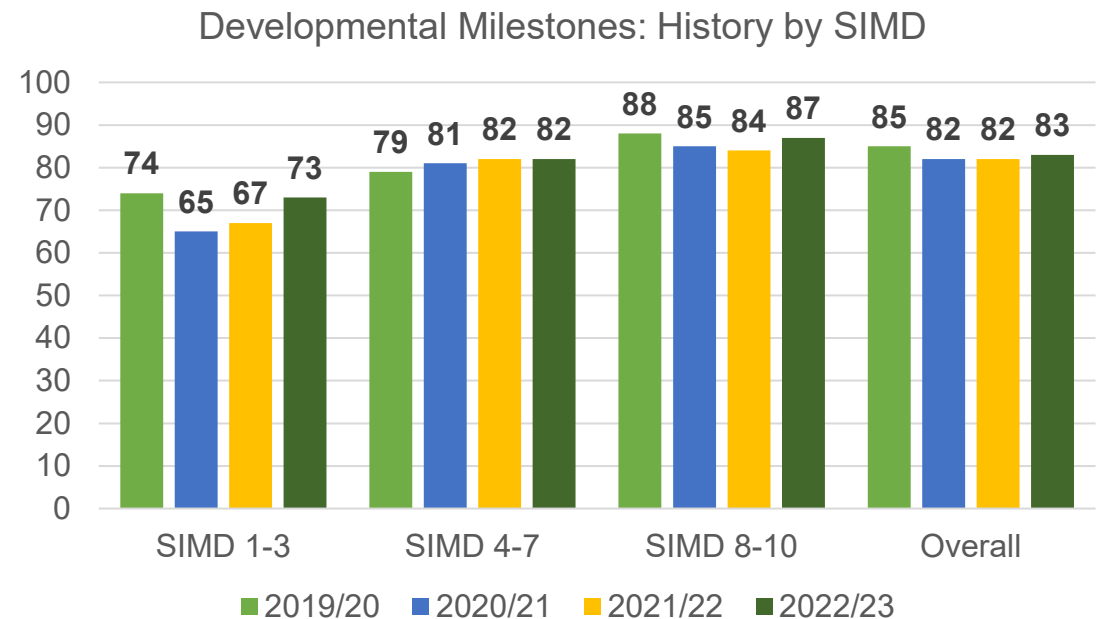
14

# Developmental Milestones

Since 2013-14 data has been gathered on the percentage of children achieving the expected levels of development on entry to primary 1. The following developmental components are assessed: Social, Emotional, Attention, Speech, Expressive Language, Receptive Language, Communication, Gross Motor Skills, Fine Motor Skills and Behaviour. This session 83% of children achieved their developmental milestones, this is an increase of 1% on the previous two years as shown in the chart below.

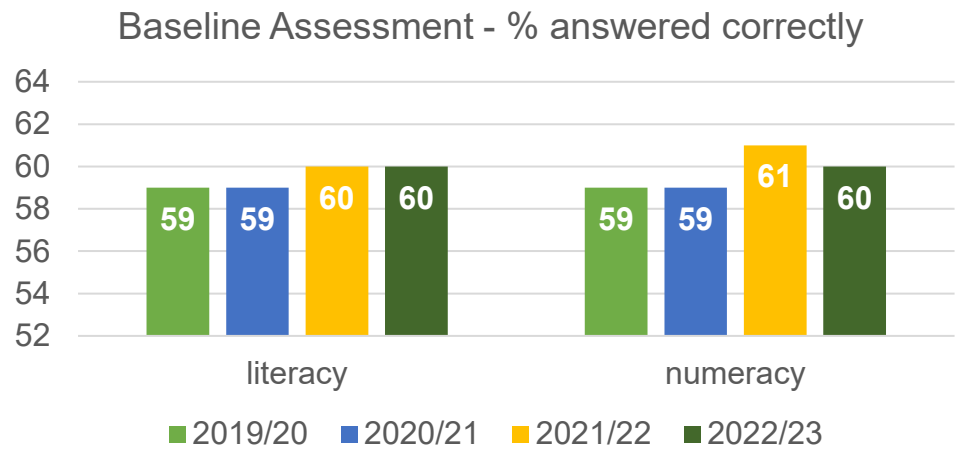
From 2016-17 to 2019-20, there had been a steady increase in the percentage of children achieving their developmental milestones within the least affluent communities, defined as communities residing in areas with a Scottish Index of Multiple Deprivation (SIMD) deciles values between 1 and 3. From 2021-22 to 2022-23 the performance of children living in the lowest deciles has increased by 6%, it has remained the same for deciles 4-7, and increased by 3% for those living in deciles 8-10.

Following the lockdown periods during 2020/2021 there had been a significant reversal in the previous reduction in the gap between the achievement of those from the most affluent, (SIMD 8-10), and least affluent, (SIMD 1-3) decile areas, with the gap reaching 20% in 2020-21, reducing to 17% in 2021/22 and reducing further to 14% in 2022/23. Although performance overall has not returned to pre-pandemic levels, the gap is now 14%, as it was in 2019/20, indicating recovery.



Source: East Renfrewshire Education Department

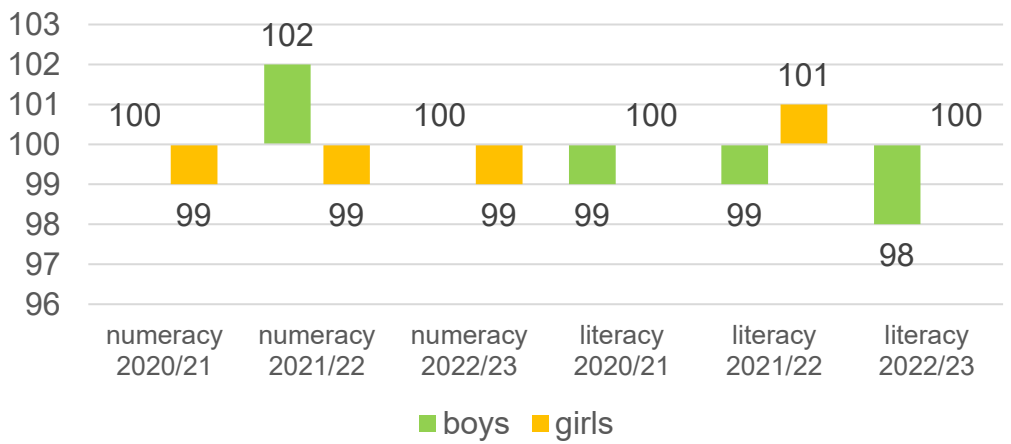
A Baseline Assessment has been in place since 2005-06 to assess children’s attainment in literacy and numeracy on entry to primary one. In contrast to the Developmental Milestones, overall performance in literacy and numeracy remains consistent with previous years, with a slight decrease in numeracy as shown in the chart to the right.



Source: East Renfrewshire Education Department

The standardised scores for literacy and numeracy show a consistent pattern in terms of gender. Over the past three years boys have outperformed girls in numeracy and in literacy girls outperform boys as shown below.

East Renfrewshire by Gender: 2019/20 to 2022/23



Source: East Renfrewshire Education Department

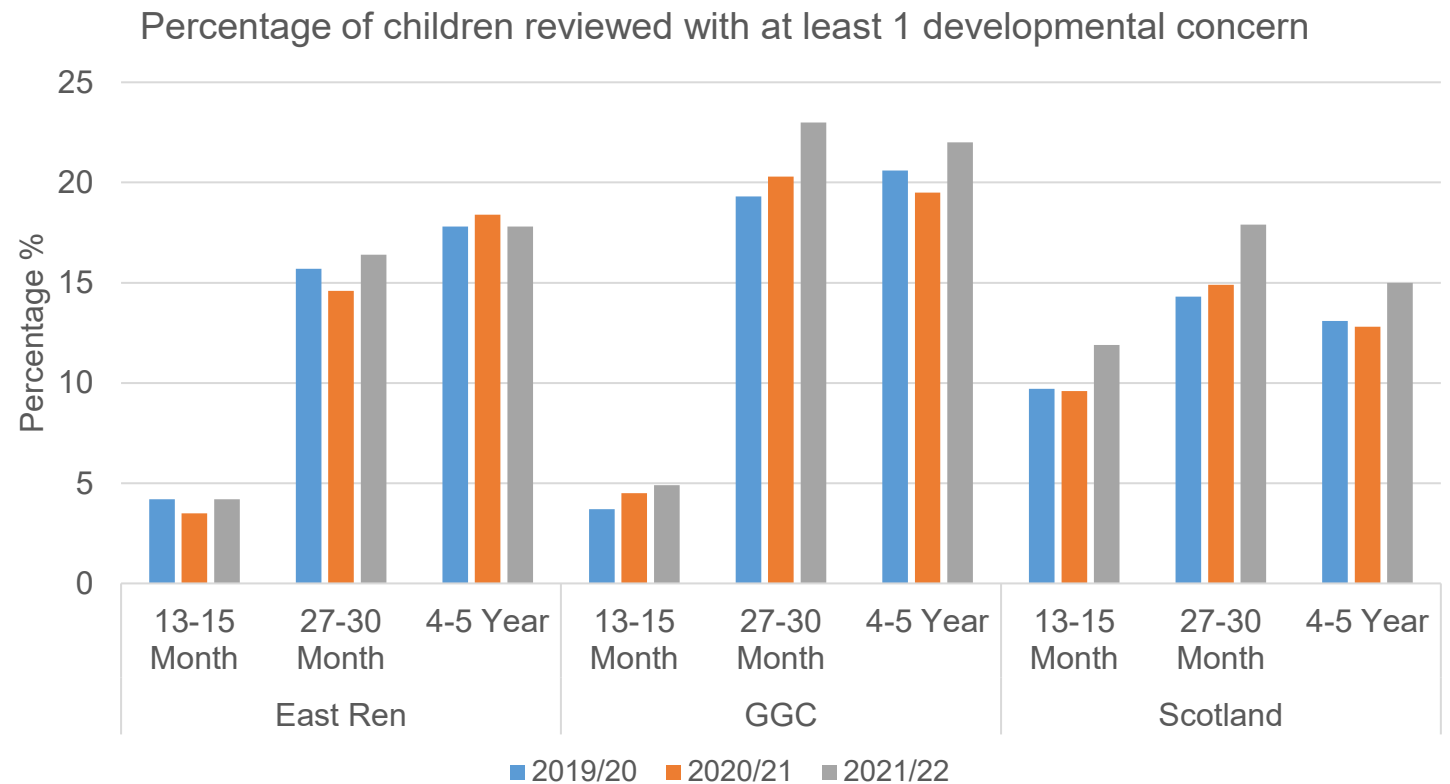
# Health Visiting

The evidence based Universal Health Visiting Pathway is a core home visiting programme to be offered to all families. The programme consists of 11 home visits; 8 within the first year of life and 3 Child Health Reviews between 13 months and 4-5 years.

In East Renfrewshire, the universal pathway is now fully implemented. The final addition of an antenatal contact, offered to all pregnant women, has provided an early introduction to health visiting services and the opportunity to develop the therapeutic relationship. In 2022, there have been significant improvements in completion of 4-5 year reviews, in response to this being identified as the review with the lowest coverage. Our data shows that family movement into East Renfrewshire for school, places demand on the service at this final touchpoint.

## Early Child Development

In 2021/22, there were increases nationally in the proportion of children with a developmental concern at all three review points. In East Renfrewshire increases were seen in 13-15 month and 27-30 month reviews. There was a slight decrease in the proportion of 4-5 year reviews where one or more developmental concern was reported. This is likely to be as a result of improvements in coverage. Ongoing monitoring of this will be crucial as we develop our understanding of the impact of the pandemic on early years.

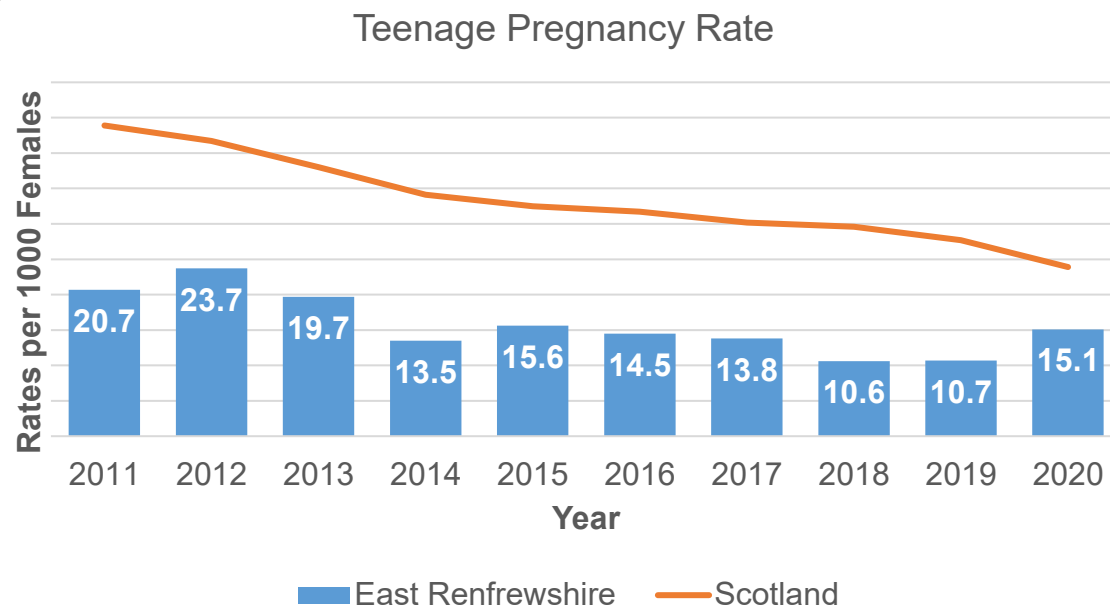


# Family Nurse Partnership<sup>45</sup>

The current teenage pregnancy rate in East Renfrewshire is 15.1 per 1,000. This is the second lowest rate in Scotland.

Although there appears to be a pocket increase in 2020, family nurse partnership data shows this to be short term and not the start of a rising trend.

The graph below demonstrates that in East Renfrewshire, the family nurse partnership are reaching those most in need, with green representing the proportion of notifications from the most deprived quintiles (SIMD 1&2), where grey is all notifications.

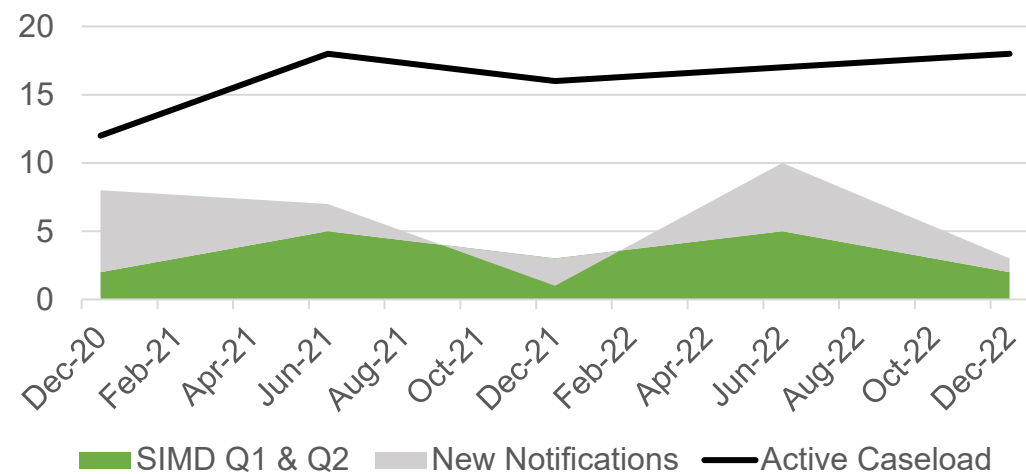


Source: Public Health Scotland Teenage Pregnancies

- In response to the increasingly challenging impact of poverty, FNP staff have received Home Energy training to alleviate fuel poverty implications
- Maintaining and developing partnerships is an ongoing priority- Clients in East Renfrewshire currently benefit from access to an attached FNP Shelter Worker, FNP Employability worker and direct links to Sandyford sexual health service
- Two Seyana press champions from the local FNP team have undertaken training to support clients with administration of Seyana contraceptive injection
- Work is ongoing across the board area in relation to continuous quality improvement around client uptake, enrolment by 16+6 weeks gestation and non-English client uptake

18

Family Nurse Partnership Notifications and Caseloads



Source: Family Nurse Partnership Team E

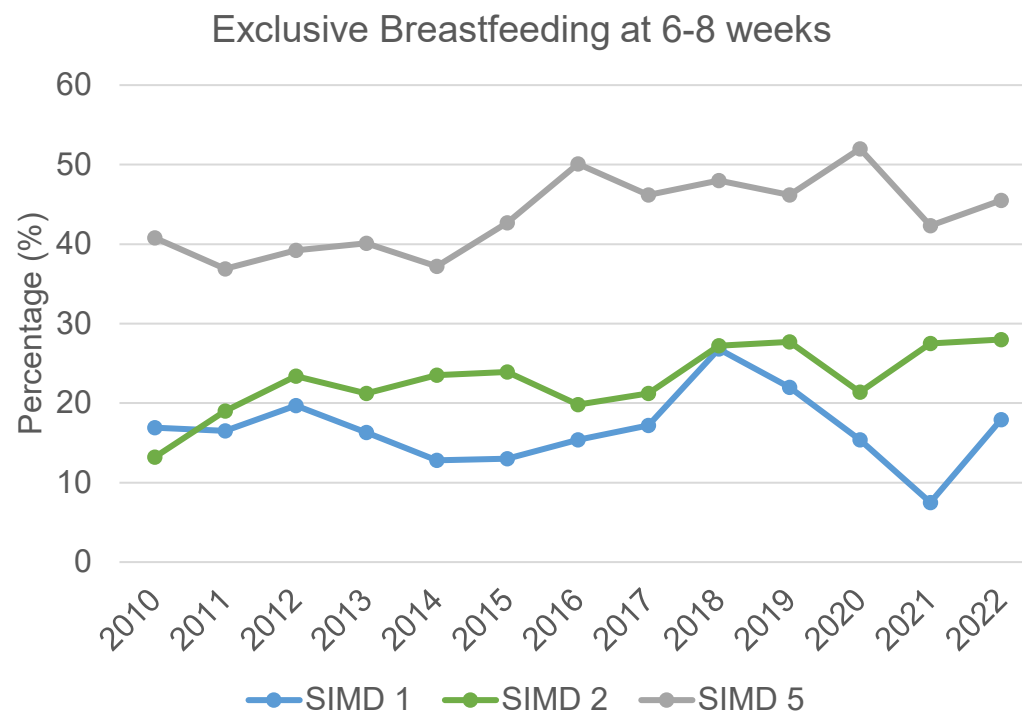
# Breastfeeding

46

Although there continues to be a difference in breastfeeding rates between women living in our most affluent (SIMD 5) and our most deprived (SIMD 1) areas. The gap has decreased for a second year in a row from 34.7% in 2020/21 to 27.6% in 2021/22. In addition, the overall exclusive breastfeeding rate at 6-8 weeks remains higher than Scotland and GGC averages.

East Renfrewshire continues to achieve one of the highest breastfeeding rates in Scotland, with 73.8% of babies having ever been breastfed (as reported at First Visit).

We have maintained our UNICEF Gold accreditation since it was first awarded in 2018 and were awarded a commendation at our latest accreditation in November 2022.



Source: Public Health Scotland Infant feeding statistics dashboard

# Maternal Smoking

	2017/18	2018/19	2019/20	2020/21	2021/22
East Ren	4.6 (39)	5.7 (46)	4.3 (34)	3.2 (24)	4.0 (31)
GGC	11.5 (1,340)	11.7 (1,277)	11.6 (1,274)	10.2 (1,056)	9.0 (957)
Scotland	14.4 (7,363)	14.6 (6,989)	13.8 (6,438)	13.1 (5,831)	11.8 (5,492)

Source: ScotPHO Tobacco use: maternal smoking

The health of a pregnant woman and her baby are closely linked and are influenced by a number of different factors, including maternal smoking. In 2022, 4.0% (31) of women living in East Renfrewshire were recorded as smoking at the time of their antenatal booking appointment compared to 5.7% (46) in 2019. Maternal smoking in pregnancy in women living in East Renfrewshire remains significantly below figures for Scotland and NHS Greater Glasgow and Clyde at 11.8% and 9.0% respectively.

19

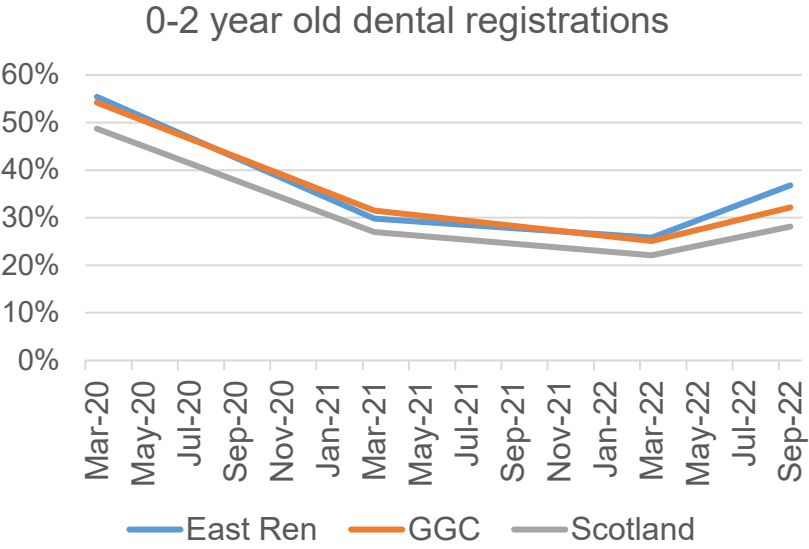
A £220 incentive is available to encourage pregnant women to stop smoking and stay stopped. Currently, uptake is low however raising awareness is a priority over the next few years.

# Dental Health

Dental registrations for 0-2 year olds have reduced significantly in all areas; owing to reduced access to dental services during the Pandemic and subsequent restrictions during service recovery.

The latest snapshot, taken on 30<sup>th</sup> September 2022, illustrates an upturn in registrations as a result of an increased capacity to deliver services. A return to pre-pandemic levels and subsequent improvements remains a priority for the Board and will continue to be monitored in light of recent pressures on access to General Dental Services.

In East Renfrewshire, there are two dental health support workers within the health visiting team and they offer home visits when babies are 3 months of age to support access to dental practice registration.



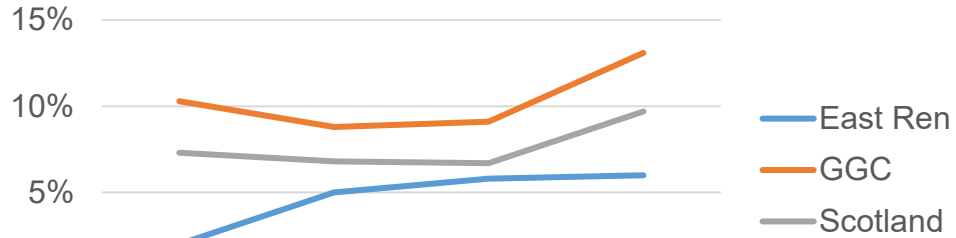
Source: NHS GGC Oral Health Directorate

The **Childsmile** programme reduces inequalities in dental health by supporting access to services, providing education, information and resources for professionals, community and education services:

- 33 out of 37 preschool establishments in East Renfrewshire participate in supervised toothbrushing
- However, fluoride varnish is not currently available in nurseries and schools in East Renfrewshire



Proportion of children inspected needing to see a dentist as soon as possible on account of severe decay or abscess



Source: NHS GGC Oral Health Directorate  
Note: \* There was no NDIP for 2020/21

- The National Dental Inspection Programme (NDIP) was suspended in March 2020, and resumed in 2021/22, but was limited to a basic inspection of Primary 1 children.
- Data presented above shows there has been an increase in the presence of severe decay or abscess in East Renfrewshire, however we remain well below the GGC and Scotland averages.
- It is expected the full impact of the Pandemic on child dental health will not be understood for several years. Therefore we will continue to monitor the basic NDIP outcomes as well as the detailed data when that becomes available again.

# Childhood Obesity

All NHS Boards in Scotland provide a child health programme where children are offered routine reviews at various stages of their life. Height and weight measurements are collected at 27-30 months and again at the Primary 1 review.

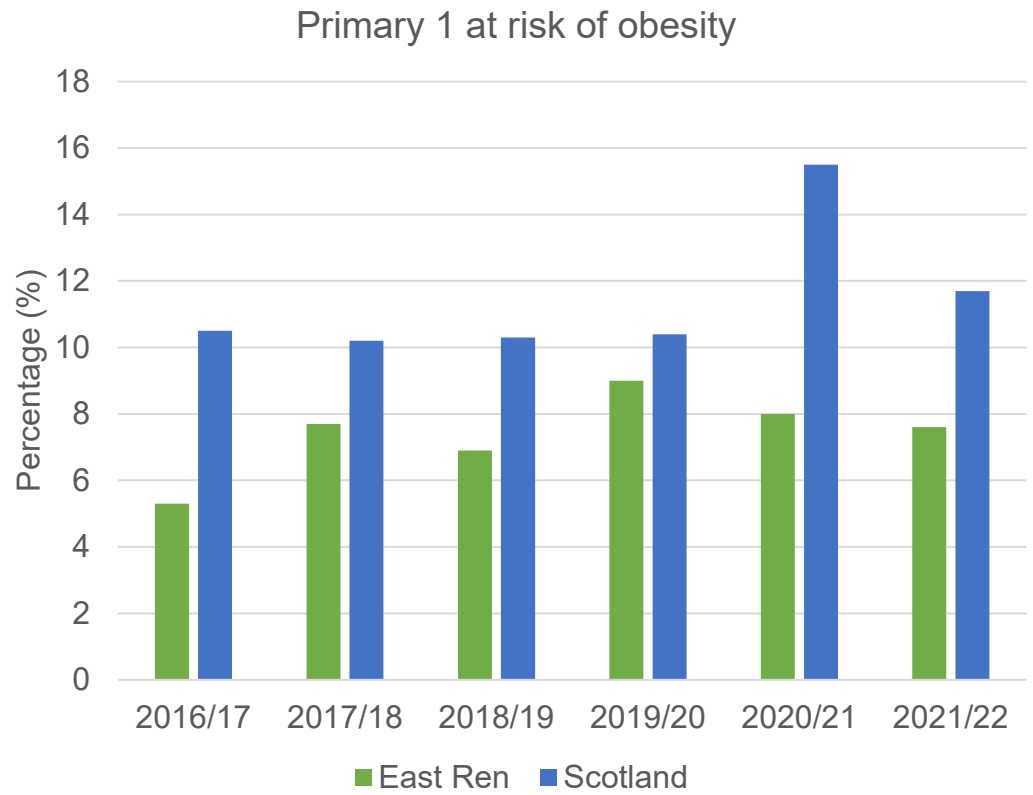
Data from the 27-30 month health checks for 2021-22 have been gathered and analysed by Public Health Scotland. In East Renfrewshire, data validity was the highest of any local authority in Greater Glasgow and Clyde, supporting a high level of confidence that the data is representative of children in this area. The proportion of those at risk of overweight and obesity combined has dropped since pre-pandemic (2018/19) levels. This decrease is largely due to the drop in those at risk of overweight, whilst those at risk of obesity has remained stable. The number at risk of underweight has increased by 7 when comparing before the pandemic to latest data available. Although numbers in East Renfrewshire are small this is something we would like to monitor as it represents a significant change in percentage.

The graph presents the most recent annual statistics on body mass index (BMI) for Primary 1 school children (those aged around 5 years old) published by Public Health Scotland. At risk of obesity is defined as BMI greater than or equal to 95<sup>th</sup> centile.

East Renfrewshire consistently records a lower percentage of children at risk of obesity than the Scotland wide figure.

The impact of the pandemic is yet to be fully understood, but there is evidence to suggest a disproportionate impact on children living in our most deprived areas.

The HENRY approach has been developed in response to obesity figures and is a practical intervention that delivers **21** key messages to change family lifestyle habits and behaviours.



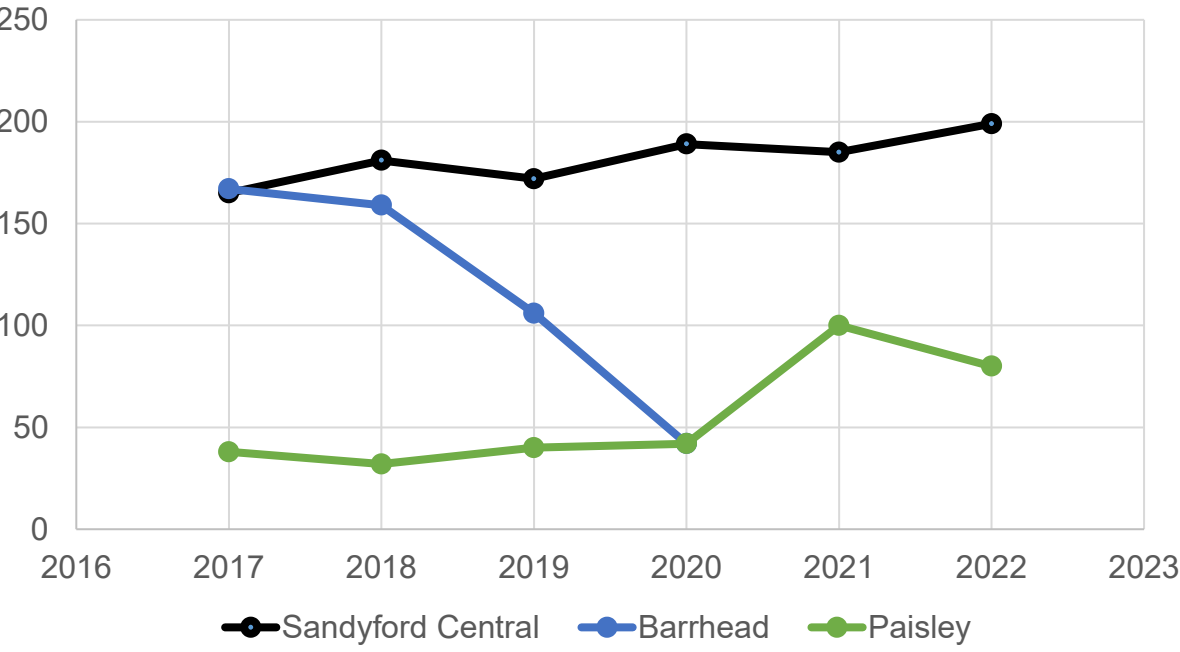
Source: Public Health Scotland Primary 1 Body Mass Index (BMI) statistics Scotland dashboard



# Sexual Health

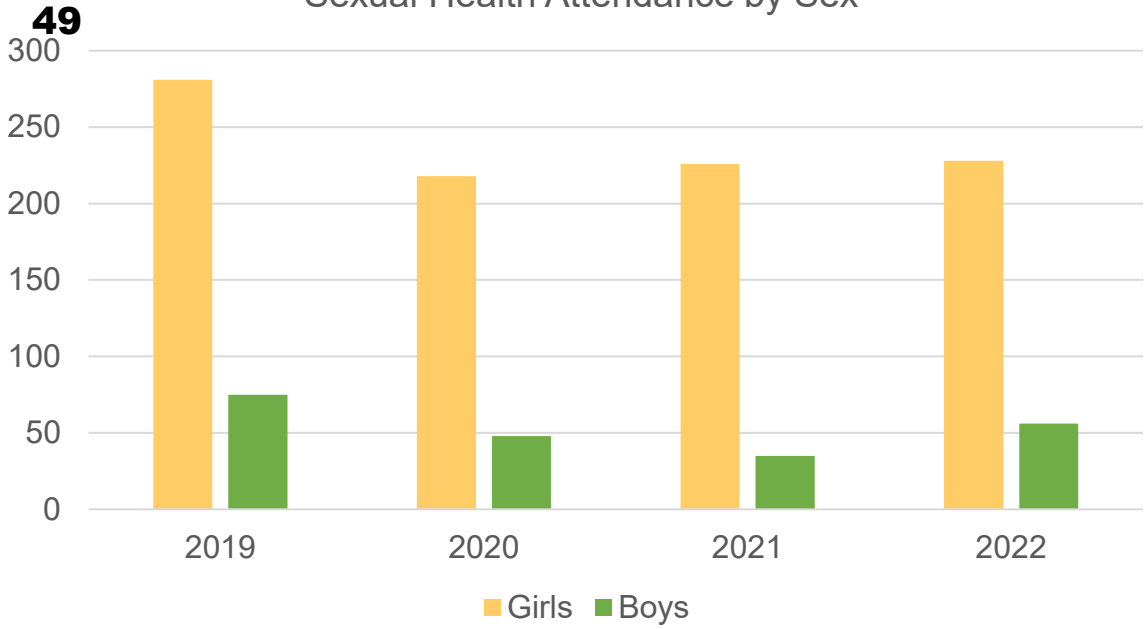
East Renfrewshire has seen a reduction in young people (aged 20 or under) attending sexual health clinics, which is consistent across the board in NHS GGC. This is partially due to COVID-19, but the drop-off in numbers proceeded the pandemic and so this is not the sole factor. It is thought that young people either do not know about sexual health services (despite campaigns to promote the services), or are experiencing barriers to access the services that are in place.

Where East Renfrewshire Young People attend Sexual Health Clinics



Source: NHS GCC Health Improvement (Sexual Health) Team

Sexual Health Attendance by Sex



Source: NHS GCC Health Improvement (Sexual Health) Team

Young people in East Renfrewshire are particularly challenged, in that the Barrhead clinic was closed in 2020, during the COVID-19 pandemic and, as yet has not re-opened. Therefore young people are required to travel to other areas to access services. The opportunity to introduce a new Sandyford outreach clinic for young people in East Renfrewshire is currently being explored.

Services will be promoted locally by our health improvement team in partnership with the community learning and development team by linking with schools and other youth services. Work is already underway to increase access to free condoms, including at local culture and leisure venues. Consideration must also be given to building on recent improvements in boys attending.

# Community Learning and Development

## Detached Youth Work

Detached work undertaken by ERC Community Learning and Development is a method of youth work where youth workers engage with and support young people on the streets and in other locations where they congregate. Youth workers establish positive relationships with young people and provide them with confidential advice, information and support. Since the pandemic, the data we have gathered has shown that the main priority issues for young people include;

- mental health and wellbeing (exam stress, poor sleep, anxiety)
- education, employment and training
- drugs/alcohol
- sexual health and relationships (friendships, sexual relationships, family relationships, LGBTI)
- crime, youth disorder, anti-social behaviour and its consequences.

Youth work also provides opportunities for sign posting when relevant to organisations/agencies who can provide additional more specialised support including Healthier Minds, Work East Ren and Sandyford etc.

## Diversions

Due to the increased number of young people gathering in local communities and the lack of opportunities for young people to socialise during COVID-19, there was a rise in both perceived and actual antisocial behaviour. In response to this CLD delivered a programme of activities to divert young people from risk taking and antisocial behaviour, this included the return of youth clubs, school holiday provision and outdoor learning.

Year	Number of contacts made	Number of young people participating in diversionary activity
August 20 – July 21	4822	228 (additional funding through Summer of Fun)
August 21 – July 22	3089	202
August 22 – Feb 23*	1002	210

Source: East Renfrewshire Community Learning and Development Team

Note: \*Data available is a partial year as reporting is done on academic years

## Safer Choices

Through our engagement with young people involved in <sup>51</sup>CLD activity and data collected by partners, we continue to encounter a high number of young people participating in risk taking and antisocial behaviours. In response to this, we have proactively developed an early intervention/prevention programme to provide young people with information, skills and support to reduce potential harm and make informed choices around their risk taking behaviour.

The programme is flexible and needs-led and focusses on topics including: Alcohol, drugs, consent and respect, antisocial behaviour and the law, knife crime and smoking/vaping. This can include specialist partner input. 65% of young people involved in the initial pilot programme said their behaviour had changed as a result of the knowledge and understanding the programme has given them. 85% plan to make safer choices.

## Learning and achievement

Since 2020 the focus of work with young people was mainly on Health and Wellbeing to support young people to address the impact of the challenges they faced during the pandemic. However during this time, we were still able to support young people to gain a range of accredited awards, recognising their learning and skills development through participation in CLD programmes. Reducing the poverty related attainment gap will remain a key priority for our work with young people in schools and in the community.



# Active Schools National Monitoring Information

COVID-19 had a profound effect, with social distancing and restrictions on movement resulting in a complete overhaul of the way many people get active. Throughout the pandemic, the Active Schools Team provided in school support to deliver outdoor group activity for pupils which allowed teachers to focus on the education of pupils throughout this difficult time. The team also partnered with the wider Sports Development Team to deliver school holiday activity camps for key worker children and young people and vulnerable children and young people.

Worryingly, existing inequalities in sport and physical activity participation have been exacerbated by the COVID-19 pandemic. Those from the least affluent households remain the least active and this gap has widened. This problem has increased since COVID-19 emerged and there's a risk of it becoming a longer-term trend if it's not addressed. Active children have higher levels of mental wellbeing and this illustrates the role that sport and physical activity can play in supporting them amid rising levels of loneliness and declining mental health.

COVID-19 had a major effect on our local sports clubs, with some of our clubs still not able to function at the same level pre COVID-19, with many of their coaches and volunteers no longer available to them. Consequently, our engagement with clubs has been greatly reduced, effecting deliverer numbers as well as links with clubs.

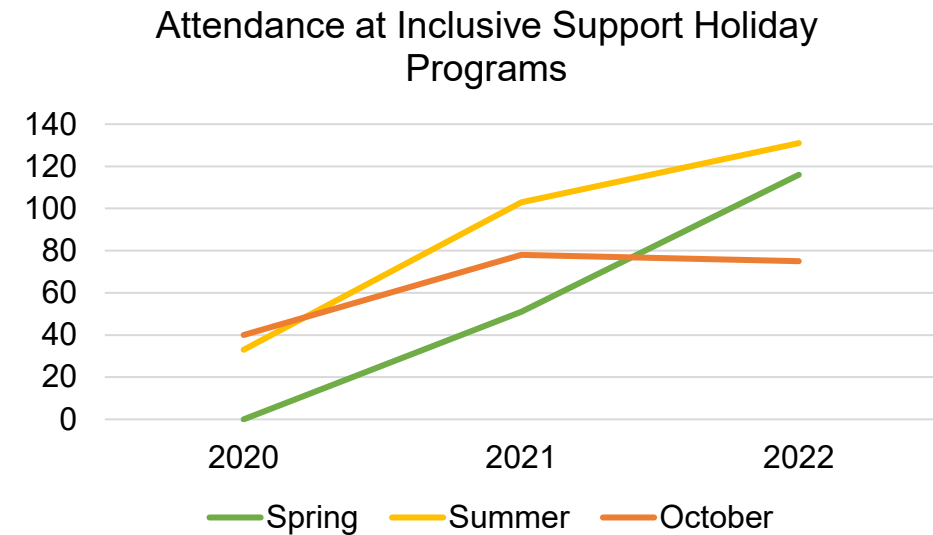
It is hoped that as we all (schools & clubs), look to recover from the pandemic, we will strive to offer more sport and physical activity opportunities for the young people of East Renfrewshire through after school clubs, ERCL sports coaching programmes and local sports club activity. We are undertaking targeted work in the summer school holidays to provide opportunities for children and young people from low income households with free access to activity camps.

	2018-19	2021-22	Decrease due to Pandemic
Distinct Participants	8195	6216	1979
% of school roll	48%	35%	13%
Visits	168,527	107,036	61,491
Deliverers	409	302	107
Clubs linking with schools	44	10	34

# Complex Additional Needs

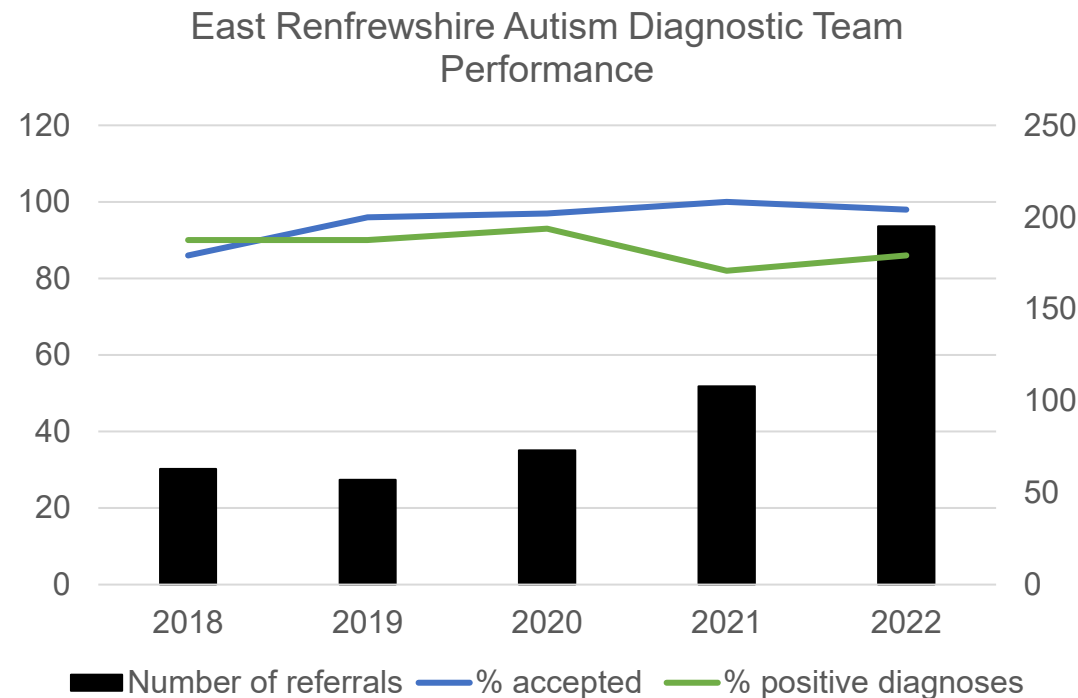
## Inclusive Support Holiday Programme

Normal operating arrangements for the service were suspended in response to the COVID-19 pandemic. Charges for the service were suspended and normal provisions were adjusted to allow for targeted supports to be provided for an increased number of children and young people identified by a multi-agency group. The significant increase in numbers may well be reflective of thresholds for children with neurodiversity changing over the pandemic. Looking forward, the impacts remain somewhat unknown.



Source: East Renfrewshire Inclusive Support Service

## East Renfrewshire Autism Diagnostic Team



Source: East Renfrewshire Autism Diagnostic Team

Despite a significant increase on referrals over recent years' there has been no reduction in the quality of the referral. Referrals increased by 81% in 2022, compared to 2021.

The wait times for assessment is currently 14 months. Modelling based on current resource will place this at approximately 4yrs 6mths in one year's time if no additional resource is allocated.

# Young Carers

54

- 240 young carers known to East Renfrewshire Carers Centre
- 134 young carers have received support in the past year
- 25 young carers have completed Young Carer Statement
- 96 young carers care for an adult

**Parent Carers**

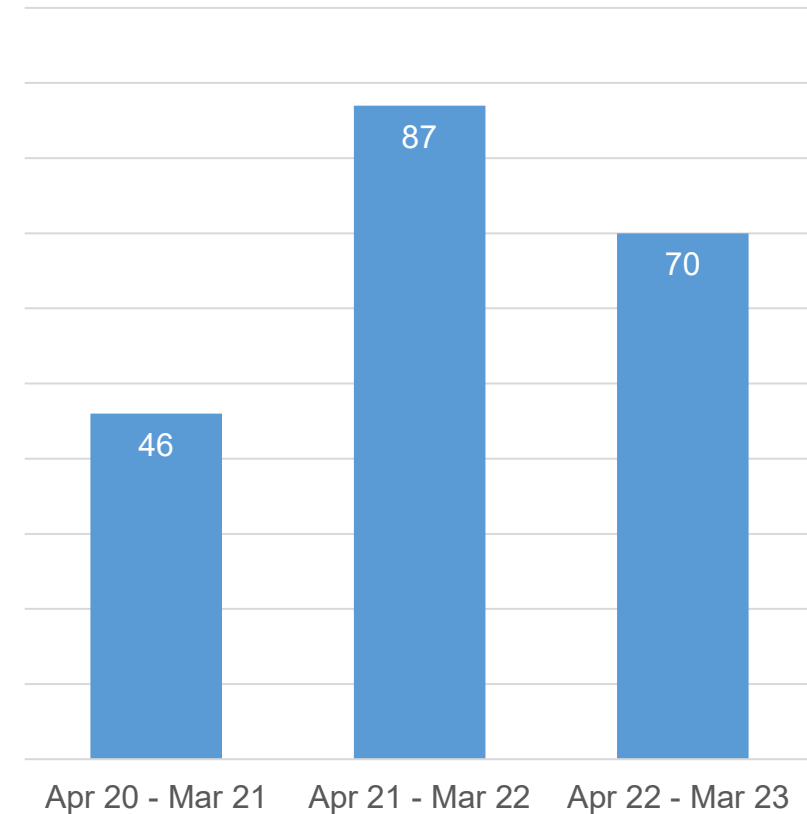
- 546 parent carers for a young person 18 or under

Source: East Renfrewshire Carers Centre

Year	Number of young carer grant payments	Percentage of total payments
2019/20	35	3%
2020/21	50	2%
2021/22	45	2%
2022/23	50	2%

Source: Social Security Scotland statistics

New young carer referrals



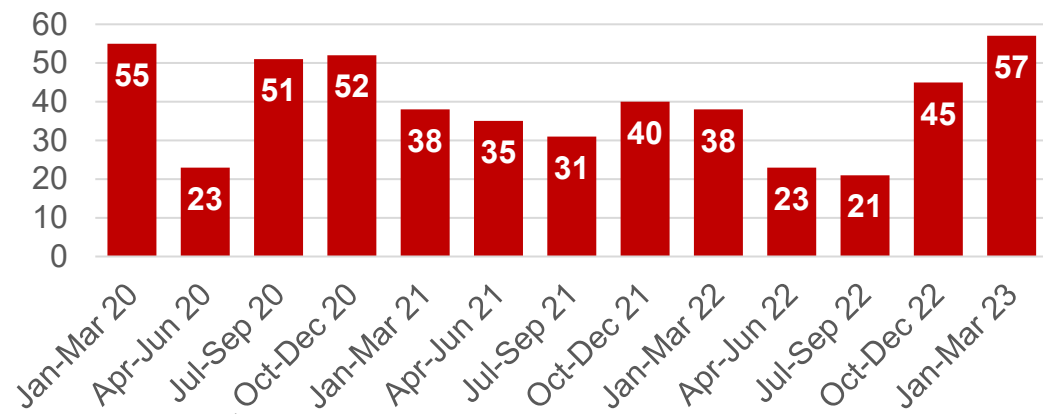
Source: East Renfrewshire Carers Centre

# Family Wellbeing Service (ERHSCP partnership with Children 1<sup>st</sup>)

The service is now available to all 15 GP practice's in East Renfrewshire, with the majority making good use of the connection. Referrals have been impacted by the pandemic and associated restrictions. The number of referrals per quarter has been variable. However, the most recent data, for January to March 2023, showed the number of referrals reach a new peak of 57.

27

Family Wellbeing Service Referrals

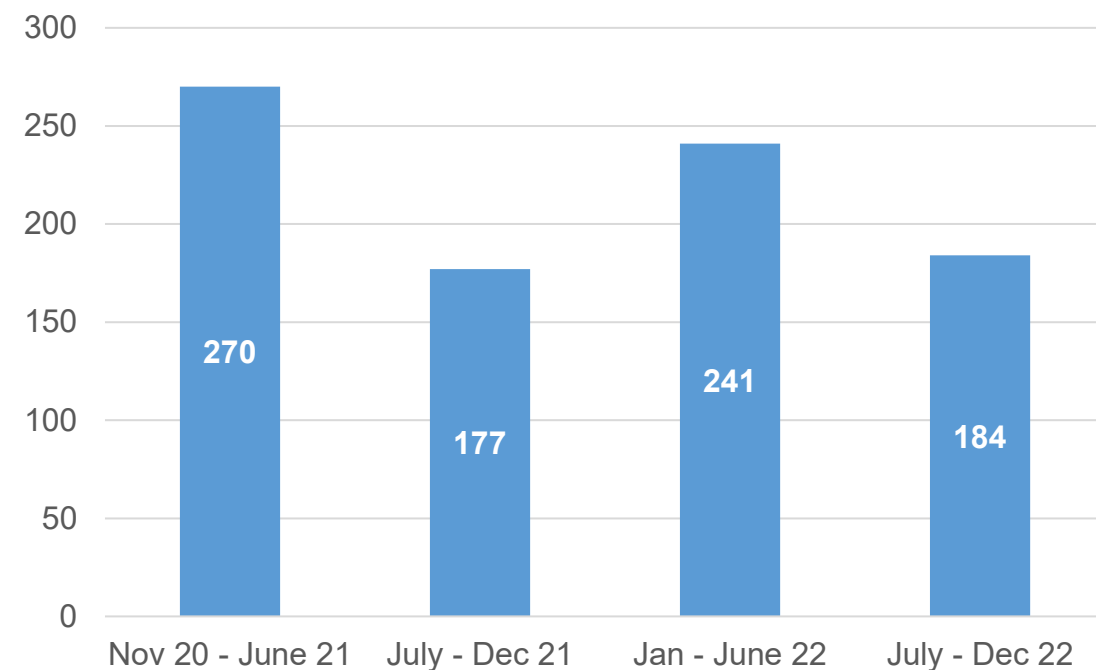


Source: Children 1<sup>st</sup>

# Healthier Minds

55

Our Healthier Minds multi-agency Screen Hub coordinates and assesses offers of emotional wellbeing support for children & young people aged 10-18 years olds.



Source: East Renfrewshire Healthier Minds

From July 2021 to June 2022, 4.3% of our high school pupils were referred to the Healthier Minds Screening hub

Date	Referrals to Screening Hub	Onward Referrals to CAMHS
Nov 20 – June 21	42	0
July – Dec 21	23	*
Jan – June 22	11	12
July – Dec 22	23	*
<b>Total</b>	<b>99</b>	<b>18</b>

Source: East Renfrewshire Healthier Minds

28

- One-third of referrals are male and just under two-thirds are female, with a small proportion of referrals identifying in another way
- The reasons for referral have remained the same since the service began; anxiety, low mood (including suicidal ideation) and emotional regulation. The number of children and young people referred for self-harm support is increasing
- 29% of the children and young people being referred for emotional wellbeing support have one or more additional support need
- 17% have a neurodevelopmental diagnosis, of these children and young people 13% are diagnosed with autism spectrum condition.
- An additional 6% of children and young people being referred, have ASC related traits without a diagnosis
- 19% of the children and young people referred are from 'at risk' groups\*
- 9% of children and young people referred to the hub identify as BAME
- 34 care experienced children and young people have been referred to the screening hub for support, with 7 children and young people being re-referred

*\*those at higher risk of mental health issues which may include Care Experienced, Young Carers, BAME, Domestic Abuse Concerns, LGBT+ (As suggested in the Scottish Government: Children & Young People Mental Health Community Grant - reporting template)*

# Child and Adolescent Mental Health Services

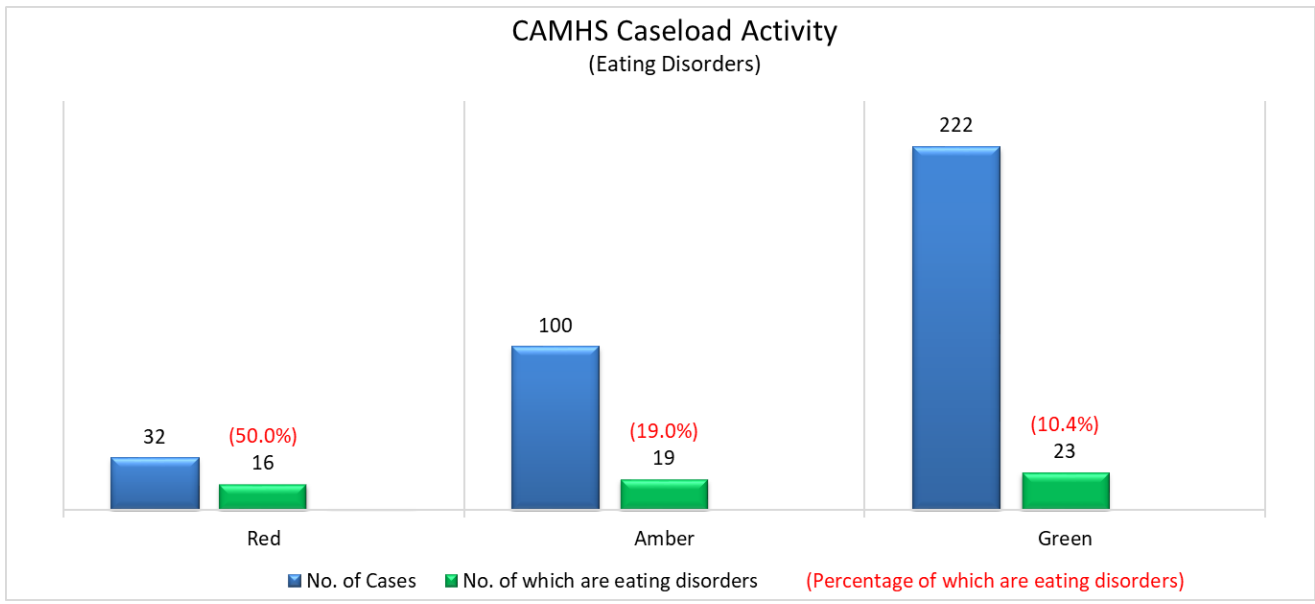
East Renfrewshire mental health demographic is consistent with national trends that highlight a 30% increase in general referrals since the beginning of COVID-19. Whilst increase in urgent referrals have increased this may be a reflection of longer waiting times rather than acute need.

However, we can be certain that there are two major increases in need within East Renfrewshire, other than increase in numbers. First is an increase in numbers and severity of symptoms in children and young people with atypical anorexia and an increase in restrictive eating in children and young people with autism who exhibit restrictive eating patterns.

Second, is the number, severity and complexity of children and young people on the autism spectrum who have a significant co-morbidity. It should be noted that these children and young people whilst requiring a health response always require significant supports from social care and educational service.

East Renfrewshire CAMHS Team received 1,044 referrals from January 2022 to February 2023 and have 340 children and young people awaiting assessment and intervention for the Neurodevelopmental Pathway.

NHS GGC adopted a Red, Amber, Green model that was used throughout the eight CAMHS teams during COVID-19 which has continued. It is important to note that this can change daily dependent on patient need and risk level. The figures up until 28/02/23 can be seen in the table opposite.



**Source:** Child and Adolescent Mental Health Services (CAMHS)  
**Note:** **29**  
- Red = significantly impaired mental health/life threatening  
- Amber = significant to moderate mental health/potential life threatening  
- Green = Non-life threatening/neurodevelopmental cases



# Alcohol, Drugs and Mental Health

The alcohol and drugs recovery service supports people with harmful alcohol/drug use. The Adult Mental Health Team (AMHT) treats people with severe and enduring mental health conditions, such as bipolar disorder, schizophrenia or clinical depression. The Primary Care Mental Health Team (PCMHT) supports people experiencing mild to moderate conditions, including stress, anxiety or depression.

## Young People and Mental Health

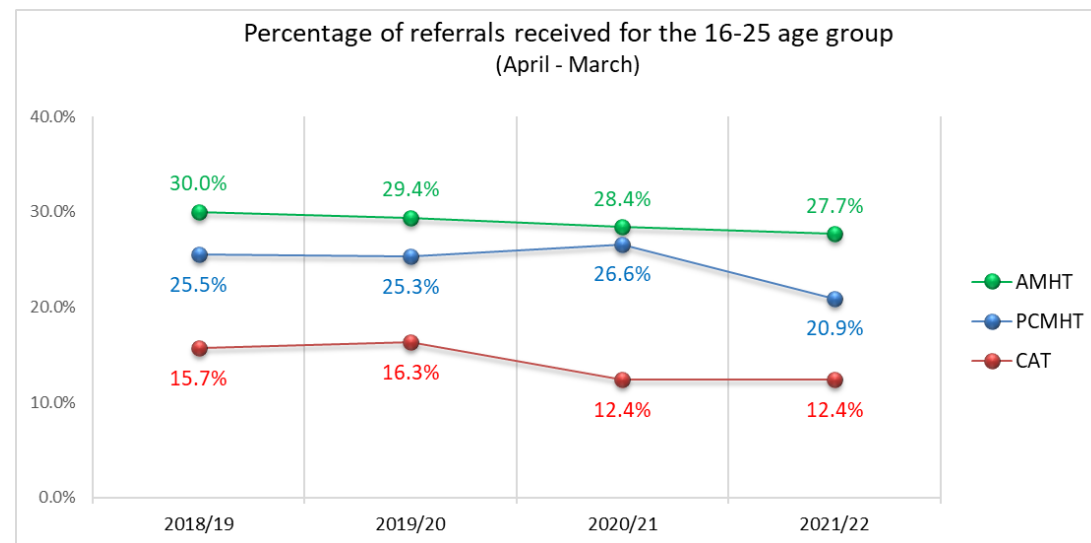
The number of young people aged 16-25 referred to AMHT for more severe and enduring conditions, have stayed at a similar level over the last five years (between

260 and 280 referrals per year). A reduction was observed in 2020/21 (due to the COVID-19 pandemic), though numbers are now returning to pre-coronavirus levels. Within the PCMHT, similarly, referrals for 16-25 dipped during COVID-19. They have increased again in 2021/22, though have not yet returned to pre-coronavirus levels.

## Children and Young People and Alcohol and Drugs

Referrals for the 16-25 age group decreased by 39% (61 referrals in 2018/19 to 41 in 2021/22). They are more likely to relate to alcohol and drugs such as cannabis or cocaine rather than opiate drugs. Approximately 6% (n. 26) of the current caseload are aged 16-25, which is lower than the number of referrals received annually, suggesting not all referrals go forward for treatment (they may not meet the level of need treated by the team and may have referred on to other services and supports). The majority of young people currently on the alcohol and drugs team caseload are male (69%) (Source: Drug and Alcohol Information System – DAISy).

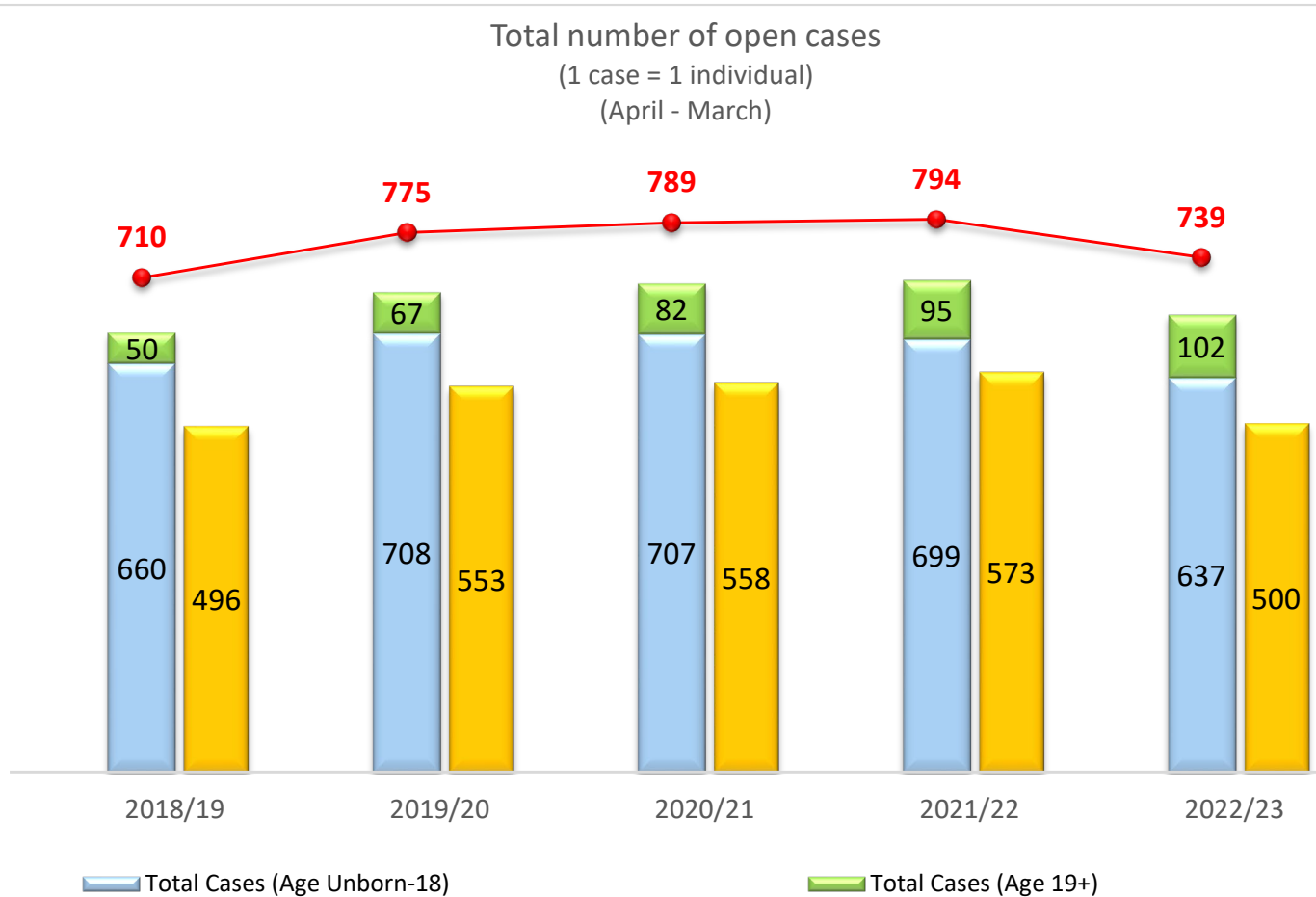
NHS Greater Glasgow and Clyde tracks everyone known to alcohol and drugs teams who present at Accident and Emergency in East Renfrewshire. This shows small numbers (<10) under the age of 20 during 2020 and 2021, and all were male. Data has been extracted from Care First to **estimate** the numbers of dependent children whose responsible adult is engaged with the alcohol and drugs recovery team and as at February 2023 this was **around 70** children aged 0-16. This should be considered as a proxy figure as this is not a mandatory field in the system and the actual number may be higher.



Source: East Renfrewshire HSCP

# Children in Need

58



Families receiving support from children and families social work on a voluntary basis makes up the majority of the total caseload.

The number of children receiving all types of social work support started to increase during the year before the pandemic and remained understandably high.

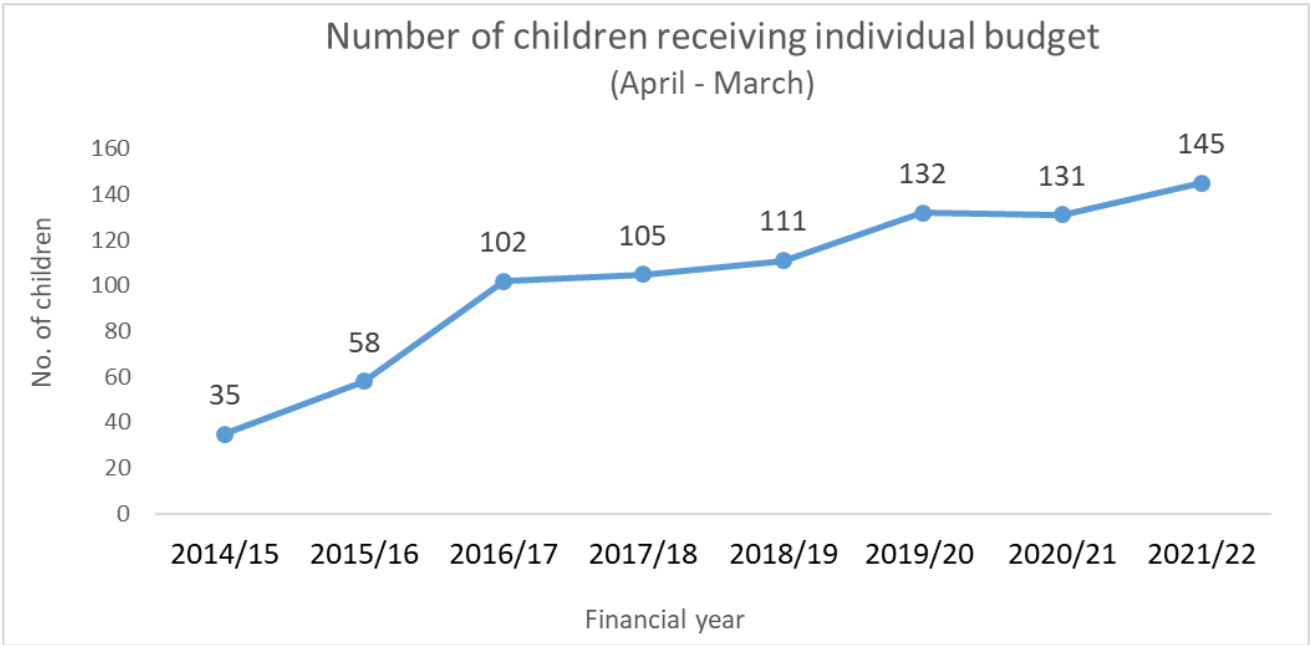
The most recent year's figures show a return towards the baseline with 78% of open cases receiving voluntary support.

Source: East Renfrewshire HSCP

Note: The chart above represents the total open cases throughout the reporting period (e.g. open as at the start of the reporting period or throughout).

# Self-Directed Support (SDS)

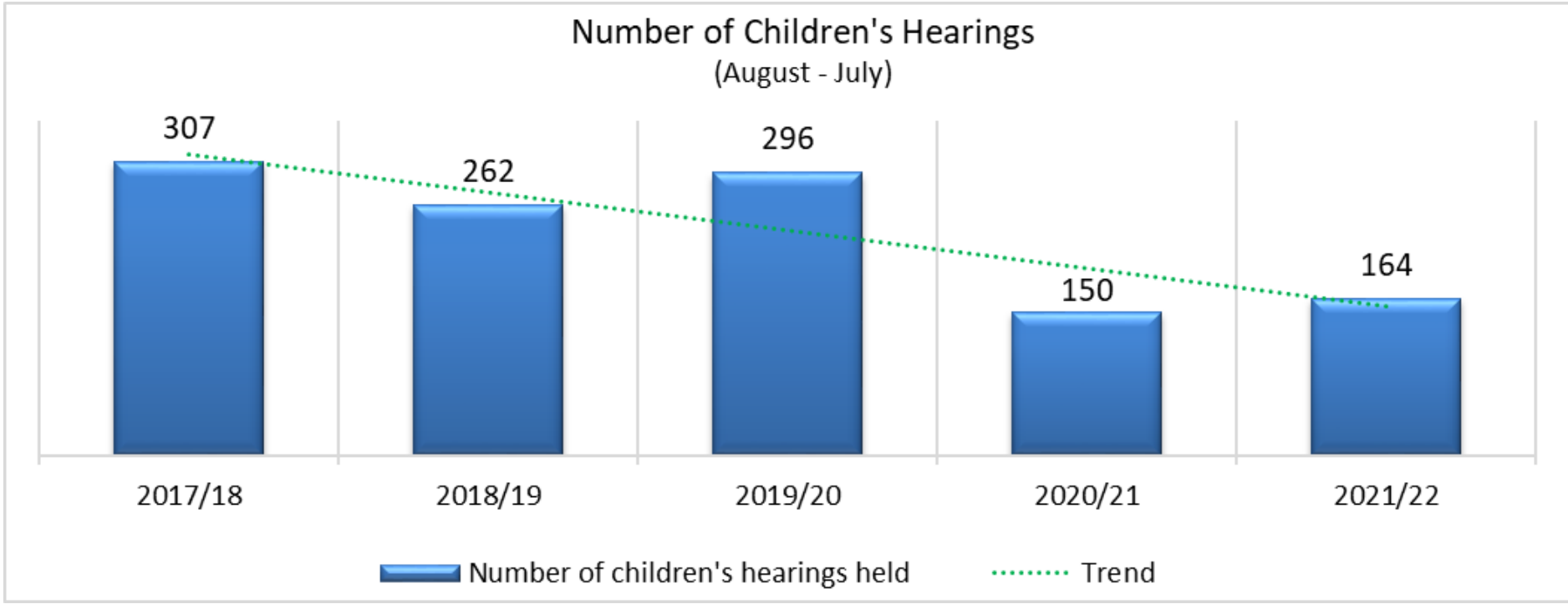
We have adopted the principles of Self-Directed Support (SDS) in partnership with children, their families and other people who are important to them. We recognise that good support planning is reliant on relationship based practice, starting with the family recognising what matters to them, and we are embedding this way of working throughout children's services. Given that 38% of children known to social work teams have a disability, we have undertaken a review of our assessment and planning and have implemented Signs of Wellbeing, a strengths based approach, adapted from Signs of Safety.



Source: East Renfrewshire HSCP

The number of children in receipt of an individual budget has quadrupled since 2014/15. In 2021/22, three quarters of children with disabilities were in receipt of an individual budget. This will continue to be an area of significant growth and budgetary pressure. Expenditure has increased from £471,558 for option 1 payments in 2020/21 to £611,222 which is a 29% increase with the same period last year. It is anticipated that this will continue to be an area of significant demand over the years, considering the migration of families who have children with disabilities into East Renfrewshire.

# Scottish Children's Reporter Administration (SCRA)



Source: Scottish Children's Reporter Administration

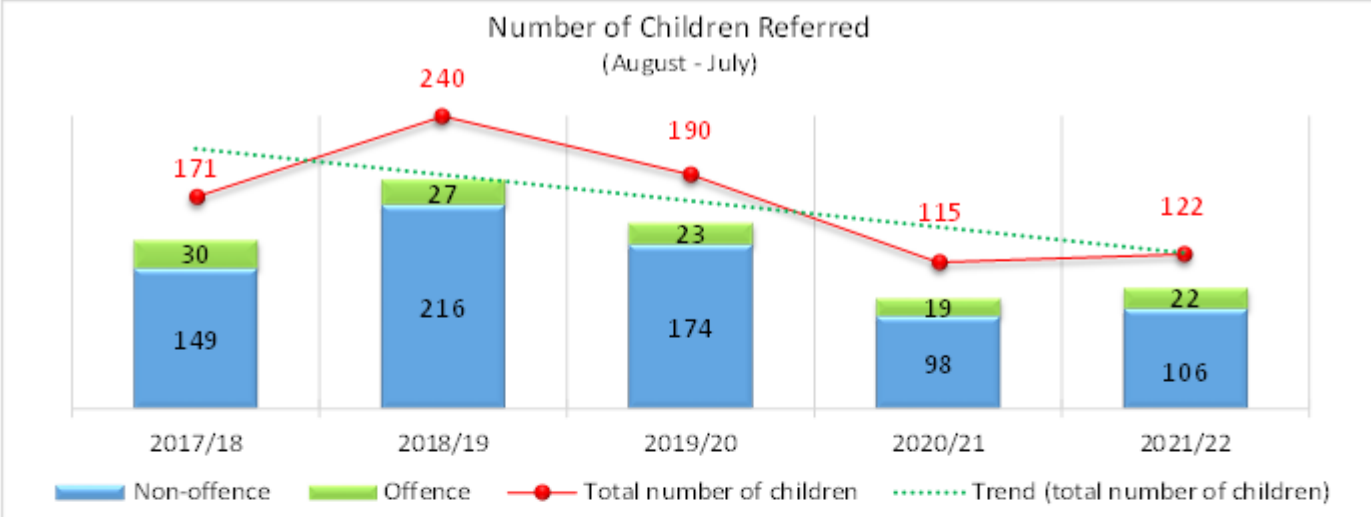
There were 164 Children's Hearings in East Renfrewshire in 2021/22; this is a 9.3% increase when compared to 2020/21 but an overall decrease since 2017/18. The significant decrease in 2020/21 in the number of children's hearings and the number of children referred and referrals received (shown on the next slide) is likely to be due to the COVID-19 lockdowns, at least in part. Referrals to SCRA reduced during this time nationally and emergency legislation allowed SCRA to reduce the number of review and emergency hearings that were required to be held. Figures for 2021/22 show a small increase in both referrals and hearings which is consistent with the loosening of COVID-19 restrictions.

# Scottish Children's Reporter Administration (SCRA)

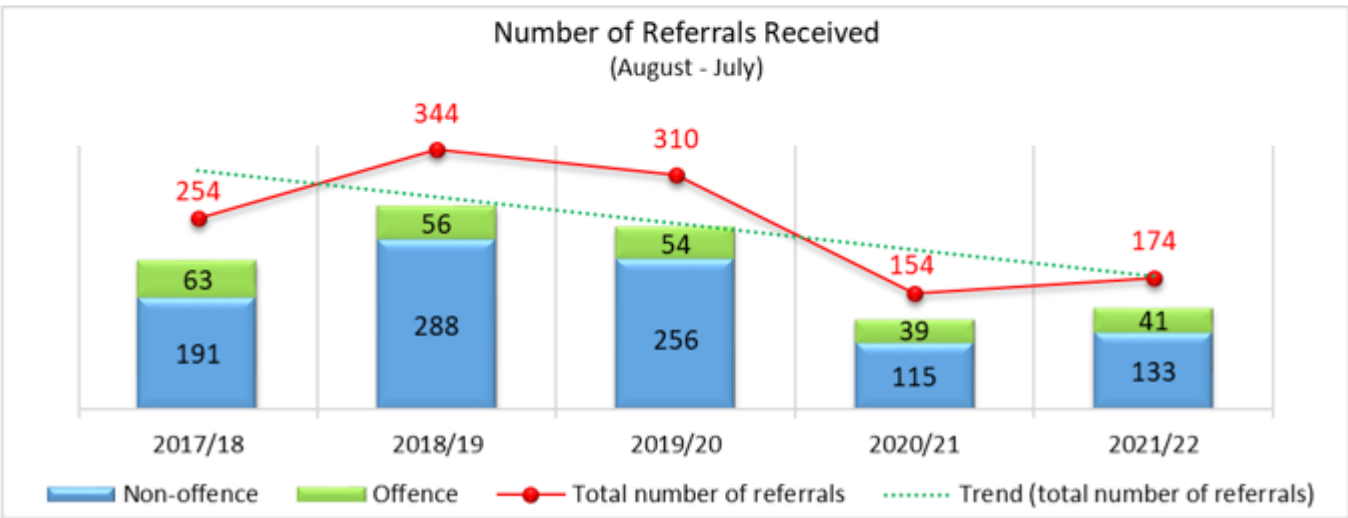
In total, 122 children were referred to SCRA in 2021/22 reflecting a downward trend since 2017/18.

These children were involved in 174 referrals, again this has mirrored the decrease in individual children referred since 2017/18 (254 referrals). Non-offence referrals accounted for some 87% of all children and 76% of all referrals received.

The breakdown of the number of offence and non-offence referrals to the Reporter show that children and young people have overwhelmingly been referred on care and welfare grounds with the most common grounds being "close connection with person who has carried out domestic abuse", followed by "offence".

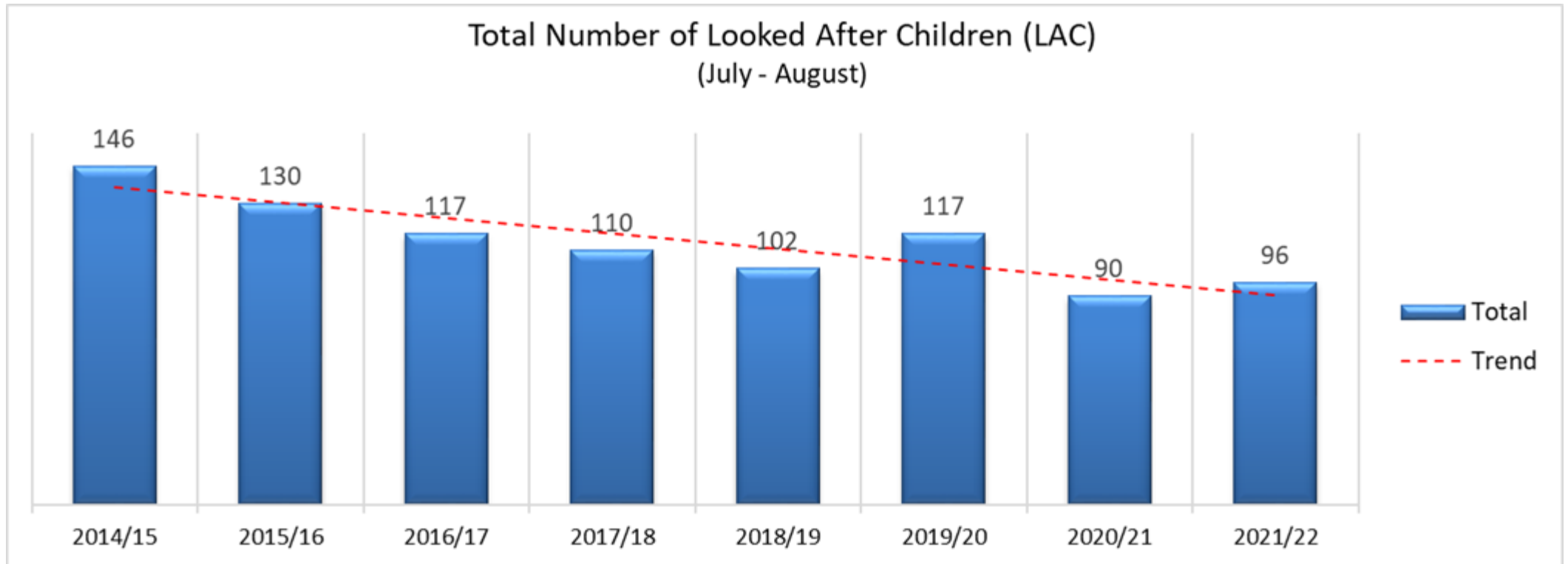


Source: Scottish Children's Reporter Administration  
 Note: Children may be referred for both offence and non-offence grounds in a period so may be counted once against each. The total figure counts every child referred to the Reporter during the year once.



Source: Scottish Children's Reporter Administration

# Looked After Children and Young People

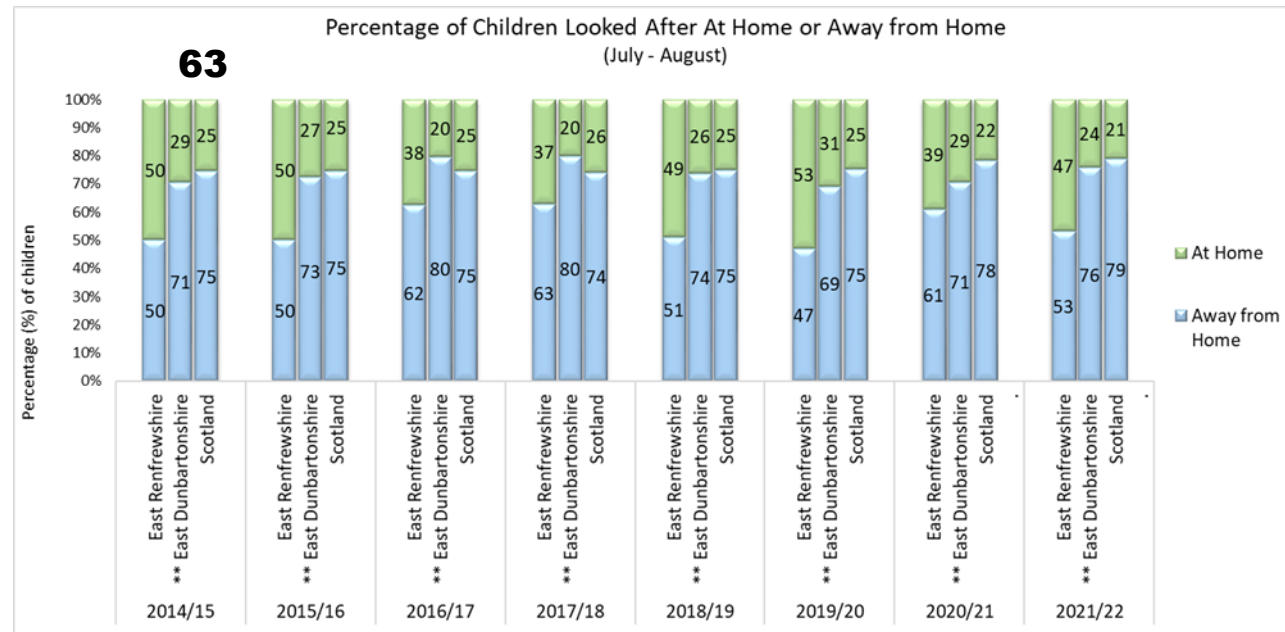


Source: Children's Social Work Statistics, Scottish Government

The long-term trend has seen the number of children and young people who are looked after at the end of the reporting period decrease from 146 in 2014/15 to 96 in 2021/22.

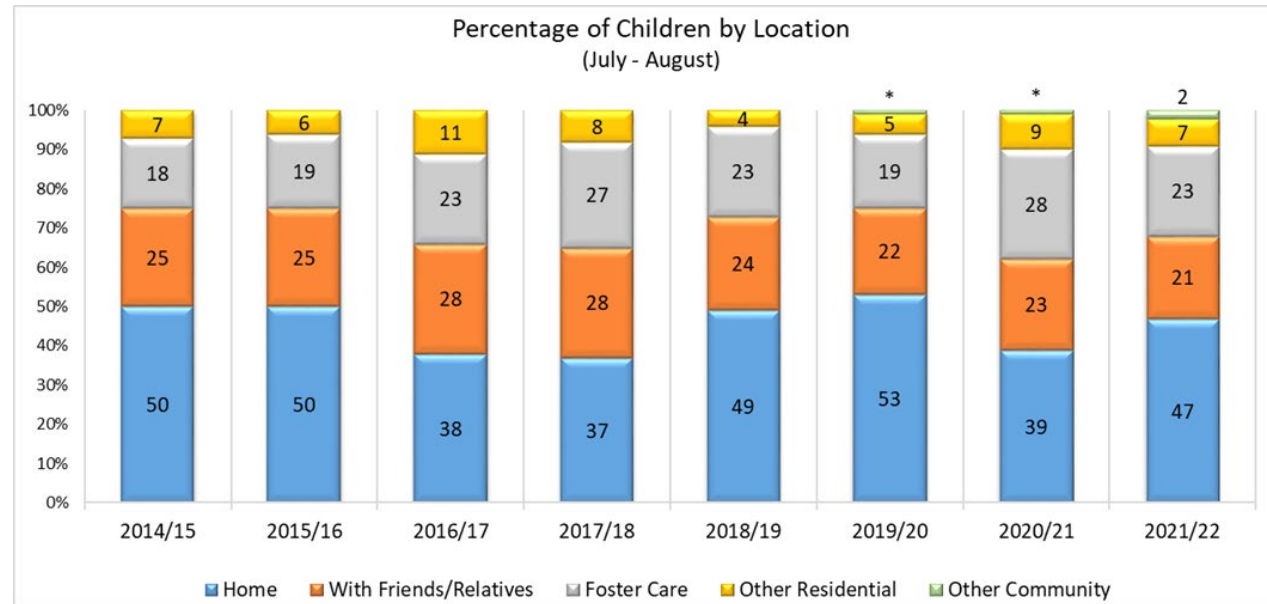
# Looked After Children and Young People

The proportion of children looked after at home and away from home has fluctuated over the past seven years. However, in comparison with our nearest comparative authority and the national figure we continue to keep more children at home. The impact of the pandemic is evidenced in the increase of those children who became looked after away from home. These children were predominately those affected by neurodiversity.



**Source:** Children's Social Work Statistics, Scottish Government

**Note:** \*\* Comparative local authority.

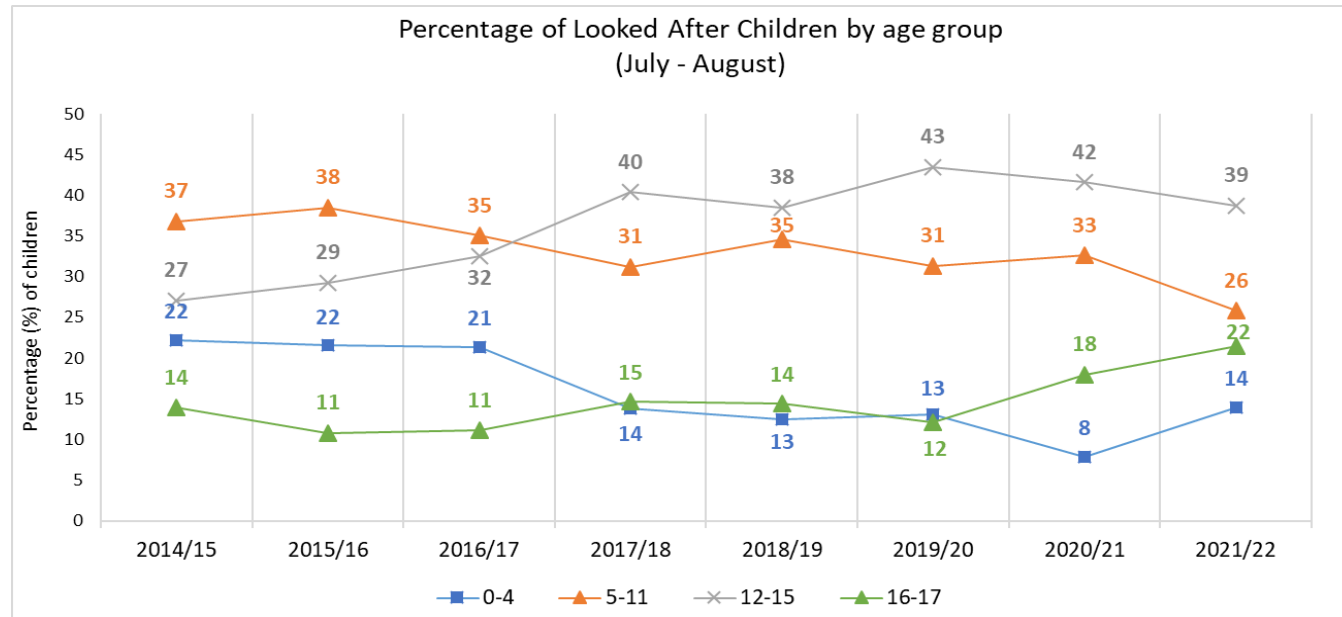


**Source:** Children's Social Work Statistics, Scottish Government

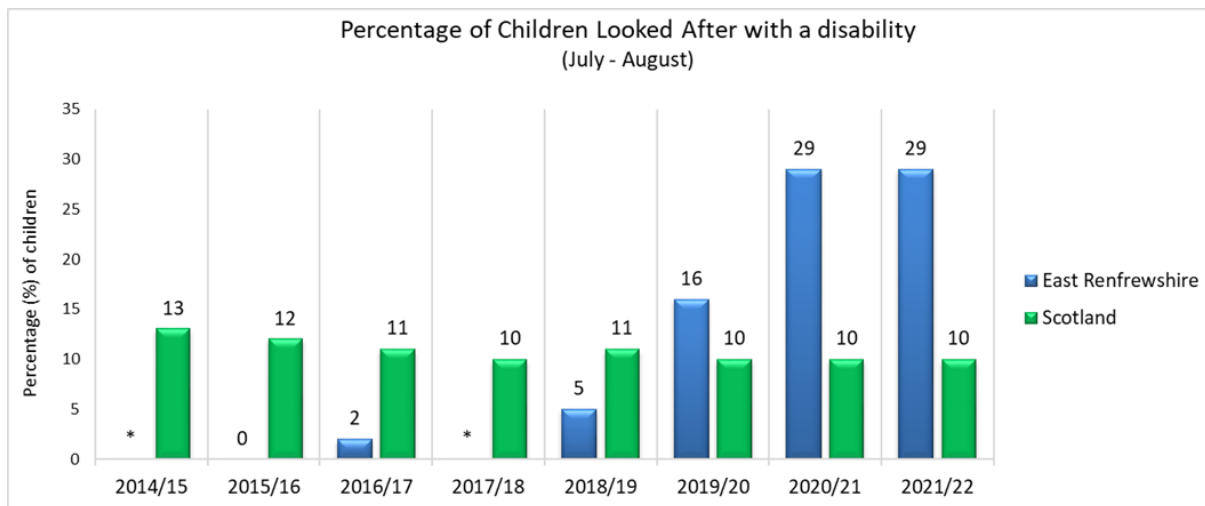
**Note:** Cells containing \* represent small numbers that are suppressed to maintain confidentiality.

# Looked After Children and Young People

The 12-15 age group now accounts for 39% of children looked after at the end of the reporting period compared to 27% in 2014-15 and the 0-4 age group has decreased from 22% to 14% over the same period.



**Source:** Scottish Government, Children's Social Work Statistics  
**Note:** Percentages refer to ages 0 to 17.

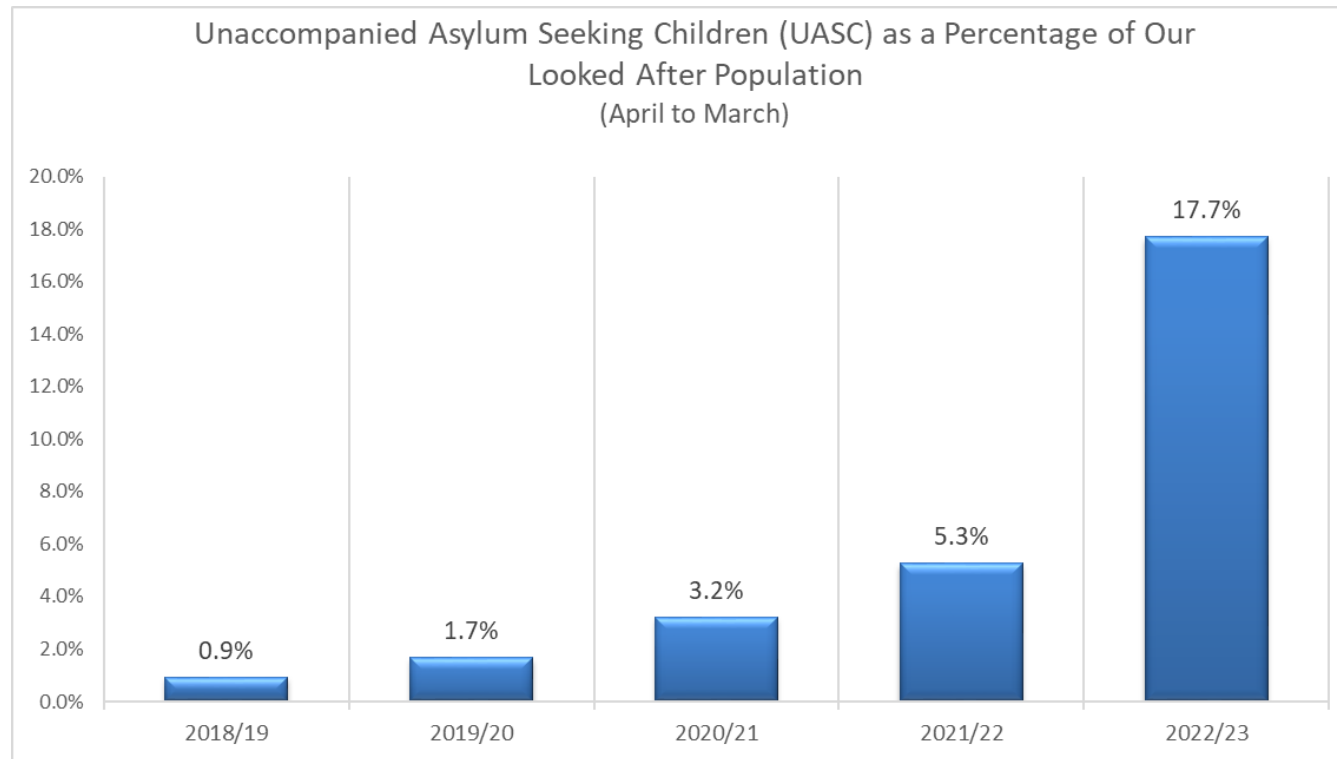


**Source:** Children's Social Work Statistics, Scottish Government  
**Note:** Cells containing \* represent small numbers that are suppressed to maintain confidentiality.

Both nationally and locally there are difficulties with recording information in relation to disability therefore comparisons to national data may be misleading. In East Renfrewshire we have undertaken work to help us understand our looked after children and young people and accurately record disability. The significant increase in 2020/21 and 2021/22 is a result of both improved recording and the impact of the pandemic.



# Unaccompanied Asylum Seeking Children and Young People



**Source:** East Renfrewshire HSCP

**Note:** Annual percentages are based on the number of looked after children at the end of the reporting period and the cumulative number of UASC since 2018/19.

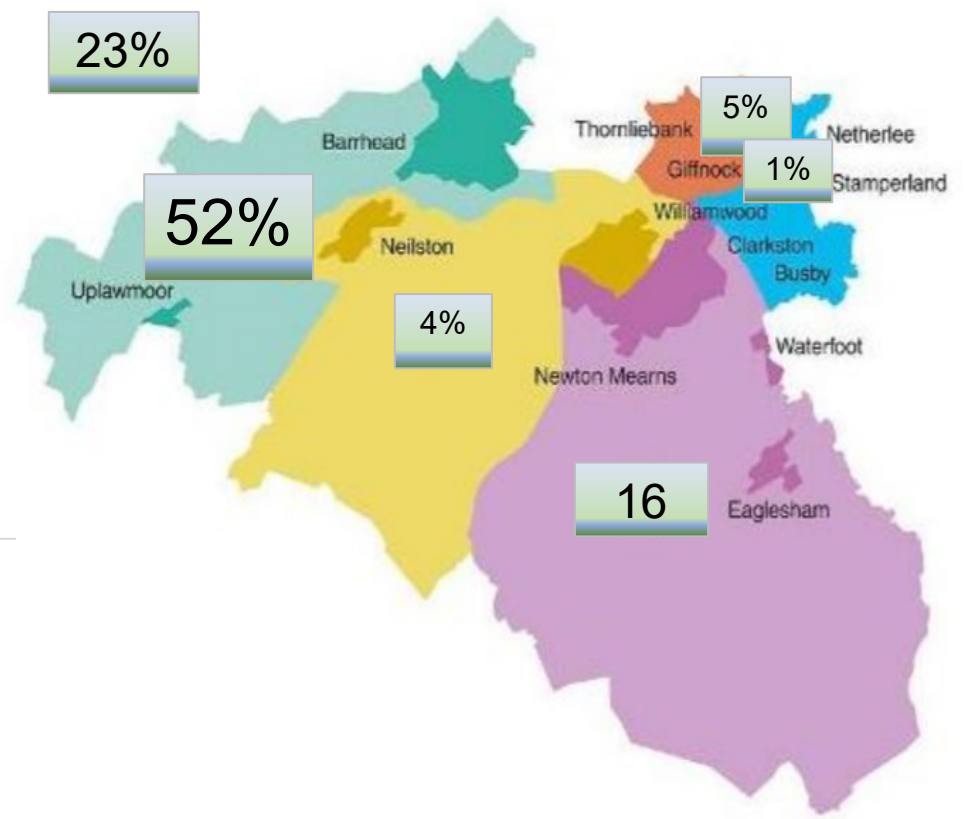
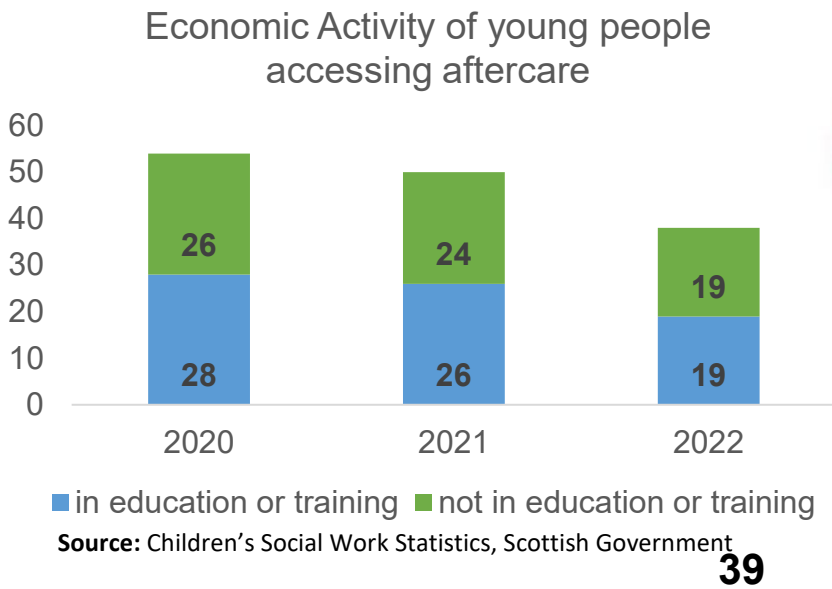
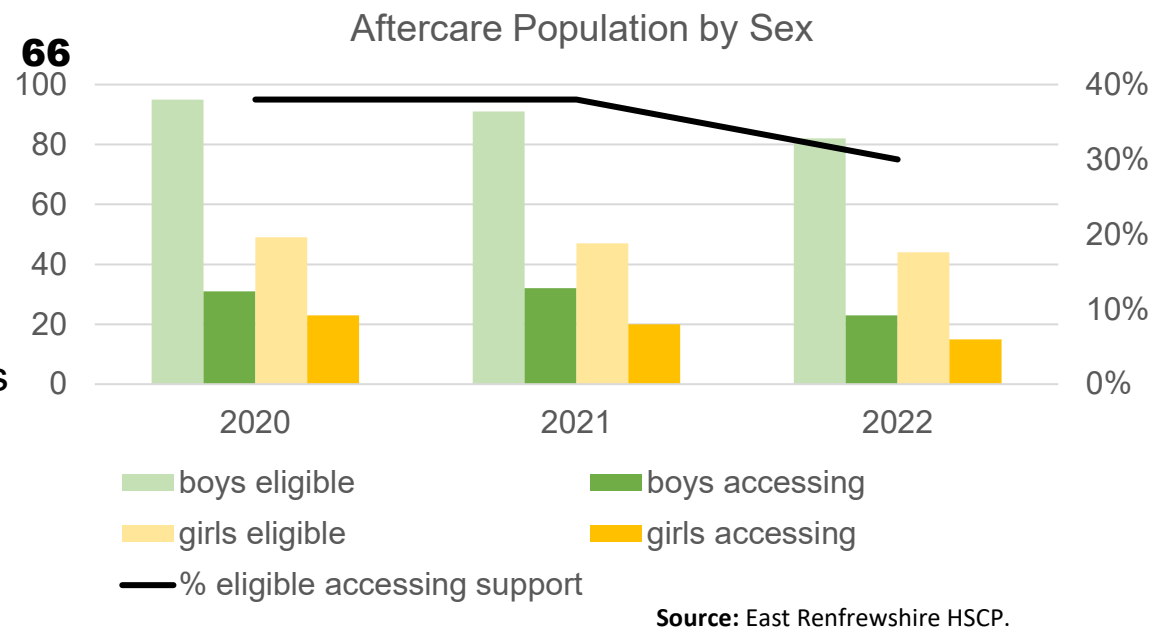
Since the mandate of the National Transfer Scheme in November 2021 the proportion of Unaccompanied Asylum Seeking Children (UASC) in our looked after population has risen significantly and is predicted to continue to increase.

# Aftercare

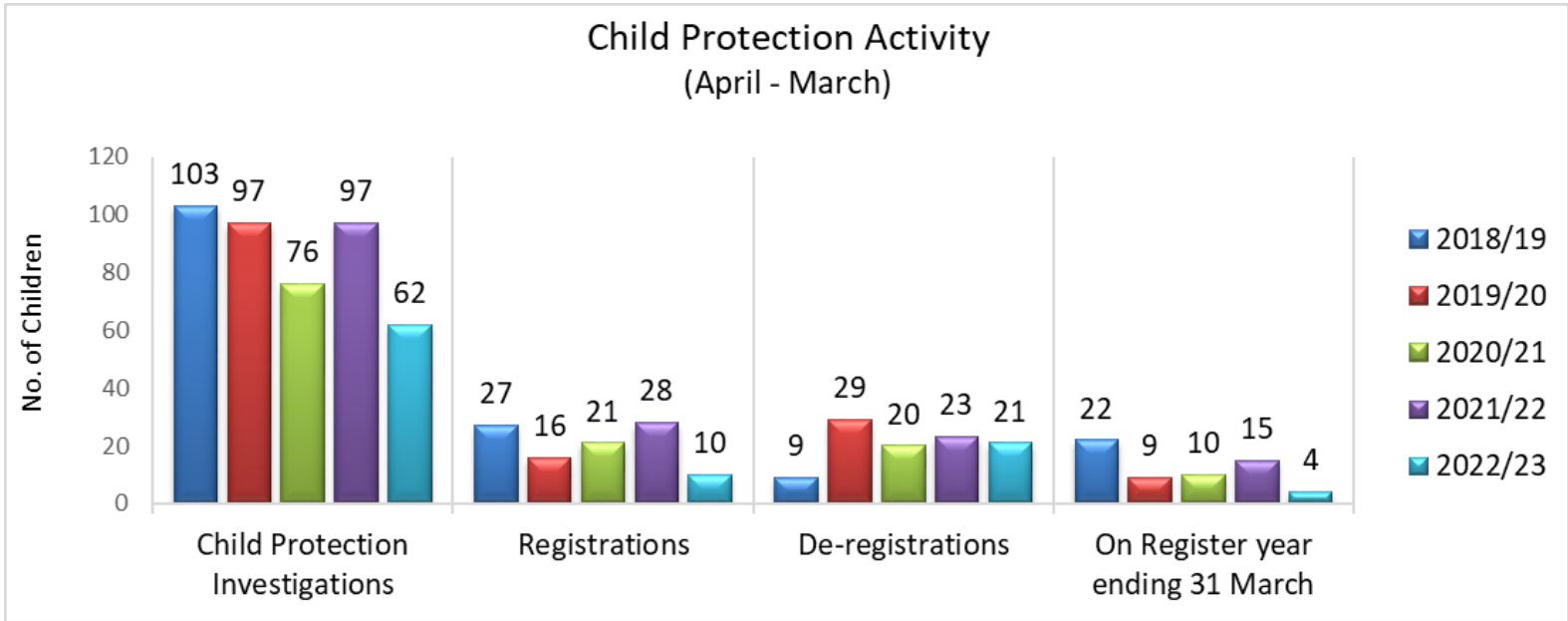
With continued focus on timeous intervention alongside improved confidence in our data, the aftercare population in East Renfrewshire has decreased and we expect it to continue decreasing across the next few years. In the last year we have seen a reduction in the proportion of young people accessing support. This is as a result of the increased support needs of our aftercare population during the pandemic which are now returning to pre-pandemic levels.

As part of work undertaken to improve transitions to adulthood for our care experienced young people, it was identified that more than half of our aftercare population live in the Barrhead area and almost a quarter live outwith East Renfrewshire.

The economic activity of young people accessing aftercare has remained relatively consistent in the snapshot data taken on 31<sup>st</sup> July each year. This is encouraging given the challenges of the past few years.



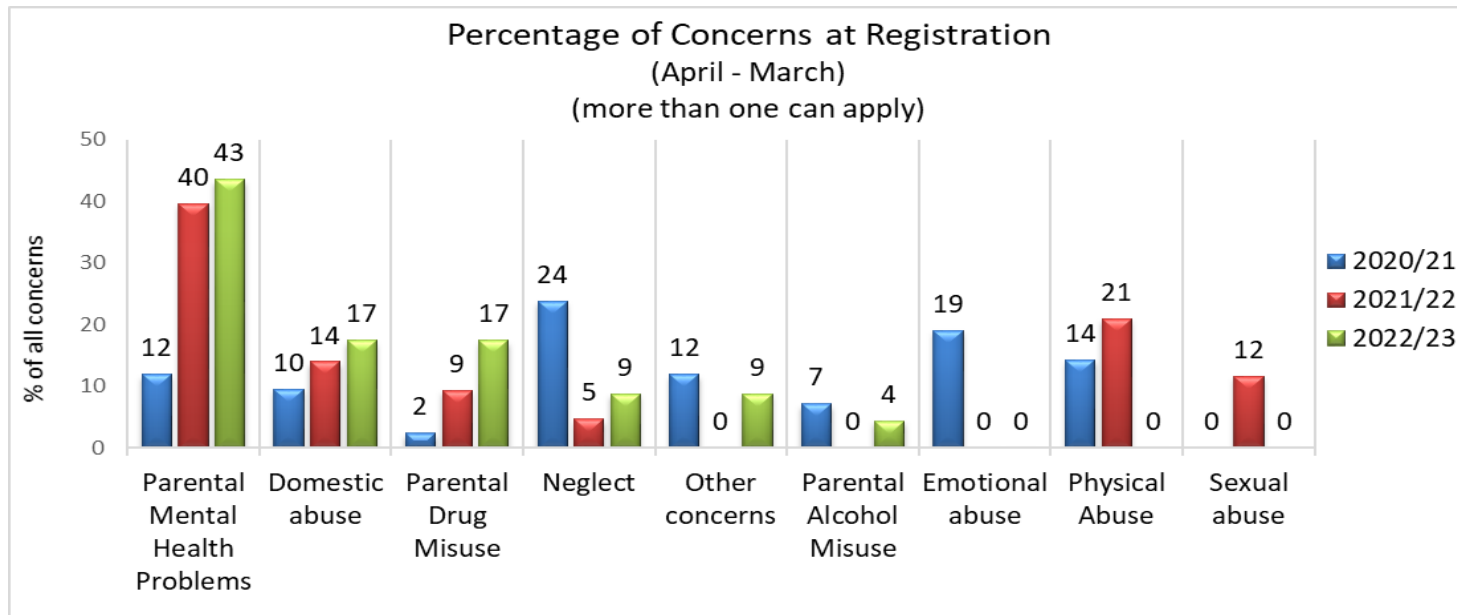
# Child Protection



**Source:** East Renfrewshire HSCP  
**Note:** A child may be counted more than once during the reporting period.

From 2018/19 to 2022/23 the percentage of children who were registered as a result of a Child Protection Investigation decreased from 26% to 16%.

Our total number of children registered in 2022/23 decreased from 2018/19. This decrease could be attributed to the ongoing implementation of the Signs of Safety approach allowing us to work with families in a more strengths based way. The data includes the whole of the COVID-19 pandemic and lockdown which may have had an impact on child protection registrations.



Source: East Renfrewshire HSCP

A child can be placed on the child protection register with more than one concern noted. Parental Mental Health is currently the highest concern at the point of registration followed by Domestic Abuse and Parental Drug Misuse.

## Scottish Child Interview Model (SCIM)

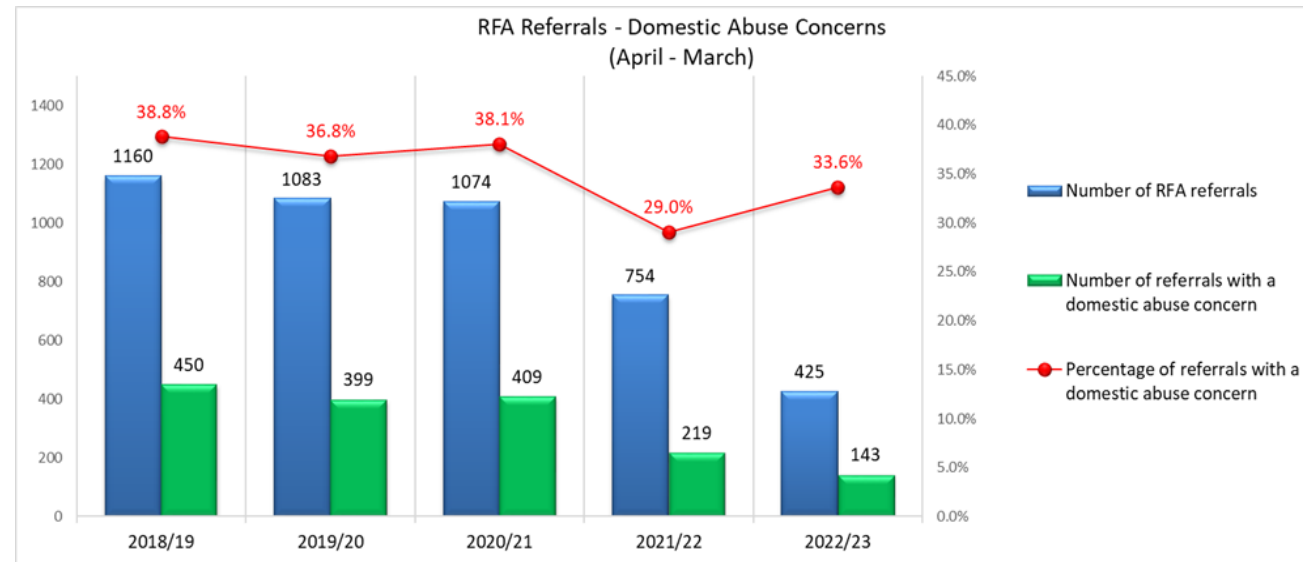
North Strathclyde Partnership which includes East Renfrewshire Council went live on the 10<sup>th</sup> August 2020. Children and young people are jointly interviewed by a trained social worker and police officer under the new Scottish Child Interview Model. During the first two years of operation 94 children who were referred and reside within East Renfrewshire progressed to a joint investigative interview. The main primary concern across both years were physical abuse/assault, followed by offences under the Sexual Offences Scotland Act 2009 (SOSA), followed by domestic abuse. There were significant increases in year two in respect of these three concerns; 28.5% increase in physical abuse/assault, 77% increase in sexual offences under SOSA and 44% increase in domestic abuse.

# Domestic Abuse

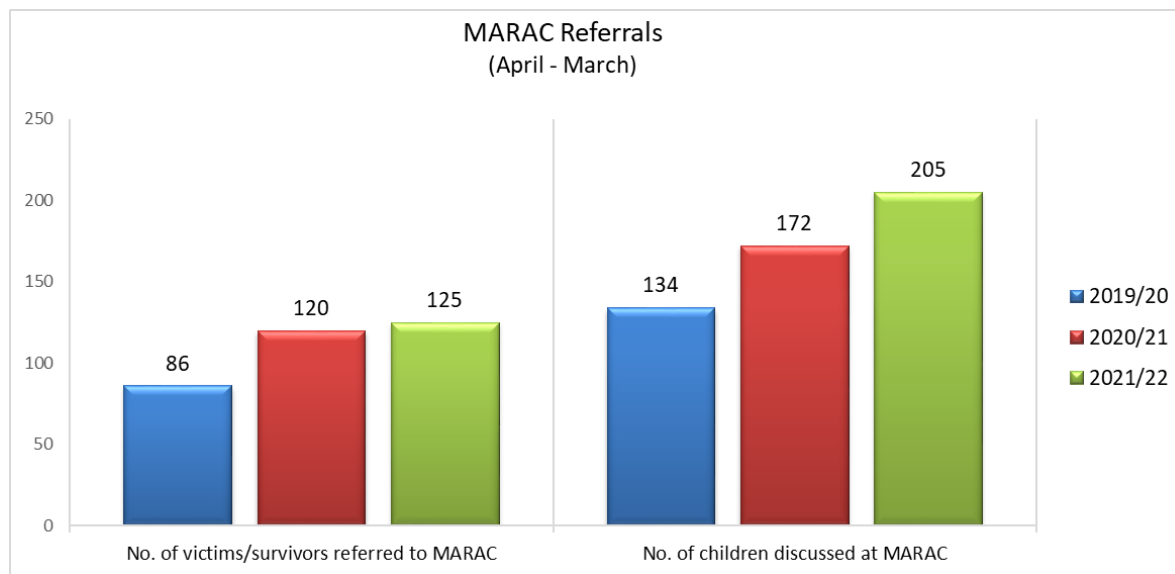
## Request for Assistance (RFA)

Domestic abuse remains the main concern for referral to the Request for Assistance Team which screens all new referrals into Children's social work services. Across each of the five years, domestic abuse was noted as a primary or secondary concern for 38.8% of referrals (2018/19), 36.8% (2019/20), 38.1% (2020/21), 29.0% (2021/22) and 33.6% (2022/23). This overall reduction mirrored the reduction in referrals to RFA. The number of domestic abuse enquiries has increased from 130 (2021/22) to 313 (2022/23) an increase of 140.8%.

69



Source: East Renfrewshire HSCP



Source: East Renfrewshire HSCP

42

## Multi Agency Risk Assessment Conference (MARAC)

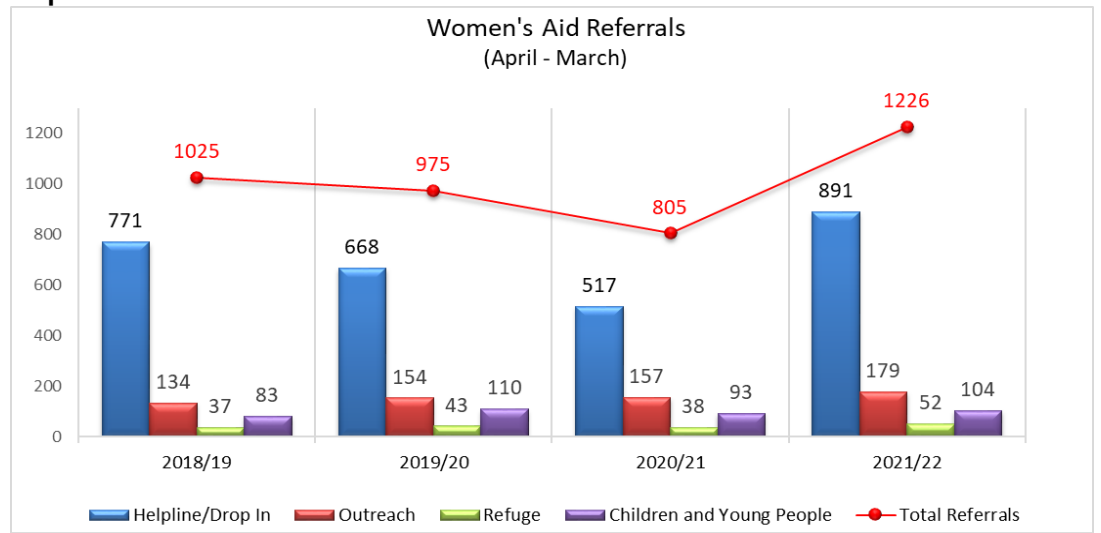
Referrals to MARAC for women and children have increased significantly over the last three years of operation (31% women and 53% for children respectively). This increase reflects that core agencies are more aware of MARAC and the referral process. Police Scotland remained the main referrer, followed by Children and Families Social Work, Women's Aid, ASSIST and then Adult Social Work. Of the 205 children discussed at MARAC in 2021/22, 27% were under the age of 5 years-including Pre-Birth, 43% were aged between 5-12 years, 21% were aged between 13-15 years and 9% were aged between 16-18 years.

# Women's Aid

The demand for refuge, outreach support, children and young people's support and advice/drop-in has increased significantly over the last four year period 2018/2019 to 2021/2022. Referrals across the Woman's Aid service during this period increased by 15.6% in helpline/drop in, 33.6% increase in outreach, 40.5% increase in refuge, 25% increase in children and young people and 19.6% increase in the total referrals.

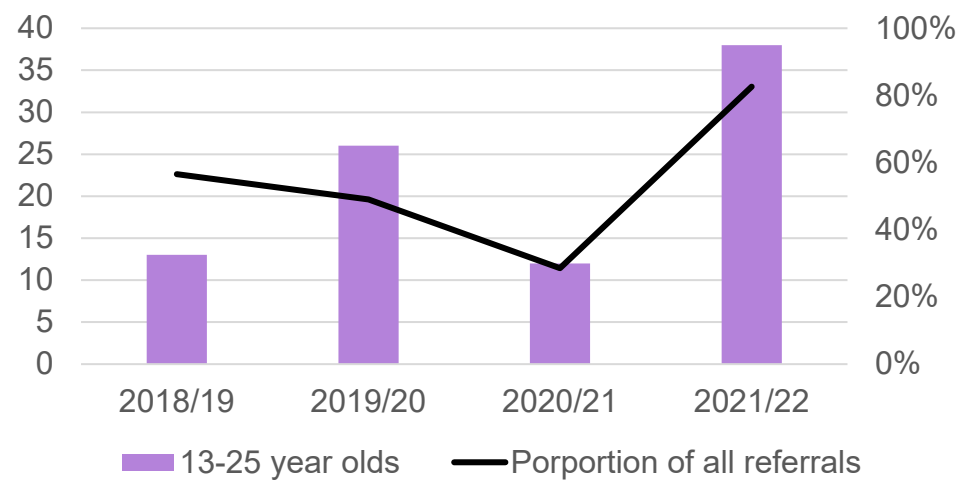
The increase in demand post COVID-19 was particularly significant, Women's Aid supported 1226 women and children across the service compared to 805 during the same period the previous year which represents a 52%. This is an increase of 72% in duty and helpline contacts, 37% increase in refuge and support, 14% increase in outreach and a 12% increase in support for children and young people.

Women's Aid reported an increase in complex trauma, mental health issues, alcohol dependency and child contact issues. The service is supporting children with a range of needs and vulnerabilities including anxiety, self-harm, eating issues, autism and behavioural problems. Waiting times for refuge continue to be an issue for women and children with lack of available temporary accommodation and longer waiting times impacting on refuge availability and turnover.



Source: Women's Aid

## Rape Crisis Referrals



Source: Rape Crisis

## Rape Crisis

The total referrals to Rape Crisis for 13-25 year olds in respect of rape and sexual assault increased by 192% from 13 to 38 between 2018/19 and 2021/22.

The impact of the pandemic on referrals is seen acutely, with both a drop in the number of referrals and associated decrease in proportion of referrals, specifically from the 13-25 age group. In the year 2021/22 more than 80% of all referrals were from 13-25 year olds.



## *Appendix 2*

# Views and Experiences of the Children and Families of East Renfrewshire

# What you told us we are getting right?

"I liked opening up and talking in an environment that I felt safe in and that I felt like I was actually being listened to"

**Healthier Minds Feedback**

**Viewpoint** responses of children known to social work show that:

- 5-7 year olds feel there is an adult at school who will help if they ask (95.5% average score)
- 8-15 year olds feel safe where they live now (96.5% average score)
- Young people aged 16+ have a place to go when they feel unsafe (91% average score)

"The Friday night youth club is better than hanging about the streets, it's fun to be a part of and it's a safe place to go and relax with your friends. It has a good impact on my mental health, I feel more secure in myself, and it helped me get my life on track. They [youth workers] have a laugh with you, help us open up and have someone to talk to. I don't feel judged. Youth workers have time to build relationships with us and they want to hear our opinions. Everyone is treated equally and you feel like you are being treated like an adult." **CLD Youth Work Young Person Feedback**

98% of **family first service user feedback** said they would recommend the service to a friend.

"My family nurse has always listened to anything I've had to say whether that is a small thing or a big thing and has always allowed me to voice my opinion on different things without judgement." **Family Nurse Partnership Service User Feedback**

"Money advice was really helpful, gave good advice and supported me very well, but they could be more involved with care experienced young people"

**Pathway Planning Informal Consultation**

- "Realised that autism can enhance possibilities"
  - "There is ways of learning to look at it from a different point of view. Ways of coping."
- Cygnets Programme Feedback**

"It's a good wee thing, to understand your children a wee bit better...  
...We talk as like a group, we all talk about own experiences and stuff like that...  
...Whereas we've learnt to calm down and kinda take a better approach to things will maybe solve it quicker for you."

**Intensive Family Support Team Dad's Group Feedback**

Pupils recognised that East Renfrewshire's schools are of high quality and that this has a very positive impact on individuals, families and communities across the Council area; their concern was about the long-term impact of some of the potential savings options. They placed a high priority on protecting elements focused on those most in need. There is a strong sense of fairness and desire to protect support for pupils with Additional Support Needs. **Dedicated Budget Panel Event for Secondary school pupils**

Women's Aids confidentiality and support system highlighted as extremely positive experience for service users

**Equalities, Participation and Consultation Session**



Education is the “Jewel in the Crown” of East Renfrewshire and a significant motivator for people to wish to live in the area **Parent Council Consultation 73 Budget Planning 2023**

Relationships are really important  
**SAC pupil consultation**

“I’ve had good experiences with Family Firm, they are helpful and kind and they listen to you... Family Firm has been a great deal of help with finding me a job and getting me prepared for it” **Pathway Planning Informal Consultation**

“I am so pleased my son is taking part in this programme. I can’t support him with these things and I know he really enjoys it and is trying hard to be more responsible.” **CLD Safer Choices Youth Work Parent Feedback**

“He is a different child from when we first referred him to the healthier minds service”  
**Healthier Minds Feedback**

“The happiest part was getting the keys, pretty chuffed when I realised it was all mine.” **Housing Consultation**

Almost all parents/carers said they feel their child/young person is treated fairly and with respect **ASL Review**

“I’m involved with Children 1<sup>st</sup> and they give me a chance to speak and they’ll help me. Children 1<sup>st</sup> would take me out and try and get to know me, what I like and what I don’t like. Now I feel like I’m a lot smarter and I’ve got better life choices now.” **Young person feedback to the**

- “Thank you for seeing him so quickly”
  - “I’ve noticed a big improvement in her ability to manage her emotions”
- “We can’t thank you enough, you have been such a support to us. He doesn’t trust people easily, and said he felt so supported yesterday”  
**School Nursing Feedback**

- “Respite allowed them to do things they don’t normally get the chance to do. Also met other young carers”
  - “Opened a whole new world to him”
- “He has really enjoyed himself, made some new friends and just come home from the trips feeling a bit lighter”  
**Carer’s Centre Feedback from parents**

“The health visitor provided excellent support and signposted for other services. Always feel that nothing is too much trouble”  
**Health Visiting Parent Feedback**

95% of all multi-agency staff respondents agree or strongly agree that they are proud of the contribution they are making to improve the well-being of children and young people at risk of harm and their families.  
**Joint Inspection Staff Survey 2022**

100% of children completing **Who Cares Scotland? End of Task Feedback** felt their voice and choices had been heard.

“Family First has helped me hugely. I have found the service extremely helpful. Having Bilingual Support translate has helped me offload fully and express myself freely. I have been understood and my needs met fully. Having someone to talk to and listen and give advice has meant a lot to me especially with the difficult dilemma I was going through. Having this service available gave me a huge piece of mind.”  
*(Translated by Bilingual Support Worker due to significant language barrier)*  
**Family First Feedback from English as an Additional Language Family**

# What you told us we could do differently?

We don't always want to be referred to a 'specialist service' and instead want class teachers, janitors, peers and the whole school community to feel confident to let us talk about mental health

"Having the same Health Visitor particularly when I had mental health issues" **Health Visiting Parent Feedback**

"I'm more confident because I know that she's [my support worker] always there, she's like a safety net." **Parent Feedback to the joint inspection**

What we need from mental health services **ER Youth Voice and Champions Board Mental Health Working Group**

A relationship based approach to services – connect with peers and adults

"People just need to not be scared to access it and I think it's the whole thought of, they're going to take your kids that needs to be gone and then I think you'll find that more people would reach out and ask for help." **Parent feedback to the joint inspection team**

- "Having more info, other young people to talk to, it was very lonely and scary, I just drifted away from school."
  - "Being listened to and planning, having choices. Talking to people."
  - "It felt like it happened suddenly. It was really fast and I didn't have enough time to get ready."
- Transitions to Adulthood Consultation with Service Users**

Healthier Minds and the School Nursing Service do not meet the needs of older care experienced young people and neither does their GP or Adult Mental Health Service so they have no access to a suitable service

A new approach to dealing with self-harm that is less reactive

Understanding of individual needs, not one size fits all

Barriers experienced by English as an additional language (EAL) families **shared with Family First-**

- Telephone and email support can be intimidating
- Isolation is often greater and so it is harder to find out about supports, services and funding through 'Word of Mouth'
- Many departments are not able to offer translation services and many families make errors due to lack of understanding questions or do not engage, therefore missing out on important information and supports.
- Families with significant language barriers may speak English at a basic level but may not read or write English very well making them hard to reach in relation to promotional materials. These families have communicated that they then feel disappointed that they were not aware of an event at school or a deadline for an appointment.

- A few pupils highlighted the importance of making sure other children and parents understand what it is like for children who have an additional support need
  - A few pupils in mainstream schools said they did not always feel involved in the life of the school and want their school to do more to include them.
- ASL Review**

- "Sufficient support but not the right support."
  - "Everybody else had control over what was happening to me."
- Housing Consultation**

A need for more individual support and more understanding and respect for pupils' circumstances. **SAC pupil consultation**

“There is a lack of basic training for teachers in how to manage children with autism, there needs to be more training for teachers and improve teachers’ communication with children with autism and how they deal with children when there are issues to ensure the child feels safe and secure in school. Educate teachers in the basics of what autism is as it would appear to myself and my child that some teachers have no or very little knowledge of autism. This lack of knowledge stems from senior management to class teachers from personal experience when dealing with issues regarding my child. There should be training on how to care for children when they have a meltdown, to minimise this and not exacerbate it.” **ASL Review Parent/Carer Feedback**

75 “Ask us about the young person we care for”  
 “Ask about all the family members who might need support - transition can be difficult for the whole family”  
 • “...use carer knowledge in a positive way. We want to be asked about our young person, be listened to, heard, not dismissed”  
**Transitions to Adulthood Consultation with Service Users**

• “Need better identification [of neurodiversity] in preschool”  
 • “Service waits for diagnosis too long”  
 • Cygnet teenager/puberty/adulthood course  
**Cygnet Programme Feedback**

**Support Needs of families supported via Parentline**

- Education worries
- Emotional wellbeing concerns
- Family relationships
- Challenges supporting someone with a disability
- Domestic violence
- Financial worries
- Physical health and illness
- Relationships with wider network, community and others

Less than half of the pupils consulted indicated that they enjoyed Out of School Care (47%) and holiday (45%) clubs - **Adapted visual version of the consultation**

“Can Family Firm and MART join up more?”  
**Pathway Planning Informal Consultation**

**Viewpoint** responses of children known to social work show that:

- 5-7 year olds struggle with waking up during the night (54.5% average score)
- 8-15 year olds don’t go to clubs, activities or events in their local area (30.29% average score)
- Young people aged 16 + don’t know how to get emergency help to pay for water, electricity or gas bills (45% average score)

“Young people living outwith ERC that are being cared for by the authority are being completely neglected by services”  
**Pathway Planning Informal Consultation**

40% of respondents feel that current provision of after school care meet the childcare needs of their family ‘not at all well’  
**Consultation on out of school care and holiday provision for children with complex additional support needs**

Uniform is the cost that is most challenging for families to meet.  
**Cost of the School Day Evaluation**

There were significant concerns raised about reducing the length of the school week for primary with the impact this would have on attainment and childcare **Public Consultation on Budget Planning 2023**

# Ideas for the next 3 years...

**Future Healthier Minds sessions on wellbeing, post school transitions, dealing with panic attacks, teenage refusal behaviours, emotion regulation, social anxiety, self-care, online safety, social skills development**

**Better use of community resource and peer support**  
“I don’t know why but it’s always other parents who are the most help” - *Transitions to Adulthood Consultation with Service Users*  
“More community groups please” - *Service Improvement suggestions from What Matters to You Day*

**Individualised Support**  
“It needs to be about the individual, not just the collective” - *Housing consultation with young people*

**Addressing inequalities**  
Digital inequality in particular - *SAC pupil consultation*

**Enhancing feedback loops – improving communication with families**

“Instead of relying on social work to make the referral to services... can **services reach out** directly to care experienced young people?”  
- *Pathway Planning Informal Consultation*

**Raise awareness of support available** and the need for wellbeing and trauma recovery support and targeted prevention work in schools, particularly with young men - *Parents Supported by East Renfrewshire Women’s Aid*

**“At Our Heart – The Next Steps”**

**The East Renfrewshire Approach to Children’s Services Planning**

**East Renfrewshire’s Children and Young People’s Services Plan**

**2023-2026**

## Executive Summary

Welcome to ***“At Our Heart – The Next Steps”*** The East Renfrewshire Approach to Children’s Services Planning for 2023-2026.

Building on our successes with *“At Our Heart”* 2020- 2023 this new plan sets out our vision and priorities for children, young people, and family services over the next 3 years. We anticipate the next three years will be a challenging time for all public sector bodies providing services. Tighter financial settlements, ongoing recovery from the Covid-19 pandemic, and the effect of the cost of living crisis on families, will result in increased need and demand. In order to achieve the greatest impact during these difficult times it is clear that creating strong working partnerships will be more important than ever.

All partners in East Renfrewshire are signed up to work together to achieve the vision and objectives detailed in the plan and it is their ongoing participation and support that will help turn the commitments of the plan into a reality for children, young people, their families and carers. Drawing on what children, families, staff, and partner agencies have told us our new plan commits us to continuously improve how we design and deliver our universal, preventative, and targeted services to ensure children get the help they need when they need it. Furthermore this will enable us to ensure that we provide services that are responsive, achieve better outcomes, and create opportunities for children, young people and their families.

As always the production of our plan has involved a process of extensive collaborative working between partners within East Renfrewshire Council, the Health and Social Care Partnership, NHS Greater Glasgow & Clyde, together with a range of other agencies including the Scottish Children’s Reporter Administration, Skills Development Scotland, and partners in local and national third sector organisations. As the plan is an overarching document linking across a wide range of children’s services the strategic Improving Outcomes for Children and Young People’s Partnership will oversee its delivery and will publish progress annually in accordance with statutory duties.

On behalf of the Improving Outcomes for Children and Young People Partnership I would like to thank all partners and stakeholders along with children, young people, and families, for their contribution to the completion of the new East Renfrewshire Children and Young People’s Services Plan for 2023-2026 and their ongoing participation in the implementation and delivery over the years ahead.

Steven Quinn  
Chief Executive Officer  
East Renfrewshire Council

<b>Contents</b>	<b>Page Number</b>
Executive Summary	1
Introduction	3 - 4
The East Renfrewshire Approach – <i>Vision, Outcomes, and Priorities</i>	5 - 6
At Our Heart - A Plan on a Page	7
Local Context to the Approach	8 -13
Children and Young People’s Population at a Glance	14
East Renfrewshire’s Children and Young People’s Plan	15 -19
What we spend on services for children and families	20
Evaluating Impact and Measuring Success	21
Appendices	
1) Profile and Needs Assessment (separate document)	
2) What children, young people and families have told us (separate document)	
3) Working in Partnership	
4) Children’s Planning Landscape	
5) Improving Outcomes for Children and Young People Partnership – membership	

## **Introduction**

**“At Our Heart - The Next Steps” The East Renfrewshire Approach to Children’s Services Planning for 2023-2026** is the seventh integrated children’s services plan for children, young people, and families in East Renfrewshire. This plan encompasses the vision that children and families helped us create and represents the Improving Outcomes for Children and Young People long established commitment to achieve better integrated service planning and delivery.

Although our last plan - covering the period 2020-2023 - was published during the height of the Covid-19 pandemic, against the odds we made remarkable progress with implementation across the key priorities that we had identified. This is particularly true of how we responded to the publication of The Promise and also the emerging mental wellbeing needs of the local children and young people population. Emergency legislation passed by the Scottish Parliament during 2020 to temporarily suspend many statutory duties resulted in the publication of children and young people service plans covering shorter timescales than would ordinarily have been the case, leading to less time to achieve key agreed commitments. In addition to delivering our children’s plan our main priority during this extraordinarily difficult time was to respond quickly and divert our resources to identifying and protecting our most vulnerable families especially during the national and local lockdowns, and adapt practice due to the ongoing social distancing restrictions that posed a challenge to providing the type of services children and families needed.

In summer 2022 our considerable efforts to design and deliver the highest quality care and support was acknowledged when we were inspected by a team led by the Care Inspectorate. They observed the following strengths as a consequence of the East Renfrewshire partnership approach:

- Children and young people at risk of harm were benefiting from high-quality assessments, plans and support from a wide range of services.
- Children and young people were listened to and respected.
- The safety and wellbeing of children and young people who were at risk of harm was improving as a result of the caring relationships they had with key members of staff.
- Children and young people at risk of harm and their families were actively participating and influencing service planning, delivery and improvement.
- The partnership was successfully using data and quality assurance information to inform and support decision making, service planning and delivery.

In their assessment, the inspection team found the work of our Improving Outcomes for Children and Young People Partnership to be excellent which means that East Renfrewshire is the first in the country to receive an evaluation of Excellent for this quality indicator. The full report can be accessed on the Care Inspectorate website at [East Renfrewshire joint insp children and young people.pdf \(careinspectorate.com\)](https://www.careinspectorate.com/east-renfrewshire-joint-insp-children-and-young-people.pdf).



Nevertheless we believe that there is much more to be done and as part of the development of ***“At Our Heart – The Next Steps” 2023-2026***, the local partnership has undertaken a comprehensive evaluation of our achievements to date along with an analysis of current need and demand. With an outstanding education system, a fully integrated Health and Social Care Partnership, sector leading council services, innovative third sector partners, and recognition by the Care Inspectorate of excellence, we are confident of achieving our ambitious vision that our children and young people have set for us.

## **“At Our Heart – Next Steps” The East Renfrewshire Approach to Children’s Services Planning 2023-2026**

### **Our Vision, Outcomes and Priorities**

The Improving Outcomes for Children and Young People Partnership has agreed **“At Our Heart – Next Steps” The East Renfrewshire Approach to Children’s Services Planning 2023-2026** as set out in the illustration below on page 7. We are immensely proud of our vision which has been adopted from work undertaken with children, young people, and families, and we want to ensure it drives delivery of the new plan over the next three years. As is clear the **Getting it right for every child wellbeing framework** continues to underpin all that we do in East Renfrewshire strategically and operationally, and along with our revised **priorities** and **success criteria measures** will help us judge how well we are doing across the partnership and the impact we are having on the lives of children and young people, and their families.

Over the last six months in line with statutory duties we have conducted a wide ranging assessment of children and young people’s needs stretching back over one year; the content of this work is included in this plan at the separate Appendix 1. In addition to the needs assessment we compiled a comprehensive report to reflect children and families’ feedback which had been received by local agencies over the last eighteen months (Appendix 2). The assessment profile and the service user feedback report was then analysed and discussed by partners during a series of workshops to support the development of the new plan. From this exercise the partnership concluded that our priorities for the following period would focus on prevention and early help, transitions and complex needs, mental wellbeing, our care experienced population, and holistic family support. This is now represented in our approach model on page 7.

### **Community Planning in East Renfrewshire**

Progress on achieving our approach will also contribute towards the delivery of key outcomes in the East Renfrewshire Community Plan and the Scottish Government’s National Performance Framework. The Community Plan was agreed in 2018 and sets out the Community Planning Partnership (CPP) vision for East Renfrewshire for the next ten years. The plan is structured around five outcomes, two of which are closely aligned to the children’s plan. These are: **Early Years and Vulnerable Young People**, and **Learning, life and work**. The Community Plan also includes **“Fairer East Ren”** the Local Outcomes Improvement Plan, which sets out the priorities across the CPP to make the area fairer and with fewer inequalities. A key objective of the plan is to **Reduce Child Poverty** along with other commitments that are expected to positively affect children and families. Additionally in line with the Christie Commission, East Renfrewshire has taken a **place based approach** to tackle inequalities specific to some geographical communities, and where poorer outcomes are more prevalent. The **locality plans** co-produced with local residents in these areas broadly echo the new children’s plan approach and commitments.

### National Performance Framework

Scotland's National Performance Framework (NPF) provides a clear vision of the national outcomes we all work towards to improve Scotland's individual and collective wellbeing. To help achieve its purpose, the framework sets out National Outcomes with the key one for children being: ***We grow up loved, safe, and respected so that we can realise our full potential.*** This national outcome has also informed our local children's plan vision and the wider content of the new plan. Similarly the Scottish Government's Children and Young People's Outcomes Framework, developed to assist with strategic multi agency planning, has supported our decision making in this area.

**84**  
**Our Approach**  
**East Renfrewshire's Children and Young People's Plan**  
**2023-26**

**Our Vision**  
 We want East Renfrewshire's children to grow up loved, respected and given every opportunity to fulfil their potential.  
 We want them to be safe, equal and healthy, have someone to trust, have friends, but most of all **HOPE**

- 7 Outcomes**
1. Safe
  2. Healthy
  3. Active
  4. Nurtured
  5. Achieving
  6. Respected/Responsible
  7. Included



**How we will measure our success**

1. Parents/carers accessing holistic family support indicate improvement in wellbeing (increase)
2. % of 0-2 year olds registered with a dentist (increase)
3. % of children reaching all of the expected developmental milestones by 27-30 month child health review (increase)
4. % of children reaching developmental milestones start P1 (increase)
5. Percentage of primary 1 children at risk of overweight and obesity (decrease)
6. Diversionary activity reduces risk and promotes inclusion
7. % of young carers reporting satisfaction with support services
8. Number of unallocated children with 2 or more IRD's in the last 2 years (decrease)
9. Parent satisfaction level on supports for children with complex additional support needs
10. All young people in transition will have a plan in place by age 14 years
11. Percentage of Looked After Children with more than one placement within the last year (decrease)
12. Attendance rate for Looked After Pupils (Primary & Secondary) (increase)
13. Number of Looked After Young People gaining achievement awards (increase)
14. Average number of insight tariff points for care experienced school leavers
15. Percentage reduction in the number of repeat presentations to GP's for young people referred to the Family Wellbeing Service 6 months post closure (in relation to emotional wellbeing) (decrease)
16. Children accessing Healthier Minds Service report improvements in their mental wellbeing
17. Percentage of children and young people (P5-S6) who agree or strongly agree that their school offers them the opportunity to take part in activities in school beyond the classroom and timetabled day (increase)
18. Percentage of children and young people (P5-S6) who answer that their (physical) health is good or excellent (increase)
19. Learn Well measure
20. Proportion of pupils entering positive destinations (increase)
21. Workforce learning and development opportunities increase knowledge, skills and confidence

**Our Priorities**

1. Help families and carers give their children the best start in life in a nurturing, safe and stable home environment
2. Protect our most vulnerable children, young people, and families
3. Ensure children and young people with complex needs are supported to overcome barriers to inclusion at home, school, and communities
4. Deliver on our Corporate Parenting responsibilities to our care experienced children and young people by fully implementing The Promise.
5. Respond to the mental and emotional wellbeing, and physical health needs of children and young people
6. Upskilling our children's services workforce
7. Reducing the impact of poverty on children and families

Relational based practice

Listen to children, promote their participation, and uphold rights

A focus on the strengths and assets of families

A trauma informed workforce

Our Vision is underpinned by

## Local Context to the Approach

### Holistic Whole Family Support

We know that the last 3 years have been challenging for families in a range of different ways. The lockdown periods, school closures, access to services, changes in the way people work and cost of living have all had a significant impact on children and families. Our new plan for 2023-2026 takes account of the lasting impact of these challenges but acknowledges the important role that local services can play in promoting family wellbeing and supporting families to lead safe, happy and healthy lives.

In East Renfrewshire we know that families are generally the best source of care and nurture for their children but from time to time many parents and carers across the authority might need some help. When this happens we want them to be able to access the help they need, where and when they need it, for as long as it is needed, in order to protect and promote their children's wellbeing. Ultimately we want to prevent crisis and keep families together where it is in the best interests of the child. In fact services for families in East Renfrewshire are primarily based on prevention and early help. This includes the universal services of health visiting, early year's settings, and schools. There is also a range of more targeted or specialist support available for those who need it, from health, social work, education and local third sector providers. Our support for families is integrated within our services through the ***Getting it right for every child*** and ***Signs of Safety*** approaches. This means that we focus on strengths and work in partnership with parents and children as we help them to identify and achieve their goals.

**The Promise** clearly identified the need to significantly upscale family support services and identified whole family support as a priority in the Promise Plan 21-24. Going forward we will be using the ***Supporting Families: A National Self-Assessment Toolkit For Change*** to evaluate our current supports for families to ensure they meet emerging local needs and address any that come to the fore over the next three years. Scottish Government assistance through the ***Whole Family Wellbeing Fund for Holistic Family Support and Families in Recovery*** will provide additional resource to support families with more complex needs as well as those who require early help at preventative stages.

### Keeping The Promise and delivering on our Corporate Parenting responsibilities

On 5th February 2020 a promise was made to the infants, children, young people, adults and families who have experience of the care system in Scotland. The Promise and its commitments were clear that by 2030 the following would be delivered:

- ✓ Love will no longer be the casualty of the 'care system,' but the value around which it operates
- ✓ Wherever safe to do so, Scotland will make sure children stay with their families and families will be actively supported to stay together
- ✓ Children, young people, and their families will be listened to, respected, involved and heard in every decision that affects them.

The Scottish Government and the national Promise Team reinforced that this work is “**immediate and urgent work - what can change now must change now**” and that implementation of The Promise must not be delayed. In East Renfrewshire we have made the same commitment to our current looked after children and young people, those who we previously looked after, and for those who will experience care in the future. Even during the Covid-19 pandemic we sought opportunities to drive forward The Promise believing that during this extraordinarily challenging time children and young people in our care needed to be loved, safe, and listened to more than ever.

Over this time local partner agencies have demonstrated a commitment to improving the life chances of our looked after and care experienced children and young people but are aware we have more work to do to enable us to achieve our goal of being the best possible parent we can be in line with The Promise. We all understand that when a child or young person becomes looked after – at home or away from home - the local authority, health board, and a number of other public bodies take on the role of Corporate Parent. Corporate Parenting is the collective responsibility of the council, elected members, employees, and the other key partner agencies, to provide the best possible care and protection for our looked after children. This also means that each specified public body has the statutory responsibility to act for a looked after child in the same way that every parent wants to act. In East Renfrewshire this has meant we want the best for our children, to see them flourish with good health, to be safe and happy, to do well in education and enjoy healthy relationships. Similarly we want them to make the most of the available cultural and leisure opportunities, and to develop towards adulthood fully prepared to lead independent lives. Importantly, we want young people to progress into a positive post school destination, whether this be further or higher education, or employment, and to be financially secure.

We are now over three years into the Promise’s ten year plan with the current plan focusing on the period from 2021 until 2024 which is broadly running parallel with our previous and our new Children’s and Young People’s Services Plans. Our priorities over the next three years are to ensure we deliver on a **Good Childhood** and **Holistic Whole Family Support**. Culture, systems, and practice change will be needed for us to be successful in these areas but with children and families at the centre of service redesign programmes we are confident that we can achieve the high expectations we have set ourselves. This will include working closely with our local Champions Board and our Mini Champs to ensure that their unique experiences shape future provision. Later this year, The Promise Scotland team will embark on the work to develop Plan 25-27 to cover the second three-year phase before Plan 28-30 is laid out to finalise Scotland’s commitment. By which time, the Promise in East Renfrewshire will have been kept.

### **Mental Health and Wellbeing**

For the most part, children and young people will experience good mental health along with the normal challenges and stresses of growing up. They will benefit from positive and helpful support for their wellbeing from their family at home, in early years settings and at school, and they will not require any extra help over and above that from the people they see on a daily basis. There will of course be a proportion of children and young people who will need extra help at some point, some of whom may even require additional or specialist services intervention. This may be because of factors relating to their development or health profile or because of the impact of adverse experiences on them, their family or community.

However the impact of the Covid-19 pandemic has exacerbated the circumstances of many children, young people and families, and we have seen a significant rise in the number of those experiencing challenges with their mental and emotional wellbeing.

Referrals to child and adolescent mental health services have increased by 50% and within this increase analysis highlighted an even higher increase in atypical eating disorders and complex neurodevelopmental conditions.

In response CAMHS staff have strengthened their links with local community services to provide an alternative and a speedier response to support families and reduce the need for specialised input. It is envisaged that the implementation of the single neurodevelopmental pathway within the current mental health structure, in line with national recommendations, will provide timely consistent support to children and young people with neurodevelopmental presentations.

The multi-agency Healthier Minds Service established in 2020, provides mental and emotional wellbeing support for children, young people and their families. The support is identified and aligned through the multi-agency screening hub, which meets weekly and is attended by regular representatives from Educational Psychology, CAMHS, Social Work, RAMH Youth Counselling service, Children 1<sup>st</sup> and Community Learning & Development. This service works alongside the existing Family Wellbeing Service which links to GP practices.

Improving the mental and emotional wellbeing of children and young people will continue to be one of the highest priorities for East Renfrewshire Council, Education Services and our Health and Social Care Partnership (HSCP) as we go forward, over the next three years. Together all partners in East Renfrewshire will continue to develop the integrated approach to mental and emotional wellbeing support for children, young people and families that will ensure they receive the right care and interventions at the right time and in the right place. More information on our local services can be found on the Healthier Minds Website for children, young people, families and practitioners. The site outlines ways to support mental and emotional wellbeing in a holistic way, providing information and resources that can help at different stages of children and young people's development. <https://blogs.glowscotland.org.uk/er/healthierminds/>

### **Complex and additional needs**

East Renfrewshire children's planning partnership continues to prioritise the wellbeing of children and young people with complex additional support needs. Although in East Renfrewshire just over a quarter of school pupils are recorded as having an additional support need, which is lower than the national average of around a third, a smaller proportion require multi agency care and support during their childhood. The range of needs that children can present with however is increasingly diverse and complex in nature and as a result of this all services have required to adapt and become more creative in how they support families and carers.

As a direct consequence of the pandemic and the social isolation experienced by families caring for children with additional needs, we have seen an increased demand for services across the area and a higher degree of children and young people requiring multi agency assessment

and support. Education, health, social work, and other services are experiencing increased demand for assessments and care planning for children and young people with conditions including neurodiversity/autism, sensory impairments - visual and hearing, physical disability, learning disability, and significant social, emotional and behavioural difficulties.

Children's services are also strengthening links with local adult services providers to build capacity in this area and improve the post school transition planning arrangements for young people as they move on into young adulthood. It is anticipated that this will be an area requiring more focus as the population of young people with additional support needs grow in their development from childhood through adolescence, and into being adults. Developments in relation to the Promise and holistic family support will improve how children and families access information and local resources that help to reduce barriers to inclusion at home, school and in the community.

### **Keeping children and young people safe - Our commitment to working with children, young people, their families and carers**

When a child or young person has been harmed or is at risk of harm, it can be a very difficult time for them and their family/carers. Keeping children at the centre of everything we do is very important to us. The East Renfrewshire Child Protection Committee Improvement Plan 2023-2026 will focus on how we can continue to work with children, young people and their families as well as our partners to ensure that children are kept safe in their families and communities. We recognise adjusting to life after Covid-19 and the lockdown restrictions continues to have an impact on our children, young people and their families. We will continue to work with them and our partners to ensure that they receive the right support at the right time to minimise any risks as they continue to adjust to life following the pandemic.

We will continue to ensure that children, young people and their families are involved in every step of the process and, where we need to do an assessment of their needs and circumstances, that they are part of this. We also want children, young people and their families to be part of meetings so that they can contribute to their plans for keeping them safe. Our ongoing implementation of the Signs of Safety approach allows us to do this in a meaningful way.

Furthermore we also want children, young people and their families to tell us what is working well and what we can do to improve our services. The inspection of joint services for children who are at risk of harm indicated that we do all this very well and we received a grading of excellent. We will continue to build on this good practice. The new National Child Protection Guidance for Scotland was published in 2021 and we are working hard to adapt our local guidance and processes to reflect this national guidance.



## **Child Poverty and the Cost of Living**

The ongoing and cumulative impacts of COVID-19 and the Cost-of-Living Crisis has seen families in East Renfrewshire, like others across Scotland, facing more financial pressures than ever before. Those previously experiencing poverty have seen this worsened and many who were previously 'just about managing' are now finding themselves in poverty. We are fortunate in East Renfrewshire to have one of the lowest levels of child poverty in Scotland at 14.4%. Average wages are high for those living in the area, unemployment rates are low and our residents are traditionally less likely to receive social security benefits. However, more recently, we have seen uptake rates for benefits, Scottish Welfare Fund and Money Advice Support. East Renfrewshire's Money Advice and Rights team and our local Citizens Advice Bureau have seen a 33% increase in the number of referrals received. This suggests an increase in the number of families experiencing financial vulnerability.

We have also noted a change in the demographics of the people accessing advice services. There has been a rise in the number of in-work families seeking assistance. There has also been a change to individuals' debt profiles, with personal debt for consumer goods decreasing, while debt for basic household expenditure is increasing. The demand for financial support is still primarily from the most deprived areas, however, there has been a significant increase from the more affluent areas who have not traditionally accessed advice services.

The challenges faced by families who do experience poverty are the same regardless of demographic or location. So, we continue to focus on tackling the drivers of poverty whilst also mitigating the impacts of those who are in poverty.

We recognise the impact of poverty on the health and wellbeing of children and young people and that the damaging effects can have a long-term impact into adulthood. We want all children in East Renfrewshire to experience a stable and secure childhood and succeed. We will continue to tackle child poverty to create a fairer future with all and make people's lives better. East Renfrewshire's Community Planning Partnership is committed to reducing child poverty. Tackling child poverty is at the core of Fairer East Ren's focus to minimise inequalities of outcomes across East Renfrewshire and is in line with the Scottish Government's Fairer Scotland Action Plan taking into account the new duties required under the Child Poverty (Scotland) Act.

Our Local Child Poverty Action Report details our local actions focussing on maximising incomes, reducing costs and improving the wellbeing of families facing poverty. Our Children and Young People's Services Plan 2023-2026 will compliment this work.

## **Children and Young People's Rights**

The UN Convention on the Rights of the Child (UNCRC) is a core international human rights instrument which was adopted by the UN General Assembly in 1989 and ratified by the UK Government in 1991. The UNCRC sets out the human rights of every person under the age of 18 and has 54 articles that cover all aspects of a child's life and set out the civil, political, economic, social and cultural rights that all children everywhere are entitled to. It makes clear how adults and governments must work together to make sure all children can enjoy all their rights.

The Children and Young People (Scotland) Act 2014 further strengthens children's rights and places duties on local authorities, health boards and partner agencies to plan, develop and deliver services in this policy and legal context.

Our new Children's Services Plan 2023-26 has been developed using a rights based approach and directly links to our commitment to promoting and protecting children and young people's rights. In preparation for incorporation of the UNCRC into Scots Law, East Renfrewshire Council, the HSCP along with the wider partnership, established a UNCRC Implementation Group to ensure that all agencies and their staff are supported to consider the implications for how we deliver council services. This group are progressing three main themes linked to participation of children and young people, promotion of rights across all services and publicising children's rights to children and families.

Underpinning this work is a commitment to improving outcomes for all of our children and young people. We respect each child's right to family life and to grow up loved, safe and respected so that they can reach their potential. However we understand our additional responsibility to protect the rights of particular groups of children and young people who experience barriers to success and achievement or whose rights are threatened by abuse or poverty. For those children who need additional support, we work with them to assess their circumstances and make decisions with them and their families too. We seek children's views on a wide range of issues using appropriate and inclusive tools and we routinely consult with them when new policies and services are being developed and reviewed.

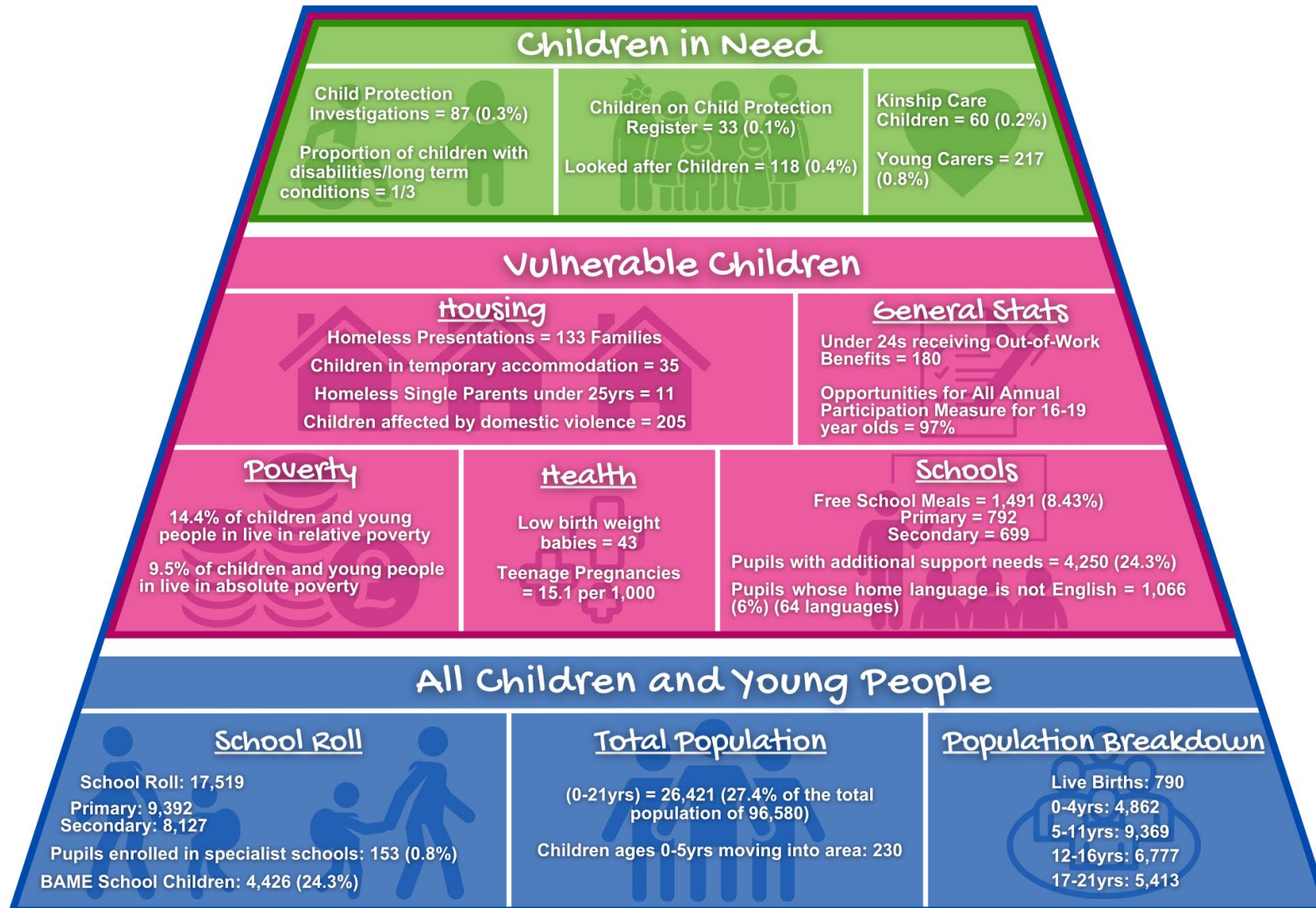
In line with statutory duties a joint report which sets out the progress we have made and the achievements we can build upon over the next three years will be published separate to the Children and Young People's Services Plan 2023-2027.

### **Creating a Trauma Informed Workforce**

Within East Renfrewshire we continue to recognise the impact that adverse and distressing experiences can have on individuals and the importance of services responding in ways that help promote recovery and prevent further re-traumatisation. We continue on our journey of change to develop services that understand these challenges and a workforce that responds in a sensitive and responsive way. The local partnership to drive the implementation of our "Trauma Informed Services" strategy is well established and our partners in transformational change are leading experts in the field. Having recently developed our pool of accredited trainers in line with the National Trauma Training programme, we will now build on the rollout of the programme across the wider workforce. In addition, we will introduce learning opportunities in order to ensure all our staff become aware of the extent of trauma in our communities and respond in ways that are supportive and promote recovery and wellbeing.

The meaningful involvement of people with lived experience of trauma is an essential part of this development and their contribution will be critical to its success. They will work in partnership with our new Trauma Implementation Co-ordinator to raise awareness of the strategy across East Renfrewshire and help us to identify specific services and environments where need for change is greatest. This will help target our efforts to ensure the greatest effect on the systems, cultures and organisations for those who use our services. We will aim to measure the impact of our work against the new national Quality Improvement Framework.

East Renfrewshire's Children's Population at a Glance 2021-22/2022-23



**Children's Services Plan – Priorities, Contributions, and Measures**

**Priority 1: We will help families and carers give their children the best start in life in a nurturing, safe and stable home environment**

Our contribution to making this happen:

1. Holistic whole family support will be available across the area to families needing to access it.
2. The national Getting it right for every child programme refresh will be rolled out across the local children's services partnership
3. The Universal Health Visiting Pathway now implemented will be evaluated and impact on families analysed

How we will measure our progress:

- Parents/carers accessing holistic family support indicate improvement in wellbeing (increase)
- % of 0-2 year olds registered with a dentist (increase)
- % of children reaching all of the expected developmental milestones by 27-30 month child health review (increase)
- Children reach developmental milestones start P1 (increase)
- Percentage of primary 1 children at risk of overweight and obesity (decrease)

**Priority 2: We will protect our most vulnerable children, young people and families**

Our contribution to making this happen:

1. The Signs of Safety approach to keeping children safe will be rolled out across the local children's services partnership
2. Local partners will collaborate with young people to design and deliver diversionary programmes and opportunities that promote inclusion, responsibility, and improve wellbeing.

3. Housing and accommodation support services for young people will be evaluated in partnership with young people using a co-production approach to redesign and commissioning
4. Recovery and mental health services for 16-26 year olds will be evaluated to determine options for the best model of delivery for this age group in transition to adulthood
5. Prepare for the passing of the Children's Care and Justice (Scotland) Bill and new statutory duties that local authorities will be required to adhere to.

How we will measure our progress:

- Diversionary activity reduces risk and promotes inclusion
- % of young carers reporting satisfaction with support services
- Number of unallocated children with 2 or more IRD's in the last 2 years

**Priority 3: We will ensure children and young people with complex needs are supported to overcome barriers to inclusion at home, school, and communities**

Our contribution to making this happen:

1. Develop opportunities for children and young people with additional support needs to be included in a wide range of community activities and experiences including mainstream and inclusive provision
2. Improve access to inclusive opportunities information to ensure children and their families are aware of what services, programs, and activities are available to them locally
3. Arrangements for young people with complex needs to achieve and sustain a positive transition into young adulthood will be strengthened to ensure the experience is improved and the outcome in line with young people and families expectations
4. Support the local implementation of the NHSGGC Specialist Children's Services Neurodevelopmental Service Specification

How we will measure our progress:

- Parent satisfaction level on supports for children with complex additional support needs

- All young people in transition will have a plan in place by age 14 years

**Priority 4: We will deliver on our Corporate Parenting responsibilities to our looked after and care experienced children and young people by fully implementing The Promise**

Our contribution to making this happen:

1. Create settled, secure, nurturing and permanent places to live within a family setting for all care experienced children and young people in line with expectations from The Promise Good Childhood
2. Corporate Parents will provide welcoming, inclusive, supportive opportunities for children and young people and encourage them to express their views
3. Support young people to remain in a positive care placement until they are ready to move on and/or good quality accommodation with options to support their needs
4. Care experienced children and young people living outwith the local authority area will be supported with improving their learning experiences and accessing community opportunities
5. Unaccompanied asylum seeking children and young people will be supported by all Corporate Parents to integrate into local communities and access the care and support they need
6. In partnership with children, young people and families develop a Promise Board to promote participation and decision making with service users
7. Track the achievement and attainment of care experienced children and young people to ensure they are making the appropriate progress with their learning and school experience and taking up wider opportunities available to them

How we will measure our progress:

- Percentage of Looked After Children with more than one placement within the last year (decrease)
- Attendance rate for Looked After Pupils (Primary & Secondary) (increase)
- Number of Looked After Young People gaining achievement awards (increase)
- Average number of insight tariff points for care experienced school leavers

**Priority 5: We will respond to the mental and emotional wellbeing, and physical health needs of children and young people**

Our contribution to making this happen:

1. Improve access to and awareness of the range of mental health supports available in school and the community, to increase uptake and improve wellbeing
2. Promote the Healthier Minds Resource website for children, families and partner agencies to increase knowledge and skills, and enhance support strategies
3. Create learning opportunities and activities that provide accurate information to support young people to make safer and informed lifestyle choices
4. Respond to the needs of pupils with very low school attendance by creating the new Learn Well nurturing learning resource that will cater for their emotional wellbeing needs and ensure education experience is maintained
5. Nurture the interest and talents of children and young people in sports, arts, and leisure to assist improve emotional wellbeing

How we will measure our progress:

- Percentage reduction in the number of repeat presentations to GP's for young people referred to the Family Wellbeing Service 6 months post closure (in relation to emotional wellbeing) (decrease)
- Children accessing Healthier Minds Service report improvements in their mental wellbeing
- Percentage of children and young people (P5-S6) who agree or strongly agree that their school offers them the opportunity to take part in activities in school beyond the classroom and timetabled day (increase)
- Percentage of children and young people (P5-S6) who answer that their (physical) health is good or excellent (increase)
- Learn Well measure TO BE AGREED
- Proportion of pupils entering positive destinations (increase)

**Priority 6: We will upskill our children's workforce**

Our contribution to making this happen:

1. Roll out the National and Local Trauma Training Programme
2. Develop a skilled workforce who promote mental wellbeing, support healthy relationships, tolerance, equity and inclusion
3. Create new multi-agency workforce training on supporting children and young people with communication and learning difficulties.
4. Enable the workforce to undertake equality impact assessment activity to ensure services are designed and delivered to promote equality and enhance rights in line with legislation and local and national policies

How we will measure our progress:

- Workforce learning and development opportunities increase knowledge, skills and confidence

**Priority 7: We will reduce the impact of poverty on children and families**

Our contribution to making this happen

1. Children's planning partnership will contribute towards the implementation and delivery of the Local Child Poverty Action Report



## What we spend on children and families services in East Renfrewshire

A breakdown of expenditure in relation to children and young people's services is below. It should be noted that whilst Education, HSCP, and SDS, can better demonstrate how much they spend, other services are less able to provide this information comprehensively as their core business is not exclusively targeted children and young people. In view of this they proportioned their budgets in an attempt to illustrate how much of their overall budget is dedicated to services for children and young people.

<b>Expenditure on Children's Services 2023/2024</b>	
<b>East Renfrewshire Council</b>	£s
Education (Core – Recurring)	<b>172,404,000</b>
Education - Covid funding (from reserves – non recurring)	<b>544,200</b>
Community Learning and Development	<b>624,800</b>
Housing	<b>700,000</b>
Environment - Family Firm/Youth Employability Programme/ Parental Employment Support	<b>769,000</b>
<b>East Renfrewshire HSCP</b>	£s
Children and Families (Core – Recurring)	<b>10,459,600</b>
Children and Families – COVID funding (from reserves –non recurring)	<b>311,700</b>
Health Visiting and School Nursing	<b>2,155,700</b>
<b>NHSGGC</b>	£s
Specialist Children's Services	<b>990,100</b>
Speech and Language Services	<b>261,000</b>
<b>Community Planning Partners and Partner Agencies</b>	£s
Culture and Leisure Trust	<b>3,362,100</b>
Skills Development Scotland	<b>1,704,000</b>
<b>Total</b>	<b>£194,286,200</b>

Note: All budgets can change throughout the year as additional funding is confirmed. Also COVID related funding from reserves is unlikely to continue after the 2023-24 financial year.

## **Evaluating Impact – How we measure and report on success**

Evaluating the impact of the plan is a key responsibility of all children's planning partners. To support this task each year through the work of the Improving Outcomes for Children and Young People Partnership (IOCYPP) we will in line with our statutory duty publish an annual performance report to demonstrate progress towards us achieving the actions, outcomes, and targets set out on our plan on a page at page 7. All four of the children's planning groups will work to a delivery plan with clear actions and the co chairs of each group will report to the Improving Outcomes for Children and Young People Partnership on what is being achieved and also any challenges that are being experienced. The latter will scrutinise performance reports and provide support to the children's planning groups to find solutions to any challenges they encounter.

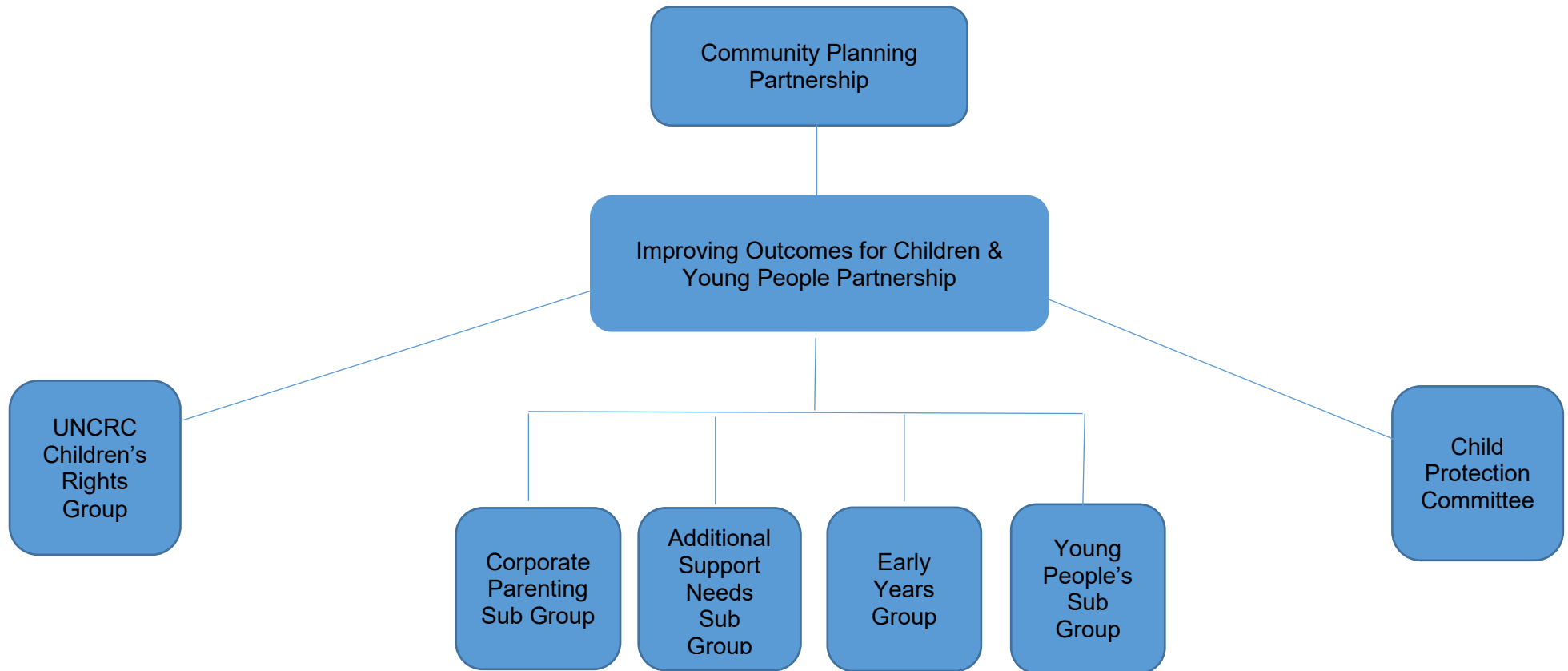
Furthermore a suite of critical indicators has been agreed by the partnership to help us report on how well we are achieving our aims. These indicators reflect local priorities as well as those from the Scottish Government's National Performance Framework. Although we are confident this set of measures will allow us to determine improvement and identify areas of strength we will regularly be engaging with children, families and communities to hear what they think about our progress as ultimately they are the most important source of information on how well we are doing to deliver on the vision they set for us; their experiences and views will be the final arbiter of whether we have got it right or not. Going forward we will be working even harder to ensure our services operate in a way that openly invites feedback and co design, and encourages frequent communication and dialogue with those who are using our services. This is especially important for children and families who are disadvantaged, or experiencing a range of more complex difficulties.

Appendix 1 – Profile of Children and Young People’s Needs in East Renfrewshire (separate document)

**Appendix 2 - What children, young people and families have told us (separate document)**

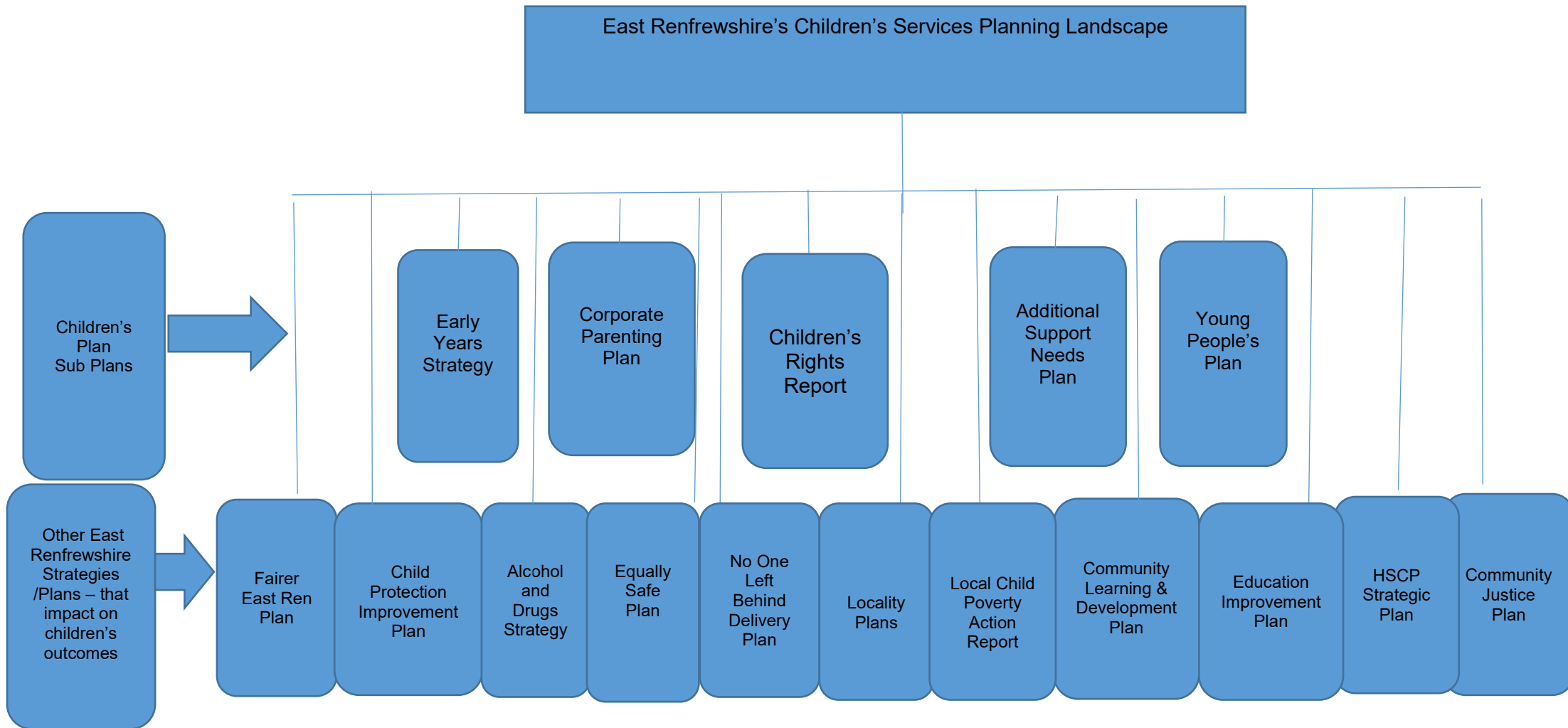
Appendix 3

Working in Partnership – East Renfrewshire’s Improving Outcomes for Children and Young People Partnership



Appendix 4

East Renfrewshire's Children's Services Planning Landscape



### Membership of the Improving Outcomes for Children and Young People Partnership

<u>Name</u>	<u>Job Title</u>	<u>Organisation</u>	<u>Email Address</u>
Raymond Prior	Head of Children's Services and Justice, Chief Social Work Officer (Co Chair)	ER HSCP	<a href="mailto:Raymond.prior@eastrenfrewshire.gov.uk">Raymond.prior@eastrenfrewshire.gov.uk</a>
Siobhan McColgan	Head of Education Services (Equality and Equity) (Co Chair)	ER Education	<a href="mailto:Siobhan.mccolgan@eastrenfrewshire.gov.uk">Siobhan.mccolgan@eastrenfrewshire.gov.uk</a>
Rosamund Rodriguez	Quality Improvement Officer	ERC Education	<a href="mailto:Rosamund.rodriquez@eastrenfrewshire.gov.uk">Rosamund.rodriquez@eastrenfrewshire.gov.uk</a>
Jen McKean	Senior Manager Operations and Community Children's Service	ER HSCP	<a href="mailto:Jennifer.mckean@eastrenfrewshire.gov.uk">Jennifer.mckean@eastrenfrewshire.gov.uk</a>
Ruth Gallagher / Alan Campbell	Chief Officer	Voluntary Action East Renfrewshire SCIO	<a href="mailto:ruth.gallagher@va-er.org.uk">ruth.gallagher@va-er.org.uk</a>
Brian Dunigan	Money Advice & Rights Team Manager	ERC Business Operations and Partnerships	<a href="mailto:Brian.Dunigan@eastrenfrewshire.gov.uk">Brian.Dunigan@eastrenfrewshire.gov.uk</a>
Julie Paterson	Locality Reporter Manager North Strathclyde Locality	SCRA	<a href="mailto:Julie.Paterson@scra.gsi.gov.uk">Julie.Paterson@scra.gsi.gov.uk</a>
Nick Smiley	Principal Educational Psychologist	ERC Education	<a href="mailto:Nick.Smiley@eastrenfrewshire.gov.uk">Nick.Smiley@eastrenfrewshire.gov.uk</a>
Julie Breslin	Strategy & Partnership Manager Business Operations and Partnerships	ERC Business Operations and Partnerships	<a href="mailto:Julie.breslin@eastrenfrewshire.gov.uk">Julie.breslin@eastrenfrewshire.gov.uk</a>
Graeme Gallie	Area Commander	Police Scotland	<a href="mailto:Graeme.Gallie@scotland.police.uk">Graeme.Gallie@scotland.police.uk</a>

Kirsty Gilbert	Service Manager	ER HSCP	<a href="mailto:Kirsty.Gilbert@eastrenfrewshire.gov.uk">Kirsty.Gilbert@eastrenfrewshire.gov.uk</a>
Clare Creighton	Quality Improvement Manager	ERC Education	<a href="mailto:Clare.creighton@eastrenfrewshire.gov.uk">Clare.creighton@eastrenfrewshire.gov.uk</a>
Julie Fitzpatrick	Chief Nurse	ER HSCP	<a href="mailto:julie.fitzpatrick@ggc.scot.nhs.uk">julie.fitzpatrick@ggc.scot.nhs.uk</a>
Claire Coburn	Strategic Services Senior Lead	ERC Business Operations and Partnerships	<a href="mailto:Claire.Coburn@eastrenfrewshire.gov.uk">Claire.Coburn@eastrenfrewshire.gov.uk</a>
Susan Craynor	CLD Manager, Community Learning and Development	ERC Business Operations and Partnerships	<a href="mailto:Susan.Craynor@eastrenfrewshire.gov.uk">Susan.Craynor@eastrenfrewshire.gov.uk</a>
Suzanne Conlin/Bex Astin	Senior Housing Manager	ERC Environment	<a href="mailto:Suzanne.conlin@eastrenfrewshire.gov.uk">Suzanne.conlin@eastrenfrewshire.gov.uk</a>
Michael McKernan	Economic Development Manager	ERC Employability	
Dougie Fraser	CAMHS	ER HSCP	<a href="mailto:Dougie.Fraser@ggc.scot.nhs.uk">Dougie.Fraser@ggc.scot.nhs.uk</a>
Elaine Byrne	Senior Nurse	ER HSCP	<a href="mailto:elaine.byrne2@ggc.scot.nhs.uk">elaine.byrne2@ggc.scot.nhs.uk</a>
Fiona McBride	Assistant Director	Children 1 <sup>st</sup>	<a href="mailto:Fiona.McBride@children1st.org.uk">Fiona.McBride@children1st.org.uk</a>
Arlene Cassidy	Children's Services Strategy Manager	ER HSCP	<a href="mailto:Arlene.Cassidy@eastrenfrewshire.gov.uk">Arlene.Cassidy@eastrenfrewshire.gov.uk</a>
Debbie Lucas	Child Protection Lead Officer	ER HSCP	<a href="mailto:Debbie.Lucas@eastrenfrewshire.gov.uk">Debbie.Lucas@eastrenfrewshire.gov.uk</a>
Karyn Shields	Service Manager Intensive Services	ER HSCP	<a href="mailto:Karyn.Shields@eastrenfrewshire.gov.uk">Karyn.Shields@eastrenfrewshire.gov.uk</a>
Suzie Scott	Service Manager	Skills Development Scotland	<a href="mailto:Suzie.scott@sds.co.uk">Suzie.scott@sds.co.uk</a>
Mary Curran	Library Development Officer (Children's Services)	ER Culture and Leisure	<a href="mailto:Mary.curran@ercultureandleisure.org">Mary.curran@ercultureandleisure.org</a>



Kirstie Rees	Depute Principal Educational Psychologist	ERC Education	<a href="mailto:Kirstie.Rees@eastrenfrewshire.gov.uk">Kirstie.Rees@eastrenfrewshire.gov.uk</a>
Ally Robb	Senior Manager Intensive Services & Justice	ER HSCP	<a href="mailto:Ally.Robb@eastrenfrewshire.gov.uk">Ally.Robb@eastrenfrewshire.gov.uk</a>
Grace Thomson	Service Manager – Children Services	ER HSCP	<a href="mailto:Grace.thomson@eastrenfrewshire.gov.uk">Grace.thomson@eastrenfrewshire.gov.uk</a>
Tracy Butler	Lead Planner (Recovery Services)	ER HSCP	<a href="mailto:Tracy.butler@eastrenfrewshire.gov.uk">Tracy.butler@eastrenfrewshire.gov.uk</a>
Gillian Phillips	Health Improvement Lead	ER HSCP	<a href="mailto:Gillian.phillips@eastrenfrewshire.gov.uk">Gillian.phillips@eastrenfrewshire.gov.uk</a>

BLANK PAGE

EAST RENFREWSHIRE COUNCIL13 SEPTEMBER 2023Report by Director of Business Operations and PartnershipsCOUNCIL TAX CONSULTATION**PURPOSE OF REPORT**

1. To provide an update on the current Scottish Government and COSLA Council Tax consultation, anticipated implications for East Renfrewshire Council and residents and agree the Council's response.

**RECOMMENDATIONS**

2. Council is asked to:
- a) Note the ongoing consultation on changes to Council Tax proposed by Scottish Government and COSLA and the expected impact for East Renfrewshire Council and residents;
  - b) Agree the Council's draft response to this consultation (Annex 1).

**BACKGROUND**

3. East Renfrewshire Council has a statutory duty, under the Local Government Finance Act 1992, to bill and collect Council Tax.

4. In 2023/24 £66.5m has been billed for collection from approximately 41,000 households. This income provides 18.3% of the funding required to run the Council, with the majority of remaining funding from the General Revenue Grant received from Scottish Government. In 2022/23 Council Tax collections were 97.55%, which is in the top quartile of performance in Scotland. The Council budget for a 98% collection rate, with debt pursued beyond the financial year end.

5. Council Tax is billed based on property band from A to H, from lowest to highest valued properties. Discounts and exemptions are applied which reduce the council tax bill where applicable. 4,400 low income households receive £4.4m of support with Council tax bills through Council Tax Reduction (CTR).

6. Collection of Council Tax over recent years has been challenging. Pre-pandemic East Renfrewshire ranked either 3<sup>rd</sup> or 4<sup>th</sup> in Scotland for collections, however during the pandemic that dropped to 6<sup>th</sup> and 9<sup>th</sup> in Scotland. Whilst all councils were impacted by the pandemic, the impact in East Renfrewshire was worsened by implementation of a new Council Tax and Benefits ICT system in December 2020. However, 2022/23 collections are now returning to pre-pandemic levels and Council Tax collection rates remain in the top quartile.

7. East Renfrewshire Council does all it can to assist its customers with their financial circumstances, through administration of the Scottish Welfare Fund (SWF) and referring customers onto the Council's Money Advice and Rights Team (MART). Customers may also seek support from the East Renfrewshire Citizens Advice Bureau (ERCAB). All teams have experienced a sharp increase in demand for their services in recent years, with a changing

dynamic due to customers who are working but still struggling to pay rent or mortgages and now requesting support. The SWF Team provide emergency support for those in crisis, while the MART team and CAB assist customers to maximise income and potentially reduce levels of arrears through forms of debt relief and budgeting support.

## REPORT

### Scottish Government & COSLA proposal

8. The current Council Tax system has been perceived by some stakeholders as unfair and regressive because it levies a higher tax rate on lower value properties, and a lower tax rate for higher value properties. The Scottish Government increased Council Tax Band E to H multipliers in 2017, to provide mitigation in this area.

9. A joint consultation between Scottish Government and COSLA, is currently seeking views on plans to increase the amount paid by households in the highest value properties, impacting properties in band E, F, G & H. This impacts 25% of Scottish properties, however in East Renfrewshire the impact is higher at 57% (23,000 households), as there are more properties locally in the higher bandings.

10. The consultation covers the following increases to Band E to H from 7.50% to 22.50%:

Description	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
% change in average bill	0.00%	0.00%	0.00%	0.00%	7.50%	12.50%	17.50%	22.50%
Average charge in Scotland after increases	£944	£1,102	£1,259	£1,417	£2,001	£2,590	£3,259	£4,251
England 2023-24	£1,377	£1,606	£1,836	£2,065	£2,524	£2,983	£3,442	£4,130

11. These proposals are based on implementing a fairer system which is more reflective of property values. It is estimated that an additional £176m of income would be generated across Scotland.

12. Council Tax in Scotland is currently 3 times the charge in band H compared to band A, with this proposal moving that to 4.5 times.

13. The consultation makes the comparison with England highlighting that Council Tax in Scotland remains below the band E to G charges, while band H would be higher in Scotland than in England. The band A to H proportion in England is 3 times.

### Impact on East Renfrewshire

14. The increase in Council Tax proposed for Band E to H would be as follows, based on 2023/24 charges:

Description	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
% change in average bill	0.00%	0.00%	0.00%	0.00%	7.50%	12.50%	17.50%	22.50%
Average charge in Scotland after increases	£944	£1,102	£1,259	£1,417	£2,001	£2,590	£3,259	£4,251
Average charge in East Renfrewshire after increases	£943	£1,101	£1,258	£1,415	£1,999	£2,587	£3,256	£4,247
Impact in East Renfrewshire	£0	£0	£0	£0	£139	£287	£485	£780

15. The implementation of the proposed change would provide additional funds to support public services. However, it would limit the Council's own local decision-making on future council tax increases, as band E to H properties would pay more due to this proposed change, and potentially more again should there be Council Tax increases agreed locally.

16. While East Renfrewshire would bill and collect additional Council Tax under this proposal, due to rules on funding, only a proportion of this would be retained for use in the local area (it is expected only 50% of the additional income would be retained in East Renfrewshire). Depending on how changes are phased in, this impact may not be apparent immediately. See Finance and Efficiency section below.

17. Within East Renfrewshire 13,000 (31%) of households are single persons, each receiving a 25% Council Tax discount. Within Band E to H, 5,000 (22%) of households are single persons. Based on the 2023/24 charges, the increase in Council Tax due to the proposed change for a single person in a Band E property would be £104 per annum, for a Band H property this would be £585 per annum.

18. The Council Tax Reduction scheme is a Scottish Government scheme which reduces Council Tax liability based on affordability and has been in place since 2013. Within East Renfrewshire 4,400 households (11%) receive this support, while there are 770 Band E to H households (3%) receiving this support.

19. Council Tax collection has been challenging in recent years, particularly impacted by the pandemic and the cost-of-living crisis. Experience during this period has shown that while property values have increased over time, incomes have not kept pace with this, and property value does not always indicate an ability to pay due to stretched household finances. Many increases in income have been negated by inflationary increases in pricing of daily goods and services. Increases in interest rates are having a detrimental impact on many mortgage holders, and there is potential for a reduction in property values due to stress on the housing market, although prices (and hence mortgages) in East Renfrewshire remain high. It is anticipated that if these proposed Council tax changes are implemented significantly above inflation rates, collection levels of Council Tax are likely to reduce and additional demand will be placed on already stretched council services, such as SWF and MART and colleagues in CAB.

20. MART and CAB teams are experiencing a shift in customer demographics, with the cost-of-living crisis reaching residents who would previously not have been in contact with advice services. This is reflected in increased demand from more affluent areas; comparing 2021/22 with 2022/23 there has been an increase of 33% in residents from Giffnock, and a 40% increase in residents from Newton Mearns. There has been a significant increase in residents from these areas seeking debt solutions of 204% (53 to 161). In addition, MART has seen a 28.5% increase in clients from working households in the past year, with the biggest increases from the traditionally affluent areas.

21. Both MART and CAB are concerned that a large increase in Council Tax, significantly above inflation rates, will be unsustainable for a large number of residents. The teams experience residents who are asset rich, but cash poor, particularly among pension age residents with a fixed income. Residents living in properties in higher bands are often struggling with costs. They are facing higher mortgage payments and utility charges. Advice Services support those who are retired, widows/widowers, and clients with long term health issues living in larger properties, who would struggle with a large increase. There are also families living in higher band properties where one of the partners cannot work due to health issues, or caring for family members and are on a tight budget.

22. As part of the Council's pandemic recovery work, it has sought to gain a better understanding of the financial vulnerability of local residents, this is distinct and separate from the traditional view of poverty.

23. The Council contracted a service that utilises aggregated customer banking data from a major banking group. This data indicates that the Eastwood side of the authority has higher than expected levels of financial vulnerability. This appears to be driven by several factors – including, the high population of children and families, and older residents.

24. Among families the data suggests that where households maximised the affordability of their mortgage, during low interest rates to move into the area, they are struggling with increased mortgage payments, fuel costs, compounded in some areas, by older properties with poor energy efficiency. These factors, together with high food and clothing inflation, are leading households into overdraft usage (increasing debt level and overall expense), high percentage levels of essential spend, and lower levels of disposable income. This data is being borne out on the ground with the shift in clients that MART and CAB are encountering.

25. There are cohorts of older residents who bought their properties prior to modern house price inflation. They are technically asset rich, but some are operating on a very low income. Despite not having mortgages, the size and energy efficiency of their properties, combined with wider inflation is leading to some having very low levels of disposable income over a rolling 4-5 week period.

26. £1.6m of Council Tax debt remains for 2022/23 Council Tax billing, which has not been collected and has reached summary warrant stage, with the Council's agents supporting collection. This is for around 3,000 households. Band E to H account for £0.5m (31%) of this debt, approximately 500 households.

27. There are significant levels of new build properties in East Renfrewshire. These properties are mostly banded from E to H, while similar older properties, which have not been revalued since 1991 and may have a higher market value, can still be banded C or D. The proposed change would disproportionately impact householders of new build properties within the area.

## **FINANCE AND EFFICIENCY**

28. The Scottish Government proposed changes to Band E to H council tax charges are expected to bring an additional £176m of Council Tax income within Scotland. Additional billed and collected income for East Renfrewshire (assuming a 98% collection level) is estimated to be £6.5m. It is anticipated that East Renfrewshire would retain £3.3m of this (around 50%), with the remainder redistributed to other councils via the General Revenue Grant distribution methodology.

## **CONSULTATION & PARTNERSHIP WORKING**

29. Consultation with Money Advice & Rights Team, East Renfrewshire Citizens Advice Bureau, Legal and Accountancy has taken place and with the NEC system supplier externally.

## **IMPLICATIONS OF THE PROPOSALS**

30. An Equality Fairness and Rights Impact Assessment (EFRIA) has been undertaken and identified some impacts in relation to socio-economic disadvantage under the Fairer Scotland Duty. Residents experiencing socio-economic disadvantage may see this worsened

through additional Council Tax charges, especially where this is significantly above rates of inflation. This can be mitigated to some extent, through application of Council Tax Reduction where applicable, invitation to contact MART/CAB for support and introduction of data analytics to allow early engagement and intervention.

31. As will be the case across Scotland, these proposals would require changes to the Revenues & Benefits ICT System used to administer Council Tax. Changes of this nature usually require a 6 month lead in time by the system's supplier, to allow the change to be properly developed, tested and implemented with workload balanced across their client councils who will all be competing for the same supplier resource. There are concerns that given the consultation is due to end 20<sup>th</sup> September, it will take time for regulations to be finalised, and there may be insufficient time to deliver this for 2024/25 Council Tax billing.

## CONCLUSIONS

32. While the proposed changes to Council Tax are expected to deliver additional income to fund council services, the additional income is not anticipated to fully benefit local residents and services within East Renfrewshire. Local decision making on Council Tax levels is likely to be impacted, as are customers already struggling to pay Council Tax bills. Reduced levels of Council Tax collection are anticipated and additional demand for support from council and external services is expected.

## RECOMMENDATIONS

33. Council is asked to:

- a) Note the ongoing consultation on changes to Council Tax proposed by Scottish Government and COSLA and the expected impact for East Renfrewshire Council and residents;
- b) Agree the Council's draft response to this consultation (Annex 1).

Director of Business Operations & Partnerships  
[louise.pringle@eastrenfrewshire.gov.uk](mailto:louise.pringle@eastrenfrewshire.gov.uk)

## REPORT AUTHOR

Alison Ballingall, Senior Revenues Manager [Alison.ballingall@eastrenfrewshire.gov.uk](mailto:Alison.ballingall@eastrenfrewshire.gov.uk)

BLANK PAGE



## PROPOSED DRAFT RESPONSE

**1. Do you think that Council Tax in Scotland should be changed to apply increases to the tax on properties in Bands E, F, G, and H?**

Yes  No  Don't know

**Please give reasons for your answer.**

It does not necessarily equate that residents in the higher banded properties have higher levels of disposable income. Many of these households will be on a fixed budget and the increase will cause them financial difficulty.

Experience within East Renfrewshire has been that Council Tax collection has been challenging in recent years, particularly impacted by the pandemic and the cost-of-living crisis. While property values have increased over time, incomes have not kept pace with this, and property value does not always indicate an ability to pay due to stretched household finances. Many increases in income have been negated by inflationary increases in pricing of daily goods and services. Increases in interest rates are having a detrimental impact on many mortgage holders, and there is potential for a reduction in property values due to stress on the housing market, although prices (and hence mortgages) in East Renfrewshire remain high. It is anticipated that if these proposed Council tax changes are implemented significantly above inflation levels then collection levels of Council Tax are likely to reduce and additional demand will be placed on already stretched council services, such as Scottish Welfare Fund (SWF), Money Advice and Rights Team (MART) and colleagues in Citizens Advice Bureau (CAB).

MART and CAB teams are experiencing a shift in customer demographics, with the cost-of-living crisis reaching residents who would previously not have been in contact with advice services. This is reflected in increased demand from more affluent areas; comparing 2021/22 with 2022/23 there has been an increase of 33% in residents from Giffnock, and a 40% increase in residents from Newton Mearns. There has been a significant increase in residents from these areas seeking debt solutions of 204% (53 to 161). In addition, MART has seen a 28.5% increase in clients from working households in the past year, with the biggest increases from the traditionally affluent areas.

Both MART and CAB are concerned that a large increase in Council Tax will be unsustainable for a large number of residents. The teams experience residents who are asset rich, but cash poor, particularly among pension age residents with a fixed income. Residents living in properties in higher bands are often struggling with costs. They are facing higher mortgage payments and utility charges. Advice Services support those who are retired, widows/widowers, and clients with long term health issues living in larger properties, who would struggle with a large increase. There are also families living in higher band properties where one of the partners cannot work due to health issues, or caring for family members and are on a tight budget.

Financial vulnerability data shows that among families the data suggests that where households maximised the affordability of their mortgage, during low interest rates to move into the area, they are struggling with increased mortgage payments, fuel costs, compounded in some areas, by older properties with poor energy efficiency. These factors, together with high food and clothing inflation, are leading households into overdraft usage (increasing debt level and overall expense), high percentage levels of essential spend, and lower levels of

disposable income. This data is being borne out on the ground with the shift in clients that MART and CAB are encountering.

There are cohorts of older residents who bought their properties prior to modern house price inflation. They are technically asset rich, but some are operating on a very low income. Despite not having mortgages, the size and energy efficiency of their properties, combined with wider inflation is leading to some having very low levels of disposable income over a rolling 4-5 week period.

**2. The proposal is to increase the Council Tax on properties in Bands E, F, G and H by 7.5%, 12.5%, 17.5% and 22.5% respectively. Do you agree with the levels of increase set out in this proposal?**

Yes  No  Don't know

**3. If you have answered no to Question 2, what do you think the increases to the Council Tax on properties in Bands E, F, G and H should be?**

The increases should be smaller  The increases should be greater  Don't know

**4. When should any increases be introduced if the tax on higher band properties is increased as proposed?**

Full effect from 2024-25  Phased-approach over two financial years (2024-25 and 2025-26)  Phased-approach over three financial years (2024-25, 2025-26, and 2026-27)  Other

If you answered Other above please state your reasons.

As will be the case across Scotland, these proposals would require changes to the Revenues & Benefits ICT System used to administer Council Tax. Changes of this nature usually require a 6 month lead in time by the system's supplier, to allow the change to be properly developed, tested and implemented with workload balanced across their client councils who will all be competing for the same supplier resource. There are concerns that given the consultation is due to end 20th September, it will take time for regulations to be finalised, and there may be insufficient time to deliver this for 2024/25 Council Tax billing.

If the increase is going ahead, we would recommend it is implemented from April 2025, and over a 2 to 3 year period, 25-26, 26-27 and 27-28. It is a very tight timescale to do this for April 2024 and customers may be in better financial position from April 2025 and beyond.

**5. Should the Council Tax Reduction scheme be expanded to protect those on lower incomes from any increases to higher Council Tax Band properties?**

Yes  No  Don't know

**6. Please tell us how changes to Council Tax rates for properties in Bands E, F, G and H might impact you, or the people your organisation represents.**

**Please provide your views.**

As highlighted in the response to question 1, as well as wider Council services, it is expected there will be increased demand for Money Advice and Citizen Advice services. The impact on residents could be that their financial circumstances are worsened by the change in band ratios.

The Council Tax Reduction (CTR) scheme is a Scottish Government scheme which reduces Council Tax liability based on affordability and has been in place since 2013. Within East Renfrewshire 4,400 households (11%) receive this support, while there are 770 Band E to H households (3%) receiving this support. If CTR levels are increased due to the higher levels of charge in the higher banded properties for those in lower incomes there will be a shortfall in the funding available for CTR which will adversely impact service delivery in other areas.

While East Renfrewshire would bill and collect additional Council Tax under this proposal, due to rules on funding, only a proportion of this would be retained for use in the local area (it is expected only 50% of the additional income would be retained in East Renfrewshire). Depending on how changes are phased in, this impact may not be apparent immediately.

Within East Renfrewshire 13,000 (31%) of households are single persons, each receiving a 25% Council Tax discount. Within Band E to H, 5,000 (22%) of households are single persons. Based on the 2023/24 charges, the increase in Council Tax due to the proposed change for a single person in a Band E property would be £104 per annum, for a Band H property this would be £585 per annum.

**7. Please tell us how you think changes to Council Tax rates for properties in Bands E, F, G and H would affect your local area, or Scotland as a whole (please consider social, economic, environment, community, cultural, enterprise impacts that you think are relevant).**

**Please provide your views.**

The implementation of the proposed change would provide additional funds to support public services. However, it would limit the Council's own local decision-making on future council tax increases, as band E to H properties would pay more due to this proposed change, and potentially more again should there be Council Tax increases agreed locally.

There are significant levels of new build properties in East Renfrewshire. These properties are mostly banded from E to H, while similar older properties, which have not been revalued since 1991 and may have a higher market value, can still be banded C or D. The proposed change would disproportionately impact householders of new build properties within the area. Should residents wish to downsize their property due to changed circumstances, it is not always viable to move to smaller accommodation as the property bands for newer property, even the smaller ones are higher.

**8. Please tell us how you think changes to Council Tax rates for properties in Bands E, F, G and H might affect Island Communities.**

**Please provide your views.**

No comment

**9. Do you think there would be any equality, human rights, or wellbeing impacts as a result of the proposed increases in Council Tax rates for properties in Bands E, F, G and H?**

Yes  No  Don't know

**Please give reasons for your answer.**

There will be a financial impact to those in Bands E- H however, this impact will not necessarily be equitable, as property value & disposable income are not intrinsically linked. The increased Council tax levels reduce the ability for residents to make spending decisions which may impact their wellbeing.

The impact will be more severe on residents who currently live alone, which include single parent families and the elderly and as highlighted in question 1 the impact for some families, whose finances are already stretched, could result in increased poverty for them and their children.

EAST RENFREWSHIRE COUNCIL13 SEPTEMBER 2023COUNCILReport by Director of Business Operations and PartnershipsOUTCOME DELIVERY PLAN 2023-2024 UPDATE**PURPOSE OF REPORT**

1. The purpose of this report is to present the Council's updated Outcome Delivery Plan (ODP) 2023-2024. The updated plan includes narrative context, a set of targets and financial information that was not available in April.

**RECOMMENDATIONS**

2. It is recommended that Council:
- (a) Approves the content of the updated Outcome Delivery Plan 2023-2024 (Annex 1) and;
  - (b) Notes that this is a one-year operational plan while the Council undertakes a focused period of longer-term strategic planning.

**BACKGROUND AND CONTEXT**

3. The Outcome Delivery Plan (ODP) is the Council's contribution to the Community Plan with the additional organisational outcomes of Customer, Efficiency and People.

4. Vision for the Future, the Council's longer-term strategy, complements the Community Plan and presents how the Council will deliver the long-term ambitions of the Community Plan. At the Council meeting on the 3 March 2022, it was agreed that Vision for the Future would be reviewed to reflect the impact of COVID on our communities and the growing importance of addressing climate change. On the 10 October 2022, a Community Planning Partnership workshop was held where it was agreed to align the Community Plan more to Vision for the Future with a focus on people and place.

5. Since 2020 there have been one year updates to both the ODP and FER plans, initially due to the reprioritisation of our work in response to the COVID pandemic, and this has continued as the Council has entered into a stage of reviewing its longer-term strategic planning

6. The ODP 2023-24 plan was approved at Council on 26 April 2023, and it was agreed that the plan would be published on the Council's website once 3 years targets had been set for performance indicators by departments. This report presents the updated plan.

## REPORT CONTENT

7. Since the approval of the ODP by Council in April there has been the inclusion of additional context for each outcome. Three year targets have been set for the majority of indicators. The plan includes a set of graphs for these indicators showing trend data and targets. Where future targets are beneath the latest value of an indicator this may denote budget/resource constraints, but also indicate where values are returning to pre-pandemic levels.

Points to note:

8. Under Outcome Two (East Renfrewshire residents are healthy and active and have the skills for learning, life and work) the Education Department is currently developing targets for indicators measuring performance on primary literacy and numeracy attainment. Trend data for these measures are included in graphs in the plan. The proposed targets will be finalised at the Education Committee on 28 September and information circulated to all elected members. The online version of the plan will be updated.

9. Under intermediate outcome 5.3 the HSCP activity on out of hours services – ‘Progressing local out of hours response arrangements to support implementation of Urgent Care Resource Hub’ is out of date. This activity has been replaced by ‘Ensuring people have the right health and social care support at the time they need it including evening and weekends. East Renfrewshire HSCP continues to work to ensure that people receive the right support at the right time. We work closely with GGC Health Board and Glasgow HSCP who provide out of hours social work and district nursing for East Renfrewshire residents. We also receive district nursing out-of-hours cover from Renfrewshire HSCP for the Levern Valley area. Our aspiration continues to include an out-of-hours hub locally although due to the current budget pressures developing this will be significant challenge.”

10. The plan includes an organisational outcome on People (We have engaged employees who are motivated to deliver on our outcomes). The People Outcome includes an indicator on the gender pay gap. The gap has reduced year on year for the past three years and the ambition is to continue to reduce the gap rather than set a specific target. We continue to experience challenges with regards to absence reporting and the data is subject to ongoing review. 2022/23 data will be reported separately.

11. Financial information is now available and has been added to the plan at section 3. This includes the approved budget for 2022/23 and 2023/24 and indicative budget levels for 2024/25 and 2025/26.

## PERFORMANCE MONITORING

12. Performance against the targets in the plan will be recorded and monitored. Data will be scrutinised as part of the Council’s mid and end year performance reporting arrangements.

## FINANCE AND EFFICIENCY

13. Section three of the ODP sets out the financial data for the period of the plan including department budgets.

## IMPLICATIONS OF THE PROPOSALS

14. An Equality, Fairness and Rights Impact Assessment for the ODP and FER plans required to cover the 2023-2024 period was completed in March 2023.

**CONCLUSION**

15. The one year operational ODP will ensure we continue to drive forward the vital work of the Council while allowing a focused period of longer-term strategic planning to ensure we continue to achieve outcomes for residents and communities.

**RECOMMENDATIONS**

16. It is recommended that Council:

- (a) Approves the content of the updated Outcome Delivery Plan 2023-2024 (Annex 1) and;
- (b) Notes that this is a one-year operational plan while the Council undertakes a focused period of longer-term strategic planning.

**REPORT AUTHOR**

Kim Gear, Strategic Services Officer, email [kim.gear@eastrenfrewshire.gov.uk](mailto:kim.gear@eastrenfrewshire.gov.uk)

Steven Quinn, Chief Executive

**BACKGROUND REPORTS**

Draft Outcome Delivery Plan and FER Delivery Plan, Council, 26 April 2023

BLANK PAGE



East Renfrewshire Council  
**Outcome  
Delivery  
Plan 2023–2024**  
One year operational plan



# Contents

<b>Introduction</b>	2
<b>Our Strategic and Intermediate Outcomes:</b> This section includes diagrams detailing our intermediate outcomes, contributions, and critical activities and indicators.	
1 All children in East Renfrewshire experience a stable and secure childhood and succeed	8
2 East Renfrewshire residents are healthy and active and have the skills for learning, life and work	14
3 East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses	24
4 East Renfrewshire residents are safe and live in supportive communities	34
5 Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives	43
<b>Customer, Efficiency and People</b> This section includes diagrams detailing our Customer, Efficiency and People outcomes, contributions, critical activities and indicators.	51
<b>Our Finances</b> This section sets out revenue budgets for departments	59
<b>Annexes and data notes</b> Outcomes on a page Fairer East Ren (LOIP) Integrating National, Community Planning Partnership and Council outcomes Our Vision	61

## Introduction

East Renfrewshire Council is committed to improving the lives of all local people including children, young people, families and older adults, promoting equality and fairness, and enhancing the area in which we live, now and for the future. Our one year operational Outcome Delivery Plan (ODP) for 2023-2024 sets out how services across the Council are contributing to the delivery of our outcomes, and our vision to be:

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

Our focus is on delivering better outcomes for all our customers and residents across East Renfrewshire, while managing the significant challenge of increasingly complex local service demands against a backdrop of decreasing public sector funding. In this challenging climate, exacerbated by the long term impact of COVID-19 and cost-of-living pressures, we continue to find innovative and efficient solutions to meet the challenges ahead. We also work together to deliver on national priorities including the Promise to ensure all children and young people in East Renfrewshire grow up loved, safe and respected. A key priority is also to reduce inequalities through early intervention and preventative approaches. We build these approaches across all areas of service delivery so that we can make a difference to the lives of our residents. Working towards a more sustainable future, we are embracing technology to improve the capability of our organisation, our employees and our services. By putting our values of ***ambition, kindness and trust*** at the heart of everything we do we strive to be the best Council we can be.

East Renfrewshire’s Community Planning Partnership articulates our shared vision for East Renfrewshire, our five strategic outcomes and the priorities of our partnerships. The **East Renfrewshire Community Plan** is a long-term high level plan which sets out our vision for our communities. **Fairer East Ren** is the name of the Local Outcomes Improvement Plan (LOIP) as required under the Community Empowerment (Scotland) Act 2015. The strategic outcomes describe what life will be like for our children, young people, adults and older people when we achieve our ambitions. There are currently five priority areas that are consistent throughout our strategic planning:

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

Working with our with our Community Planning Partners we aim to reduce the inequality gap in East Renfrewshire and deliver on action plans for each of the Fairer East Ren themes. Alongside community organisations and groups in Auchenback, the Arthurlie/Dunterlie/Dovecothall area of Barrhead, Neilston, and Thornliebank, we identify specific needs, priorities, aspirations and goals for each area, as required by the Community Empowerment Act. This is because parts of these communities experience poorer outcomes compared to East Renfrewshire as a whole.

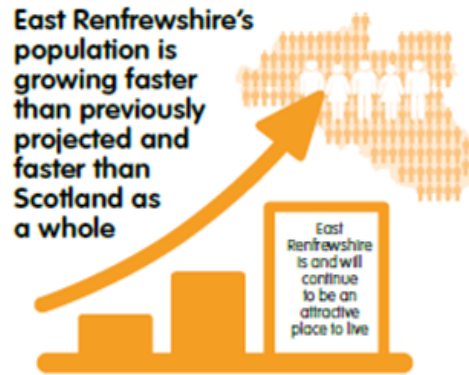
## Our Outcome Delivery Plan

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

The cross cutting themes of equalities and sustainability are woven through the plan, and we work to reduce all forms of inequality so that no one is disadvantaged or left behind in East Renfrewshire. In 2021, in partnership with our stakeholders, we set our equality outcomes for 2021-25 to enable the Council to fulfill its equality duties in the [Equality Mainstreaming Report](#) and have recently reported on the [progress of these outcomes](#).

Working closely with all our partners we use a joint and transparent approach to resource, implement, monitor, and evaluate our key activities. This strong partnership working in place across East Renfrewshire was enhanced through the pandemic and has provided a strong foundation as we continue to work with our partners to respond to the cost-of-living challenges and significant budgetary pressures.

EAST RENFREWSHIRE'S POPULATION – WHAT TO EXPECT



The number of people living in east Renfrewshire is projected to increase by 6.4% by the year 2028. This is higher than the Scottish rate of 1.8%



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



**More houses are being built for three reasons**



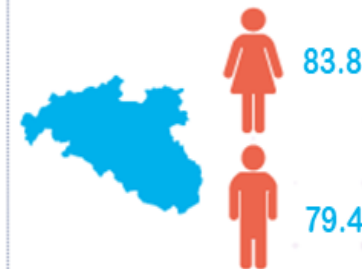
**Demand will increase for services**



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

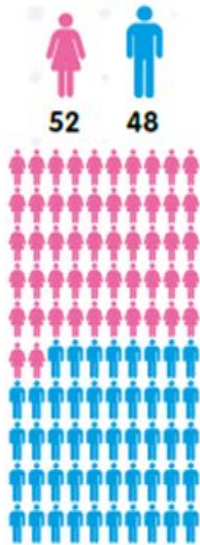


East Renfrewshire has the second highest life expectancy at birth for females and the fourth highest for males



IF EAST RENFREWSHIRE HAD 100 PEOPLE

Gender



Health



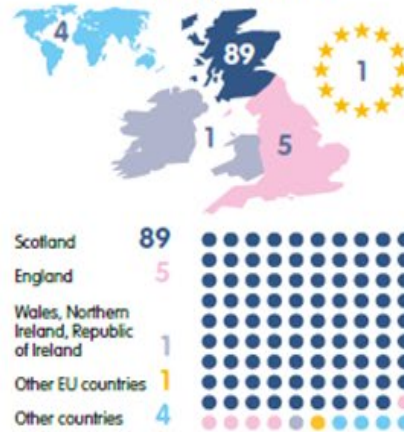
Age



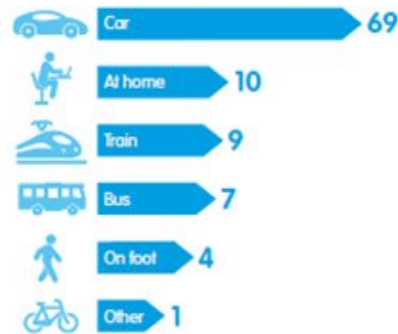
Faith



Country of birth



Travelling to work



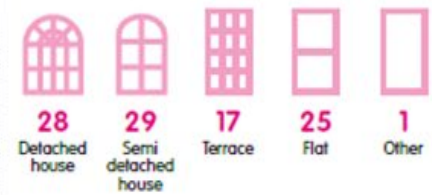
Household size



Tenure

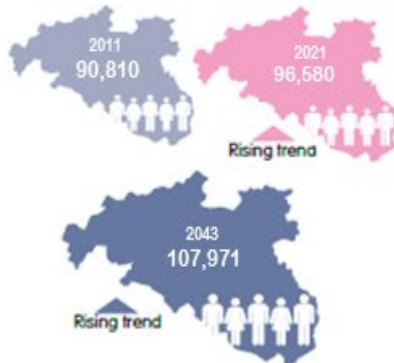


Where people live



EAST RENFREWSHIRE FAST FACTS

Population



Where people live



Life expectancy



New homes planned up to 2031



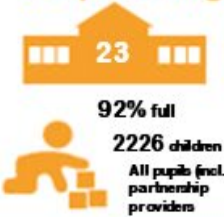
Economically active: 78%  
 Economically inactive: 22%



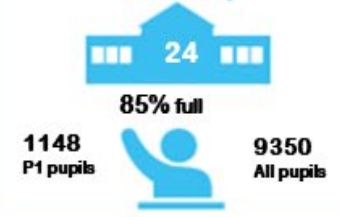
Extra moving into East Renfrewshire 2021



Early learning



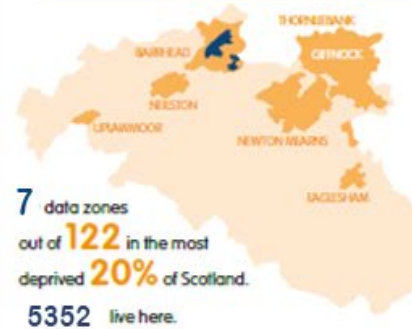
Primary



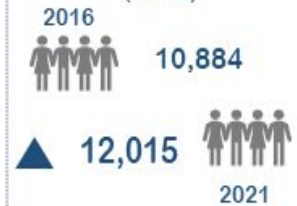
Secondary



ASN School



Young People in East Renfrewshire (10-18)



### Demographic Context

The Outcome Delivery Plan takes into account the demographics and needs of the local area and sets out how the Council is going to work to improve outcomes for local people over the period 2023-2024. In the latest mid-year estimates, the population of East Renfrewshire was 96,580, and the overall population of the area is expected to rise. This has implications for many services that cater for a broad section of the public, including waste management and roads maintenance, education, housing, transport and social care services. East Renfrewshire has the second highest life expectancy in Scotland and is also one of Scotland's most ethnically and culturally diverse areas with significant Muslim and Jewish communities, and the upcoming Census data will provide a further profile of our diverse communities.

### Local Area

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

### Deprivation

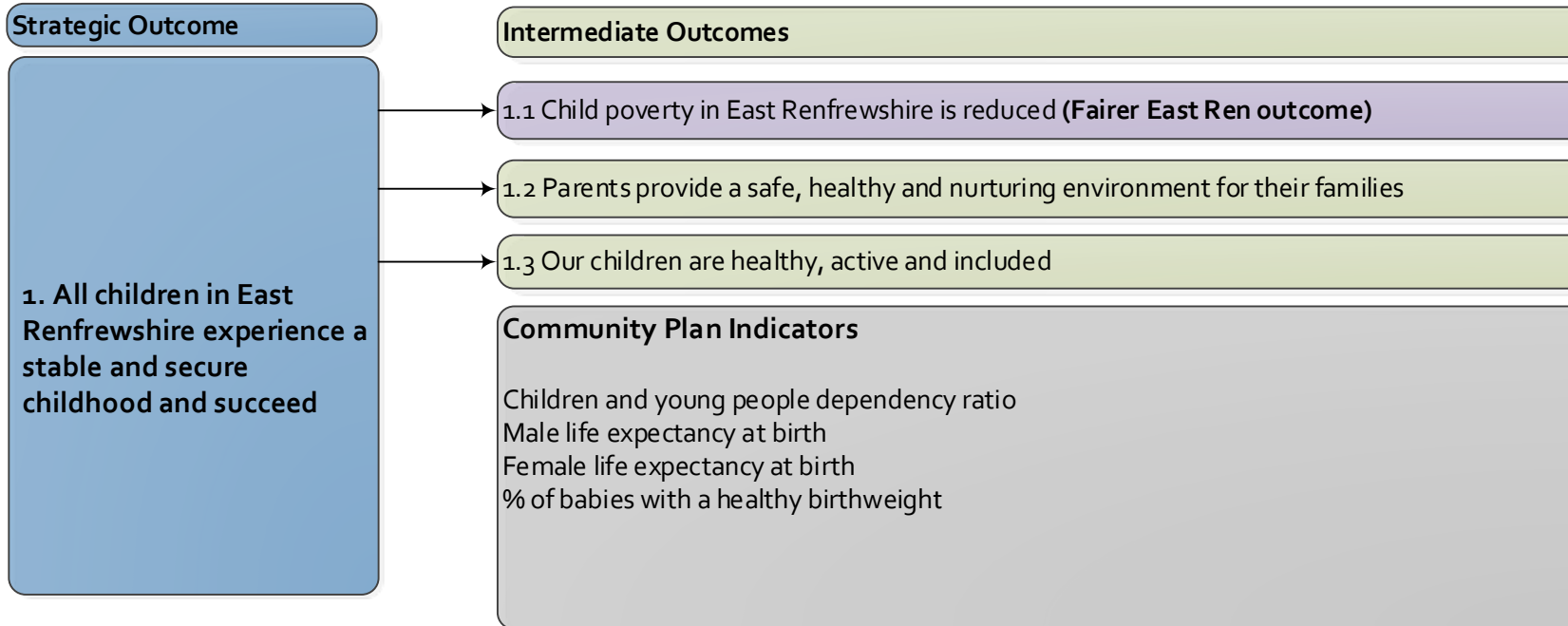
The Scottish Index of Multiple Deprivation is an accessible tool for understanding deprivation. East Renfrewshire has the highest percentage of data zones of all the Scottish Local Authorities classed as being in the 20% least deprived in Scotland. Seven of the 122 data zones (population units) in East Renfrewshire are classed as being within the 20% most deprived in Scotland, this represents 7% of data zones in East Renfrewshire. They are located within Barrhead, Auchenback and Dunterlie, East Arthurlie and Dovecotehall. Two of the data zones are classed as being within the 10% most deprived in Scotland and one of these is classed as being within the 5% most deprived. Reducing inequalities arising from socioeconomic disadvantage is a corporate priority. The Council, along with partners across sectors, uses a 'locality' approach in these areas of East Renfrewshire. This means all those responsible for providing services and looking after assets there are thinking about the unique challenges; are taking a whole neighbourhood view; and are planning together, and with the people who live there to support inclusive growth and thriving places.



## S1

## SECTION 1

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





## STRATEGIC OUTCOME 1

### Early years and vulnerable young people

East Renfrewshire has an ambitious Early Years plan which focuses on prevention and early intervention. The earliest stages of life are crucial to a child's development and life chances. Attainment, health and wellbeing, and resilience are all strongly influenced by this. Action taken later is likely to be more costly and less effective. This is why our Education services, the Health and Social Care Partnership (HSCP) and other key Council services including Youth Services, Housing, and Employability are collaborating with our most deprived communities to improve pre-birth support, support confident parenting and build resilient communities for children to grow up in. One priority is to continue to develop community networks and assets that support children's play and develop parental skills. This community asset approach will continue to be a focus as we support children and families in a post-pandemic environment and through cost-of-living pressures to connect and engage with their community and services.

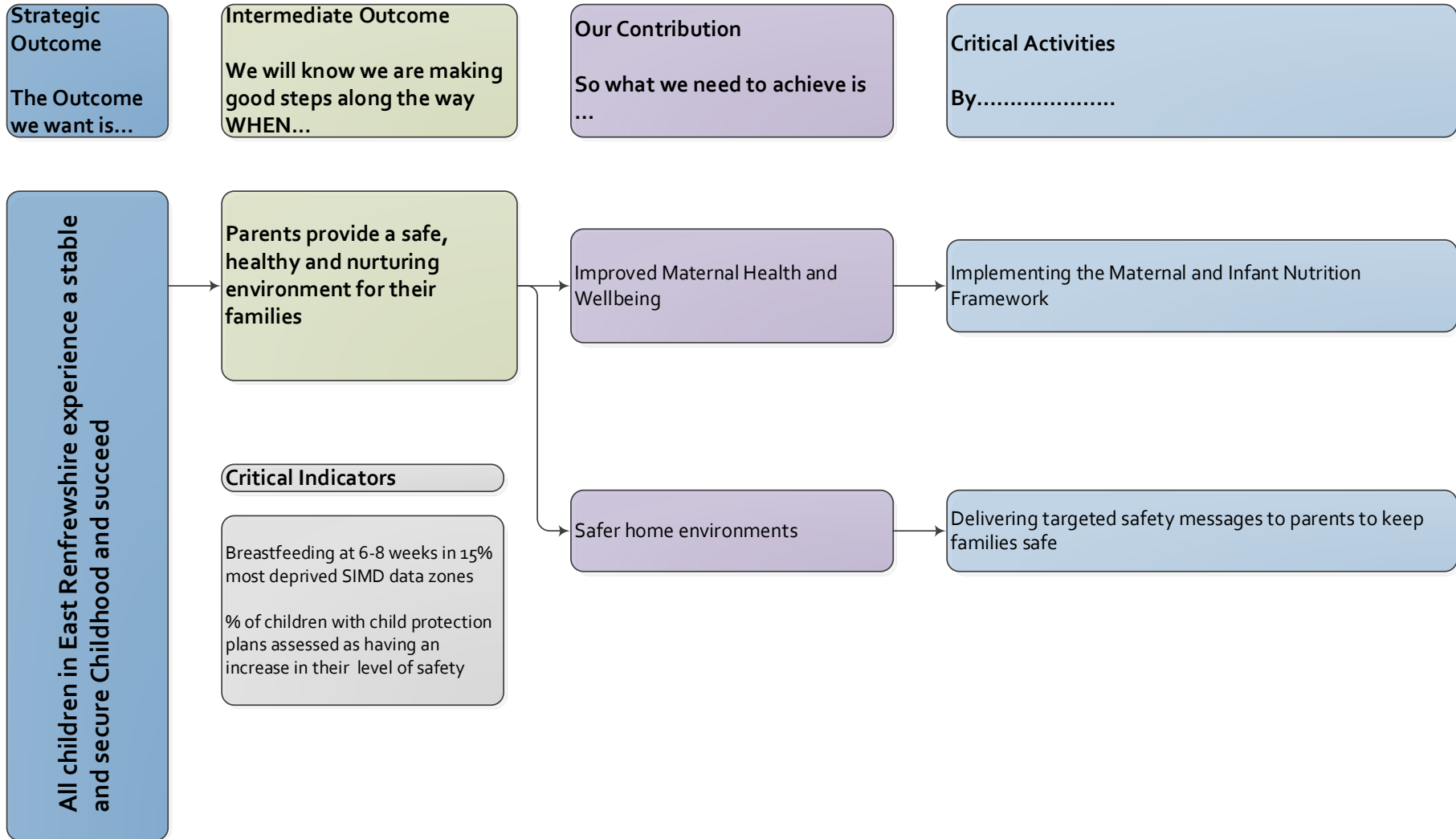
Through a partnership approach we are committed to delivering the necessary changes to meet the requirements of The Promise, and the aspiration that all children and young people in East Renfrewshire grow up loved, safe and respected so that they can realise their full potential aligns well with this outcome. Our approach is underpinned by the refreshed Getting It Right For Every Child policy framework and informed by the United Nations Convention on the Rights of the Child. The Promise requires everyone to make the best use of our well established partnership working, using a wide variety of internal networks and forums to raise awareness throughout the workforce and support staff to build relationships across services and directorates.

We want to strengthen awareness of the barriers that looked after children and young people face whilst offering opportunities to develop policy and practice to overcome these and aim to reduce stigma and ensure that our looked after young people flourish and become all that they can be so that they move into adulthood and beyond, achieving their aspirations.

Ensuring that all children have the best start in education is a key commitment, with a strong focus on early learning and childcare and working with our partners to support intervention at the earliest stage. All eligible children are able to access 1,140 hours of funded provision in the provider of their choice, with a range of different settings and models available to access across East Renfrewshire. The provision of early learning and childcare continues to be reviewed to best meet the needs of families and we will be consulting later this year to inform our future approach.

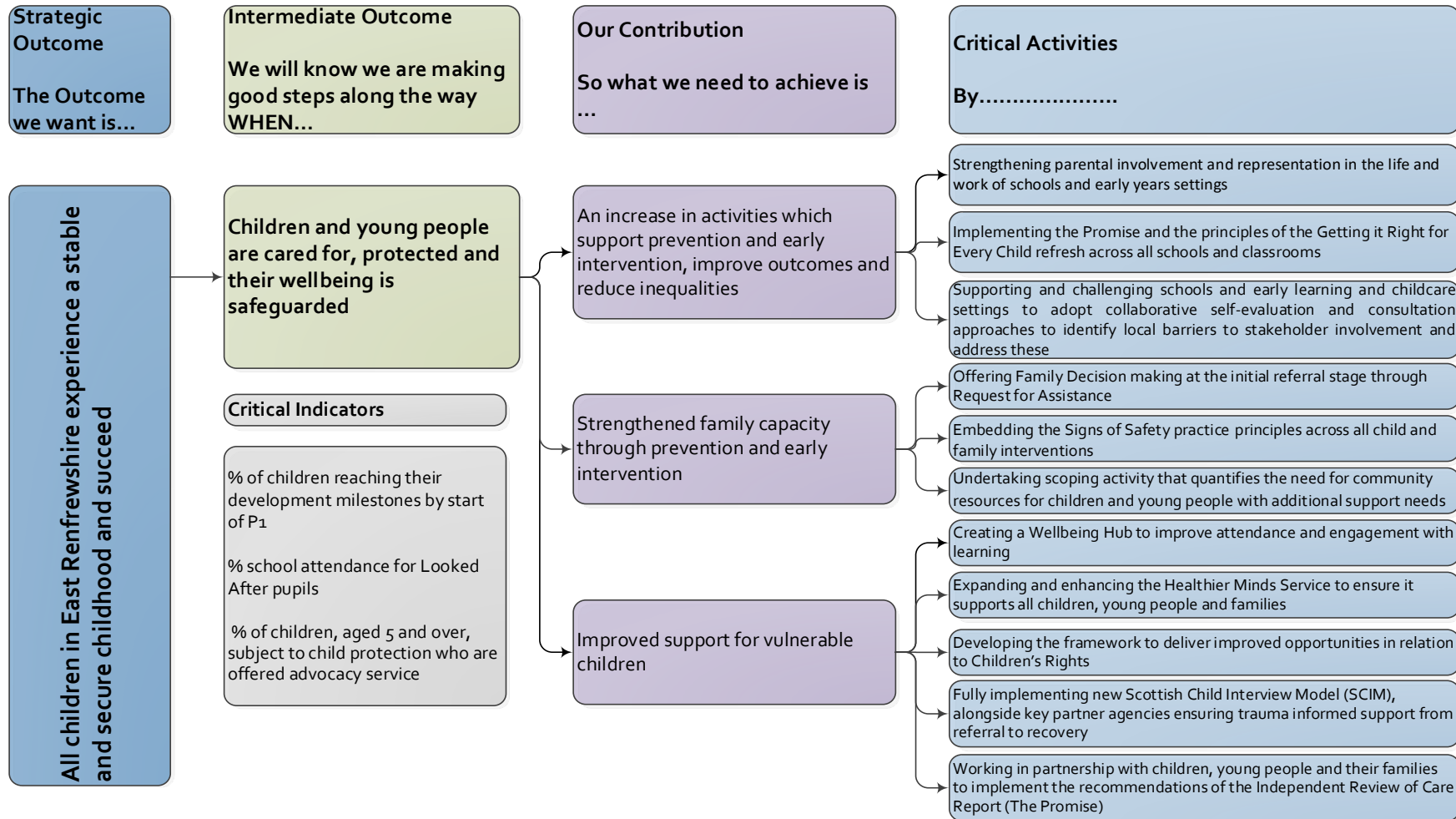
1.2

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

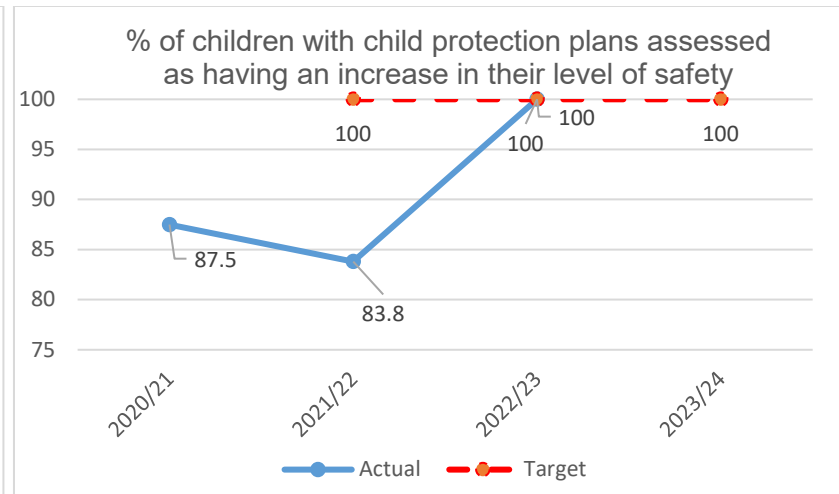
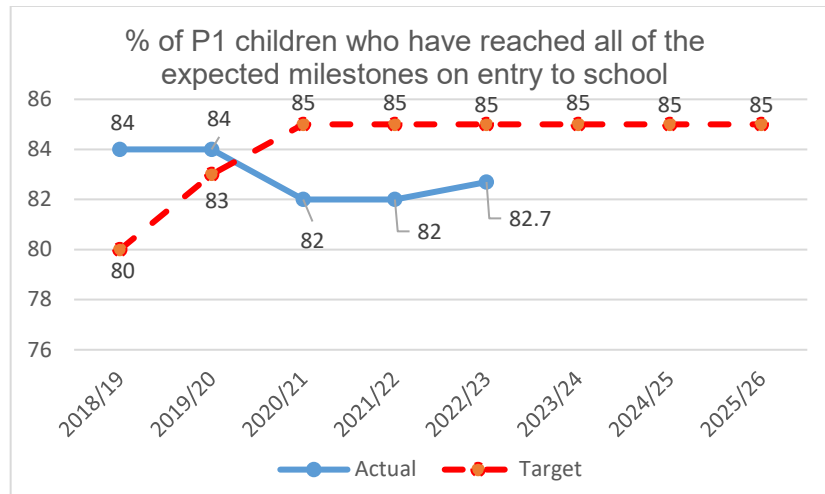
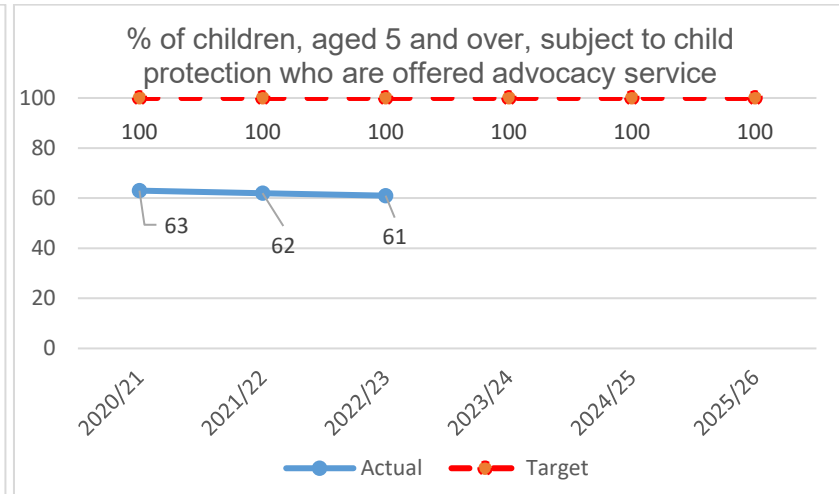
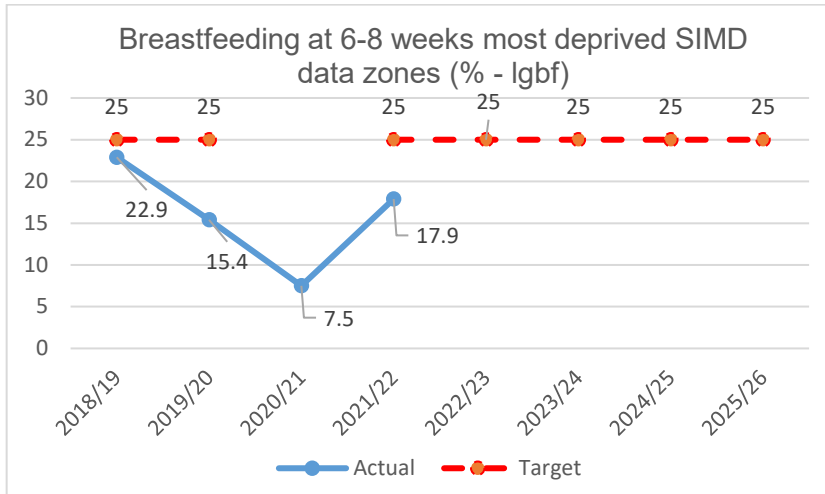


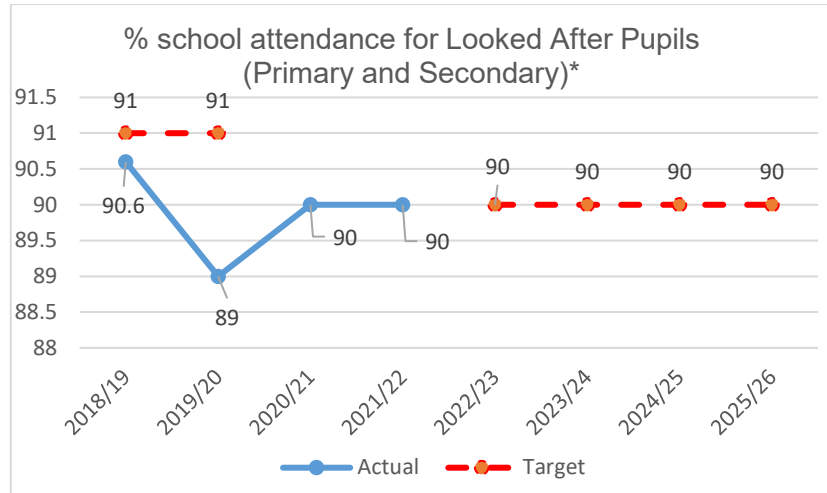
# 1.3

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



## Outcome 1 indicators

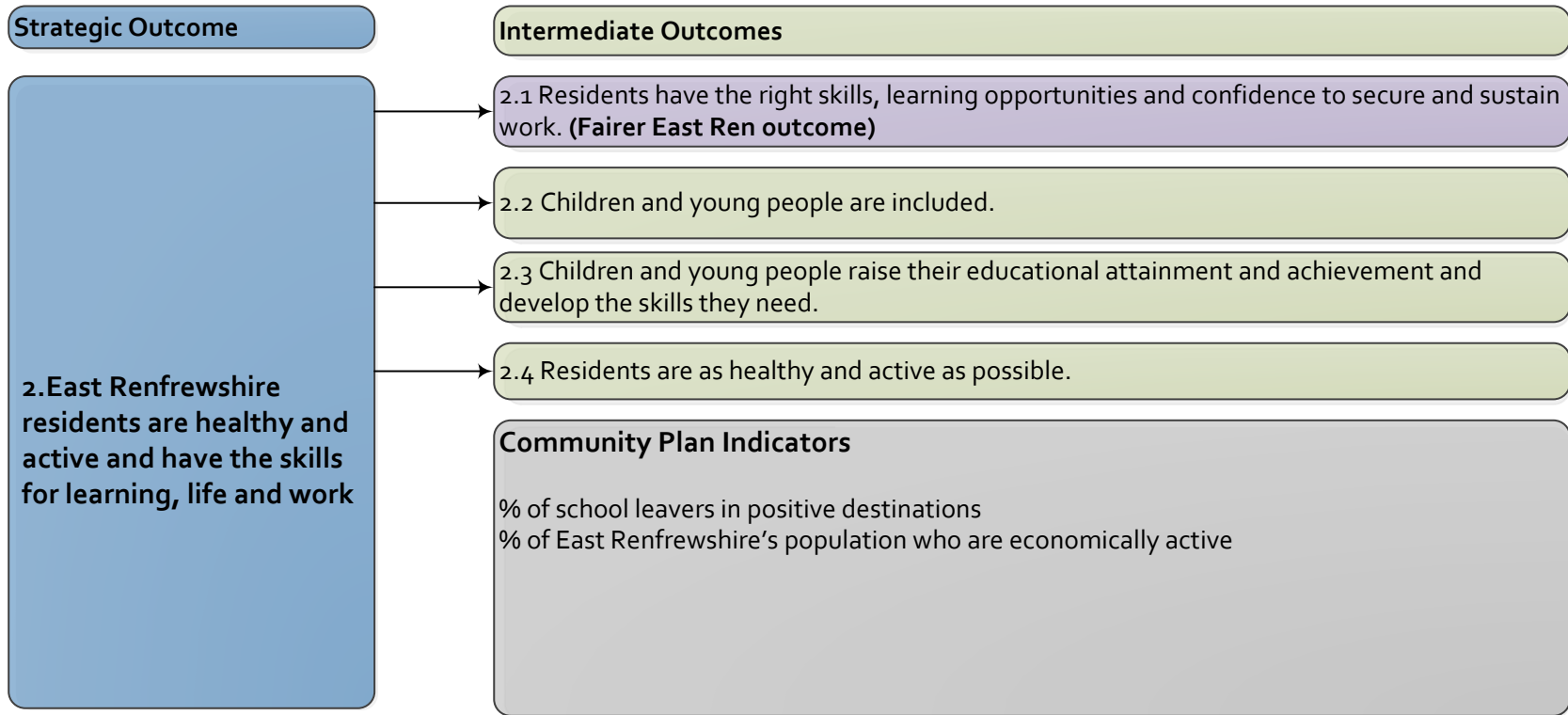





---

\*This is based on a small number of pupils

**S2** SECTION 2  
 East Renfrewshire residents are healthy and active and have the skills for learning, life and work





## STRATEGIC OUTCOME 2 Learning, life and work

East Renfrewshire's vision for education is Everyone Attaining, Everyone Achieving through Excellent Experiences. Underpinning our vision is a clear focus on raising the bar for all groups of learners whilst closing the attainment gap between our most disadvantaged and most affluent young people. We have exceptional performance in terms of closing the gap and our young people from the most deprived areas regularly outperform their peers across Scotland. East Renfrewshire remains the highest attaining council area as measured across all Local Government Benchmarking Framework (LGBF) indicators. Our schools continually support and develop our children and young people's skills, capabilities, and drive, to be successful learners who contribute economically and socially to their communities. As we recover from the impacts of the pandemic, we have supported schools through our Building Back Better and Fairer framework, ensuring our focus is on supporting all children and young people with the challenges they've experienced throughout COVID. With the added cost-of-living pressures now experienced by many of our families, we will continue to focus on the needs of specific identified groups of learners, with a strong focus on early intervention approaches and reducing the attainment gap. Through the effective use of Pupil Equity Funding and Strategic Equity Funding, schools will be able to take a specific focus on reducing the inequality gap and addressing the impacts of learning loss experienced through the pandemic.

Decisions about the most appropriate interventions and approaches will continue to be based on evidence from research, effective self-evaluation, including analysis of data, and robust measures of impact and progress. We offer a range of awards through our youth work programmes, in the community and in schools, to recognise young people's participation and achievements. As we move through the renewal phase of youth work, the needs of young people in a post-pandemic environment will influence how services are designed and delivered. This will allow us to appropriately support young people as they transition through key life stages.

Our [Work EastRen service](#) helps residents to secure and sustain meaningful employment, training or education in conjunction with a range of local employability partners. It is the vision of the service to have full employment and opportunities for all residents of East Renfrewshire and we use Community Benefits as an effective tool to assist our local residents into training and employment. In 2022-23 the numbers of businesses supported rose significantly due to increased funding and an increase in enquiries post COVID recovery.

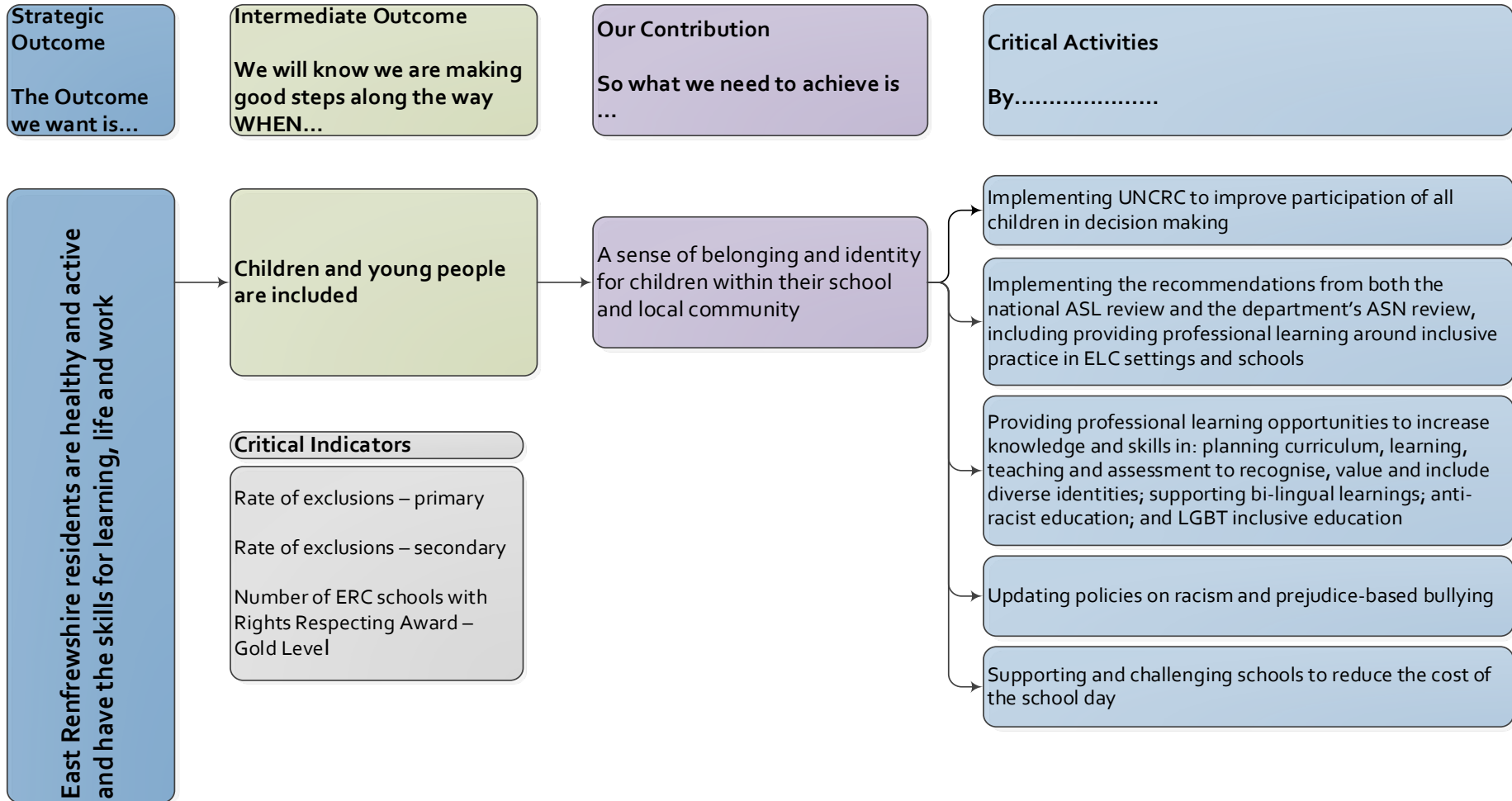
We prepare our local residents to take advantage of upcoming employment opportunities coming from the Glasgow City Region programme and other local development opportunities. The team have achieved significant progress in creating sustainable employment opportunities for our local residents. The Scottish Government's 'No-One Left Behind Employability Funding Stream' helps people of all ages to gain skills and confidence. It is there to help people prepare for employment, training, education and/or volunteering. The Parental Employability Support Fund provides intensive employability support for parents in work, helping to tackle in work poverty, and enhance links between local employability services and the expansion of Early Learning and Childcare in East Renfrewshire. In 2023/2024 we have received funding to further tackle child poverty through parental employability.



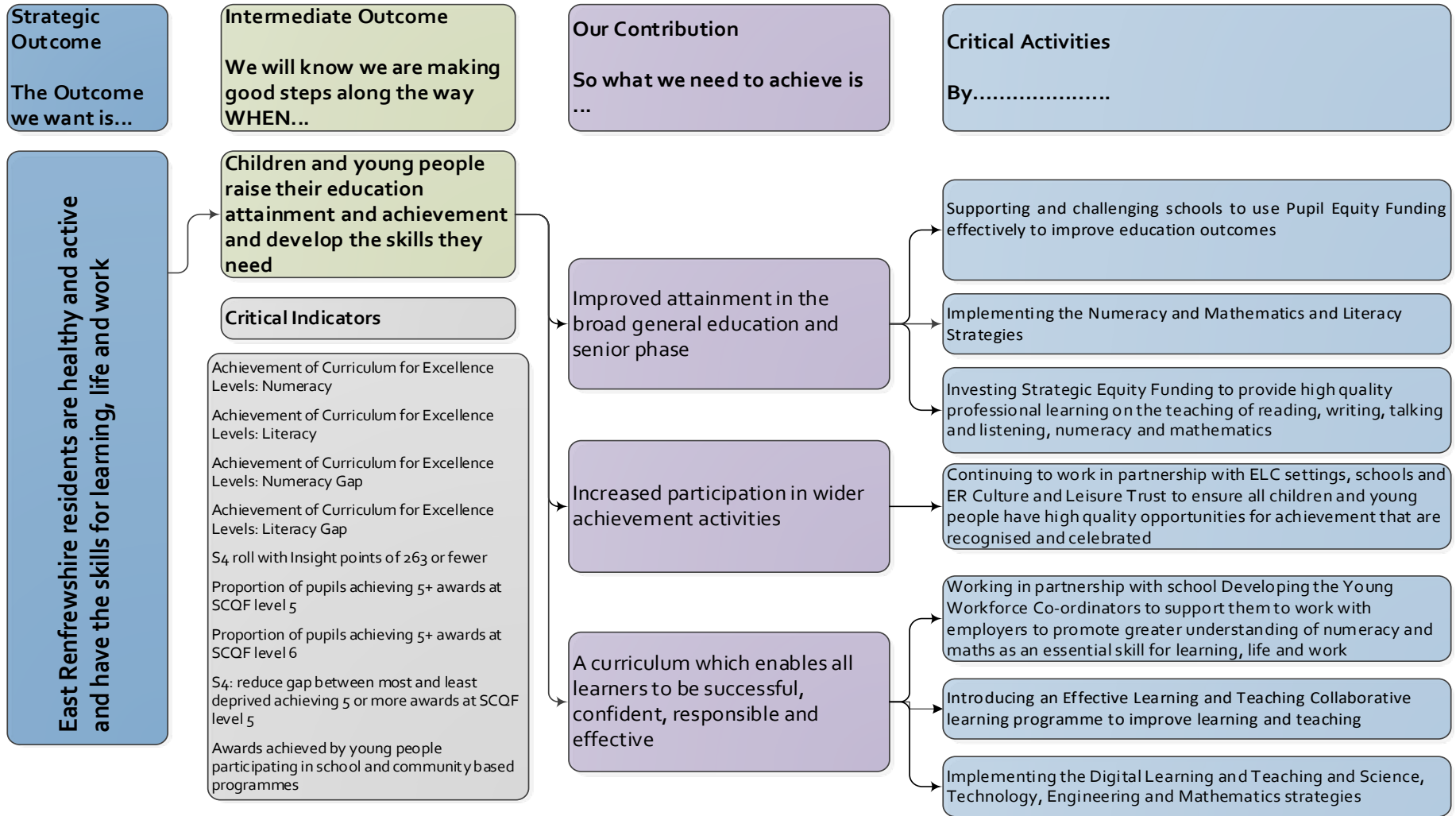
As part of our Economic Recovery Plan we will provide bespoke active employability programmes including upskilling and re-skilling the workforce and safeguarding apprenticeships, with a particular focus on assisting our young people and those with complex barriers into employment including mental health and addiction issues.

Working in partnership with the East Renfrewshire Culture and Leisure Trust (ERCLT), we provide a range of library services and resources to promote reading, literacy and learning within Trust facilities, access to information and promoting social wellbeing. We are progressing plans on transforming education and leisure facilities in Neilston with support from the Scottish Government. This ambitious project will create new schools for pupils at Neilston and St Thomas's primaries, new Madras Family Centre, improved sports facilities and a new village library. In addition to the new campus on the Neilston/Madras site, there are also plans for a new swimming pool on the St Thomas' site linking in with wider regeneration of the village which aims to provide a Community and Wellbeing Hub in this locale. We are also looking to include a library within the new Eastwood Leisure Centre with the aim of increasing both usage and levels of engagement.

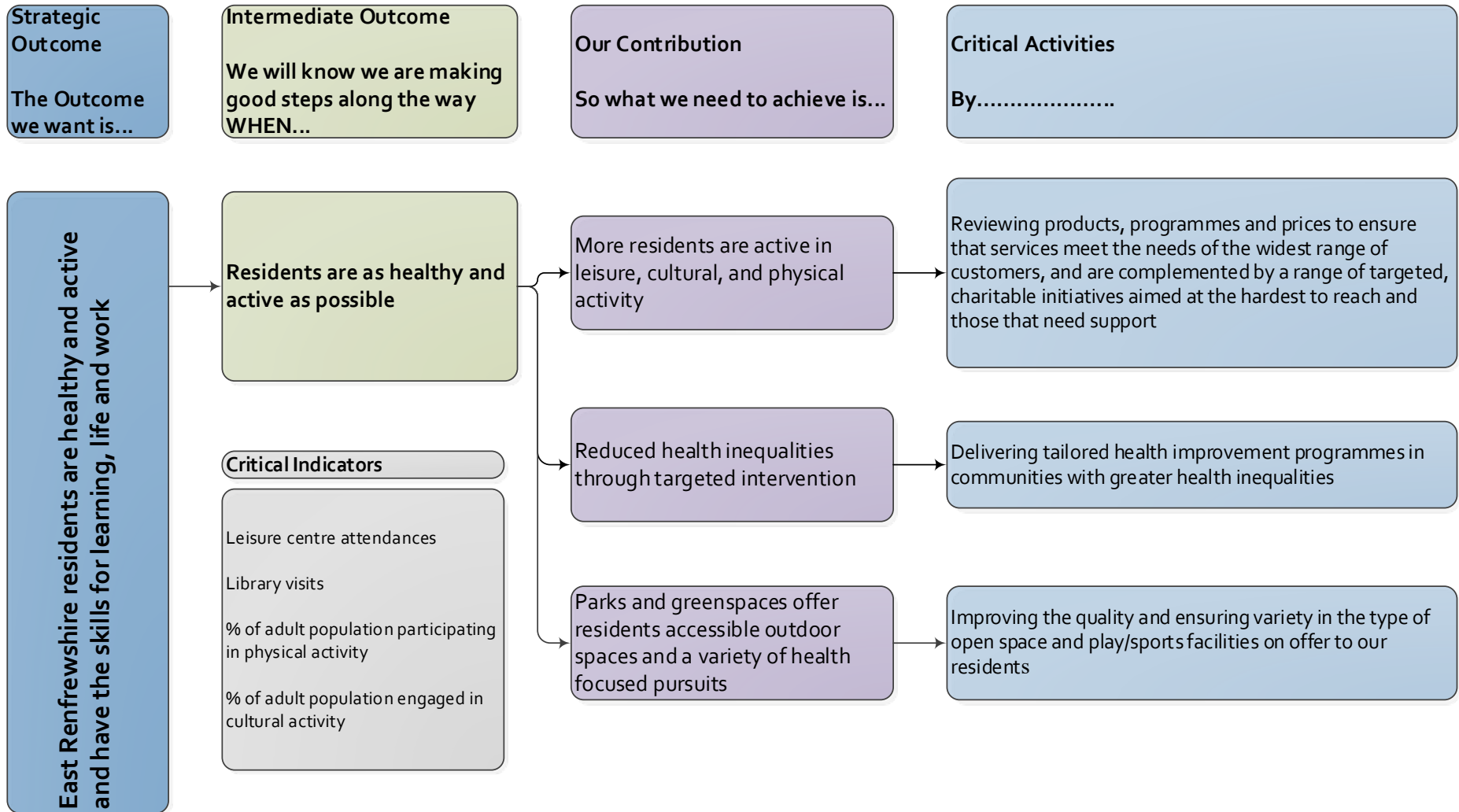
## 2.2 Children and young people are included



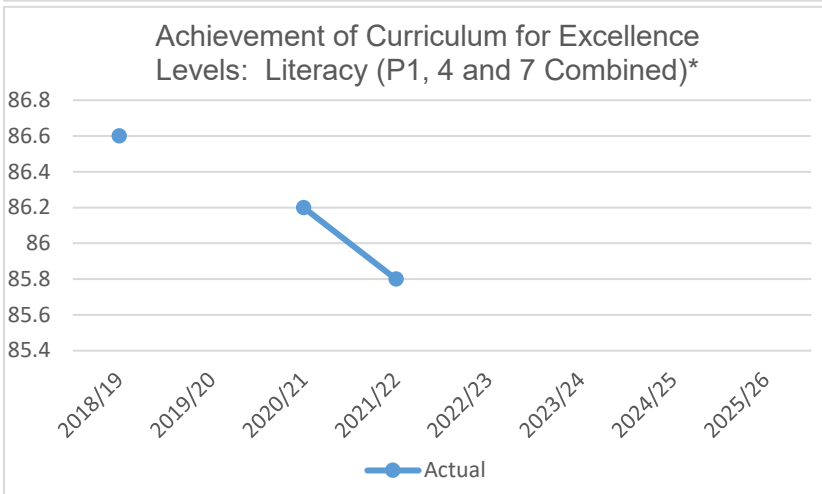
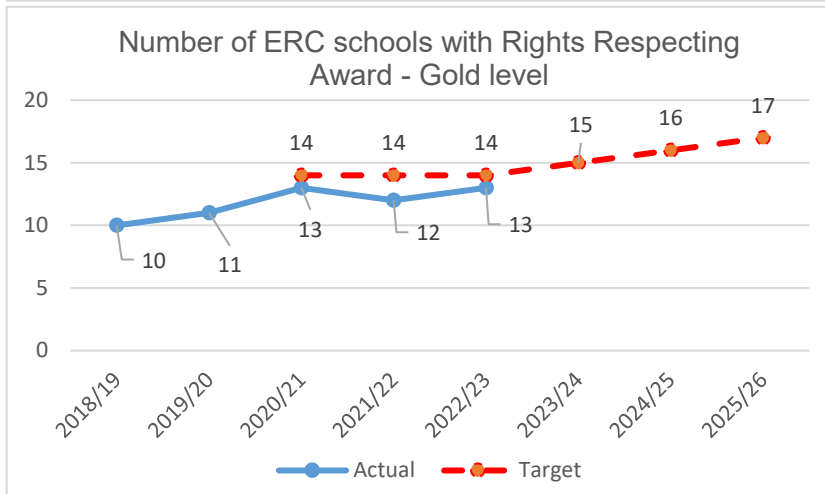
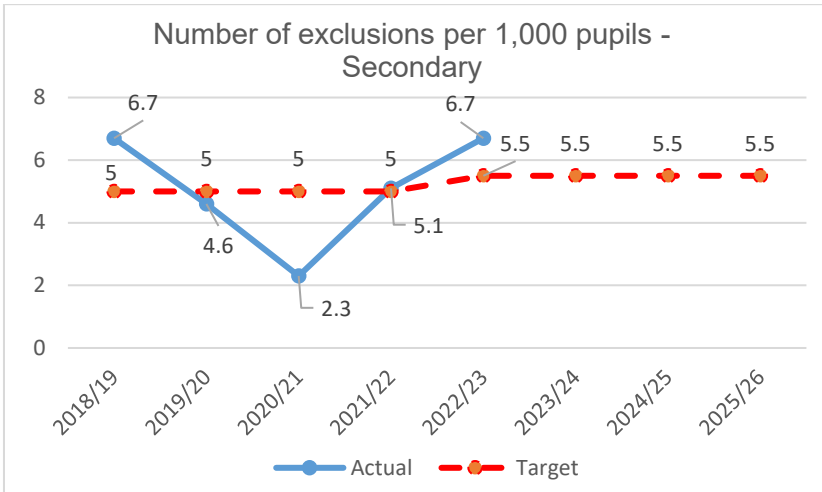
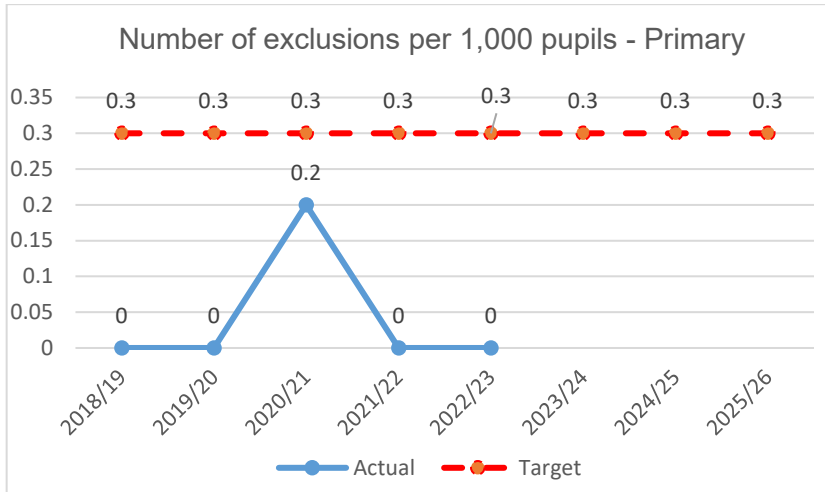
## 2.3 Children and young people raise their education attainment and achievement and develop the skills they need

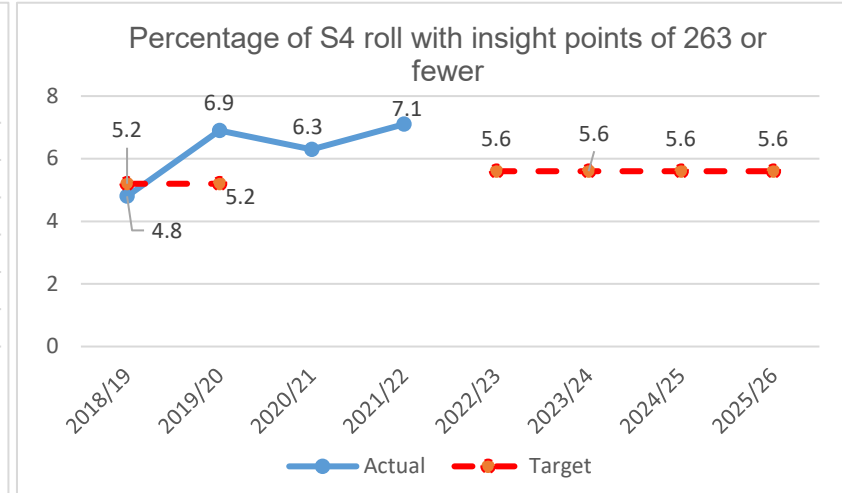
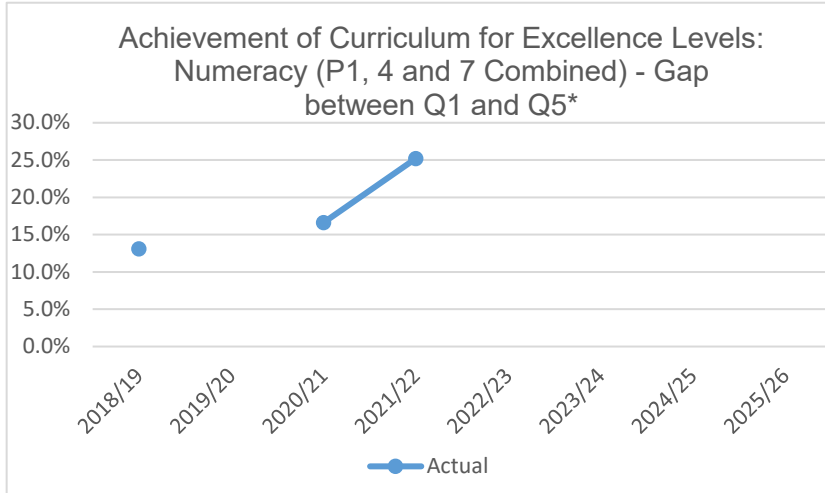
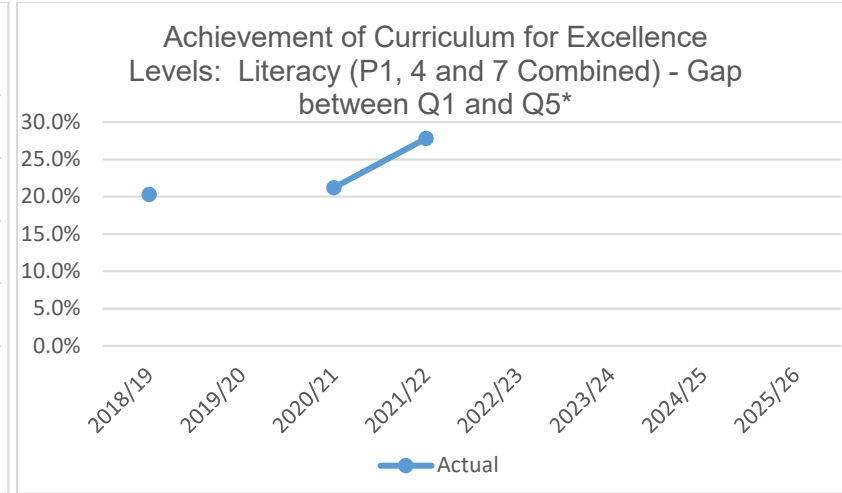
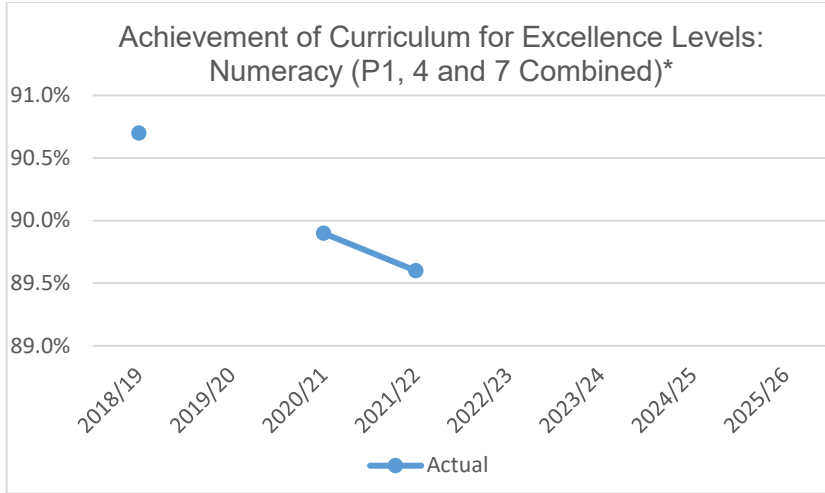


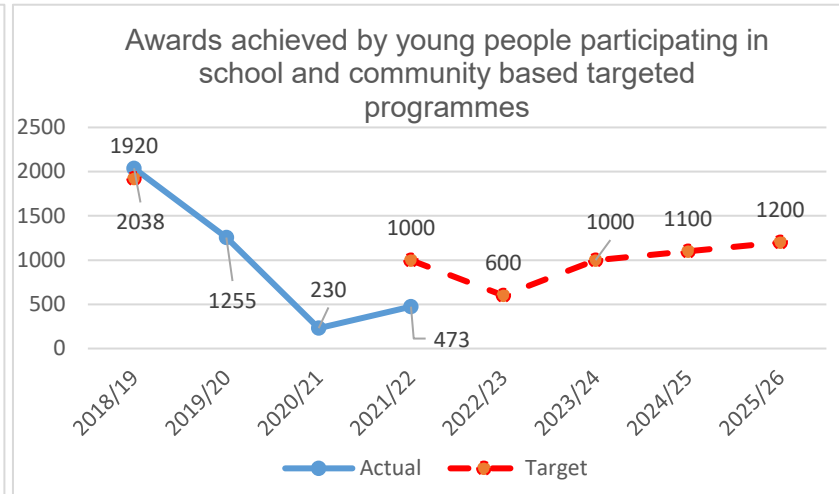
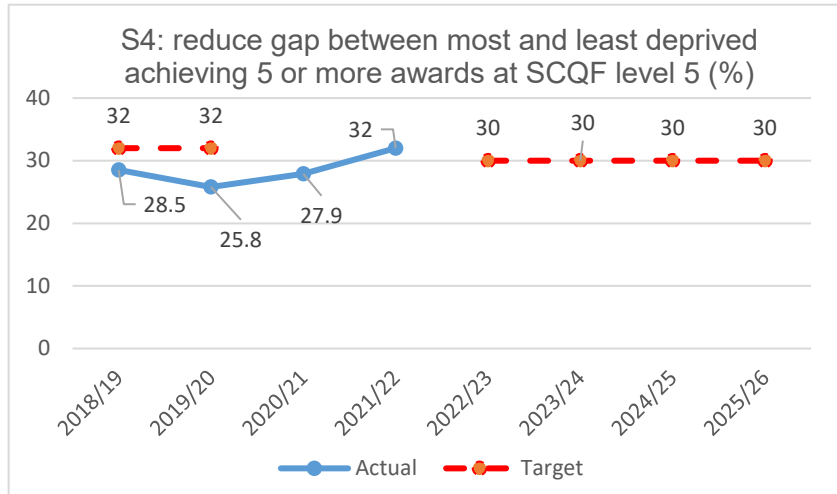
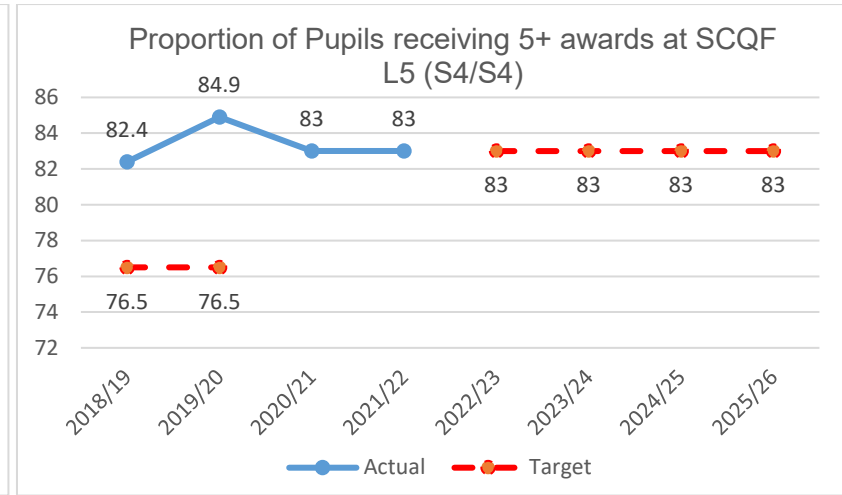
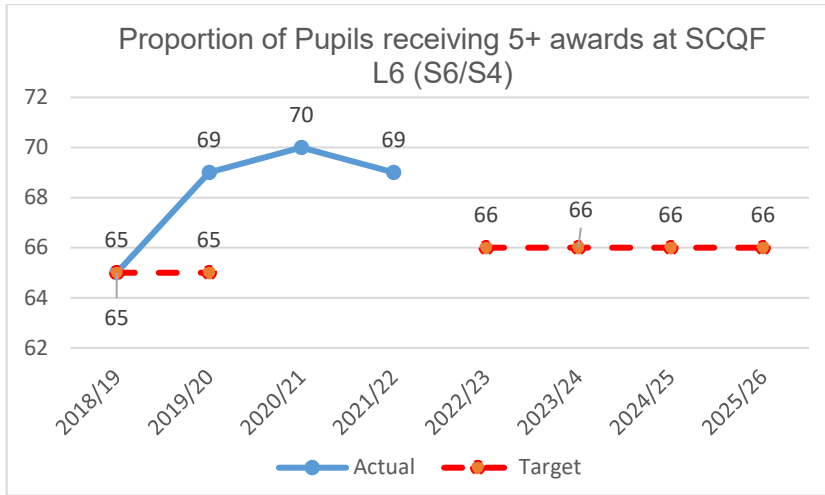
## 2.4 Residents are as healthy and active as possible

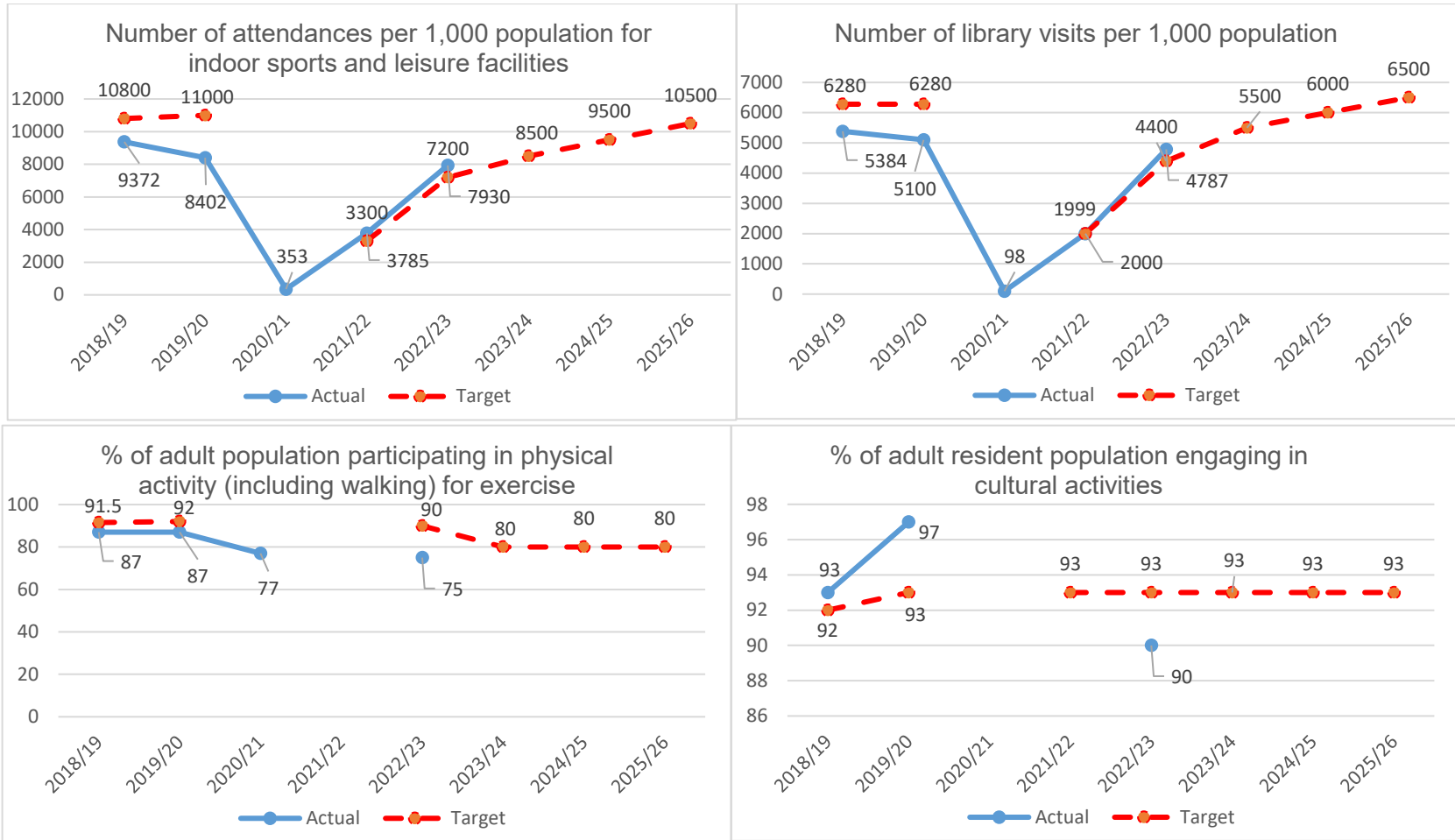


## Outcome 2 indicators









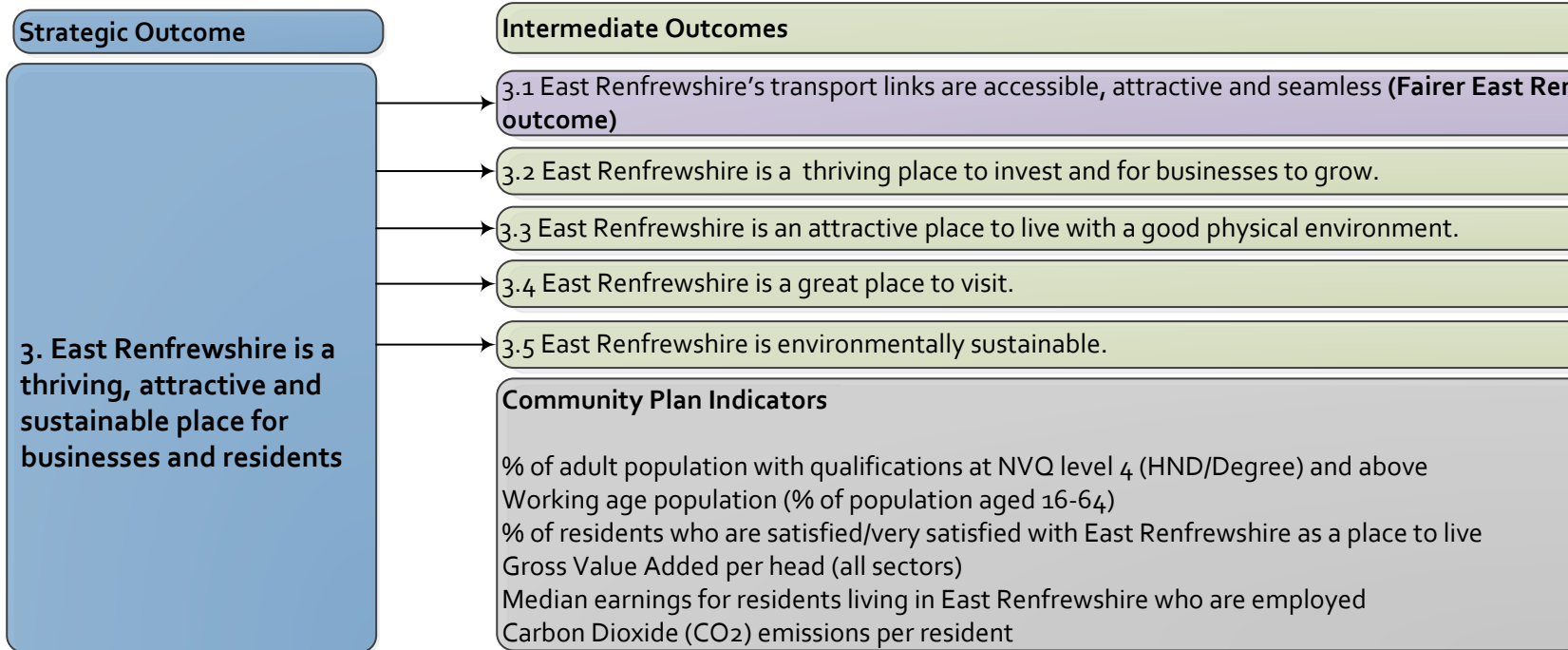
\*Targets for these graphs will be finalised at the Education Committee on 28 September. 2022/23 values reported in December 2023.



S3

SECTION 3

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





### STRATEGIC OUTCOME 3 Economy and environment

Supporting our economy to grow and taking the necessary steps to tackle climate change and its impacts are key priorities. Our [Local Development Plan 2 \(LDP2\)](#) provides the Council with a development strategy that will guide the future sustainable growth of East Renfrewshire up to 2031 and beyond. Delivering a sufficient supply of high quality housing across all tenures is a key component of the Plan. Robust planning policies are in place to promote sustainable design and support the move towards a net zero carbon place and economy; and to safeguard and promote the provision of greenspaces, green networks, biodiversity and habitat networks.

The refreshed 5-year Local Housing Strategy (LHS) will drive ongoing critical investment in delivery of new high quality, affordable homes to meet significant local housing need. The LHS will also continue to drive local progress towards significant national targets linked to the improvement in the quality and energy efficiency of existing homes, across all housing tenures. Our commitment to tackling climate change extends to our council house building programme which will see tenants move into more environmentally friendly, lower carbon homes over the course of the build programme. The importance of having a home which can be maintained, as well as run and heated affordably, is in sharper focus through the current cost-of-living challenges. This focus on supporting households at most risk from financial exclusion and social harm will continue.

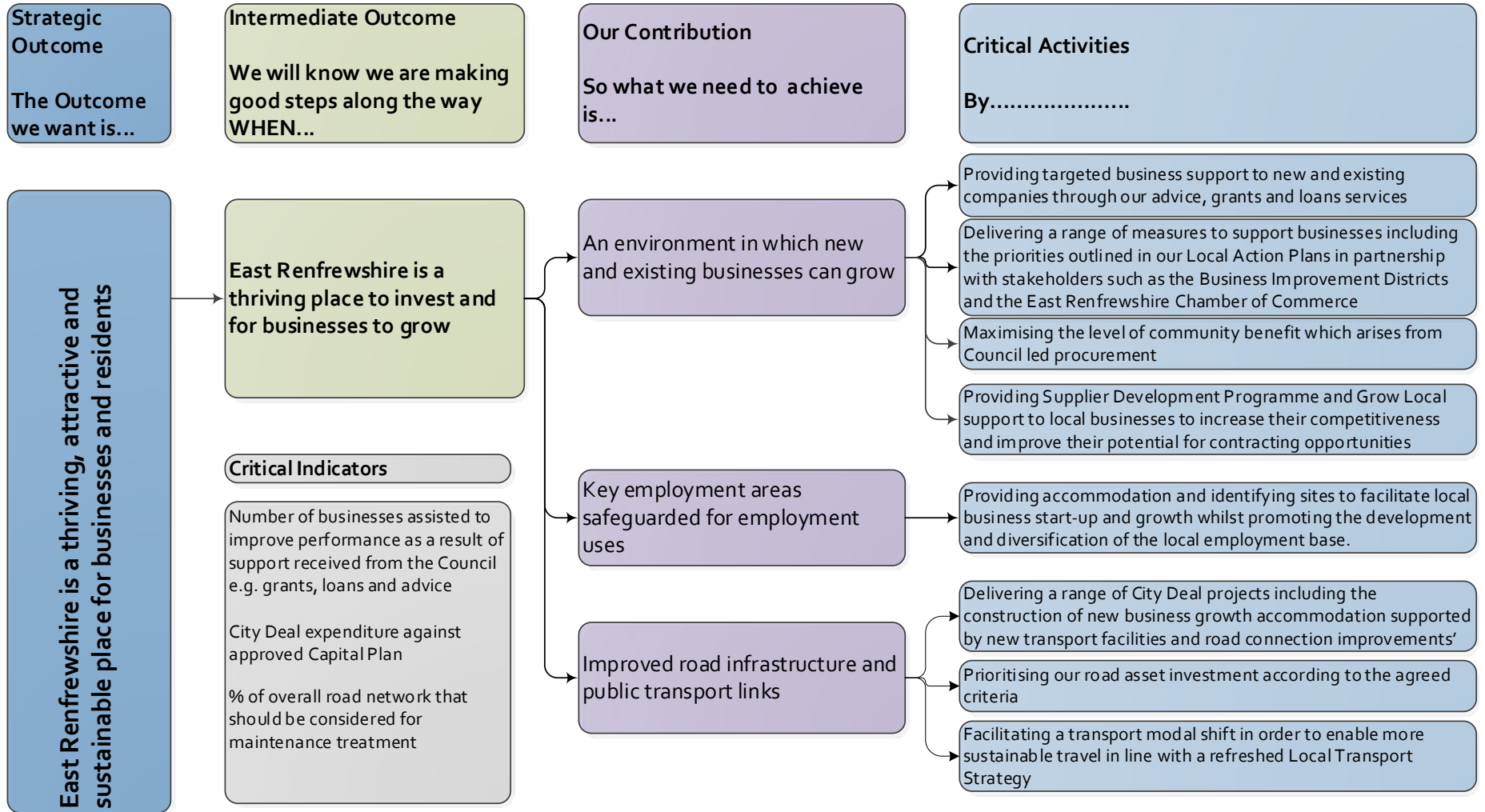
There is ongoing capital investment in improving roads and facilitating a shift towards more sustainable transport is also a priority for our residents. Appropriate transport connectivity for our localities and ensuring residents have good access to the 28,000 jobs to be created across the City Region is a key focus. Through our own City Deal ambitions, we will deliver £44m worth of major infrastructure projects driving innovation and growth through the support of key sectors, with the objective of addressing challenges in the local labour market and increasing employment opportunities.

Our Economic Recovery Plan, developed as a response to the pandemic and Brexit, sets out a number of objectives which include helping local businesses combat the effects of COVID-19 through a series of already existing support mechanisms (such as Business Gateway and the Council's Grant and Loans Programme); encouraging business start-ups; and building on the success of the new Greenlaw works in order to ensure maximum positive impact on local employment and businesses. We are also working to promote increased footfall in our town centres. Stakeholder engagement informs Local Action Plans which will identify transformational capital projects in our town centres and neighbourhoods to make them more vibrant, creative, enterprising and accessible, and another phase of the "Love Local" marketing campaign is in development. We continue to provide a wide range of support to our local businesses via our Business Growth and Business Gateway East Renfrewshire teams to help them grow and prosper and will continue to actively promote business support and employability services to help ensure our targets are achieved and contribute to the delivery and promotion of national employability and business growth agendas.

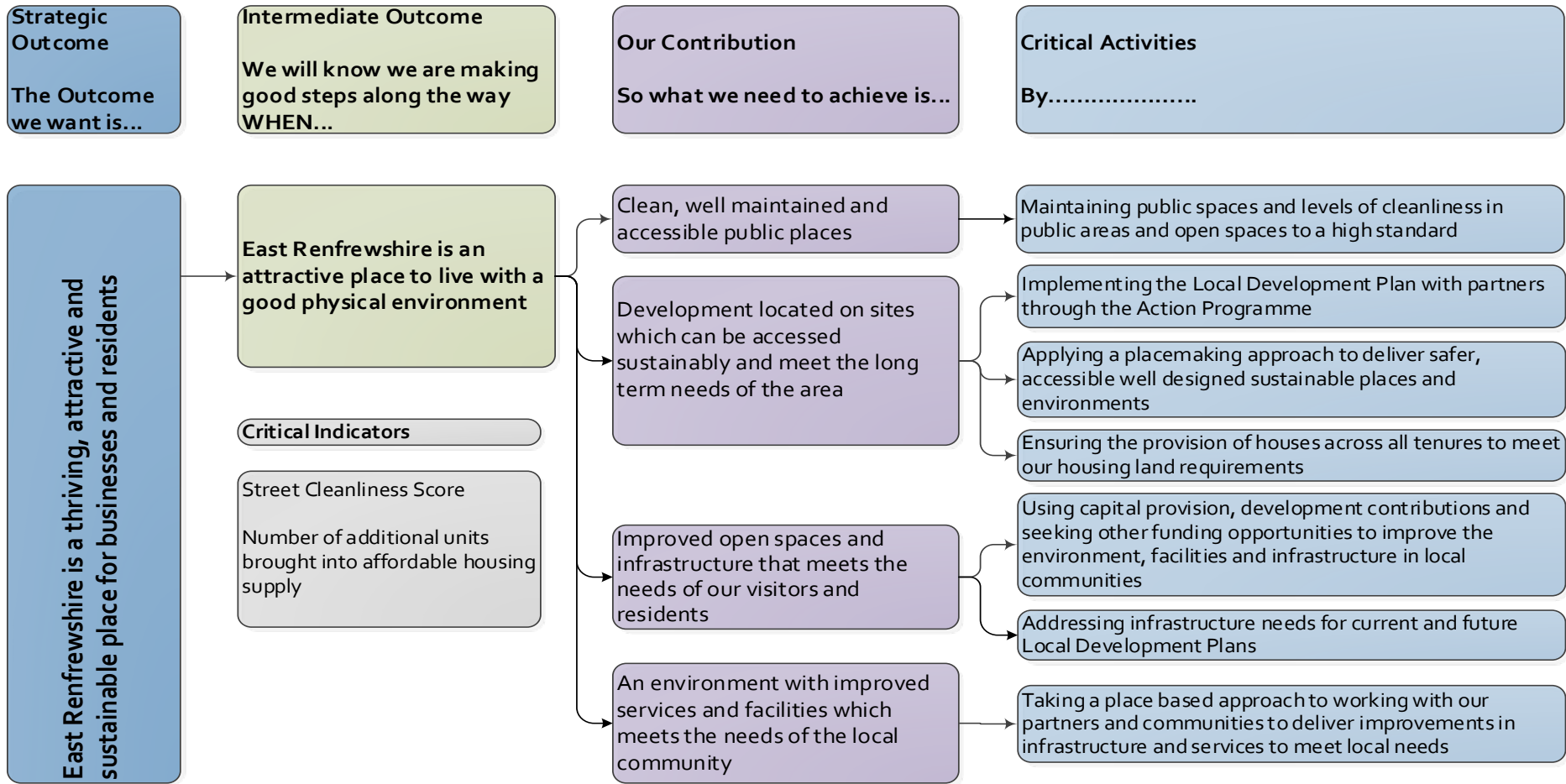
Residents in East Renfrewshire have continued to support the Council's recycling efforts, ensuring our recycling rates are the best in Scotland. Post pandemic recycling rates have seen East Renfrewshire return to the top of the league table following the period where waste composition changed across the country and street cleanliness is expected to return to pre pandemic levels after a decrease in maintenance due to restrictions. The Council has, through the Clyde Valley Partnership, positioned itself to meet the 2025 ban on residual waste going to landfill. Waste that would previously been sent to landfill is now being transformed into low carbon electricity.

Our ambitions around our critical activities over the period 2023-24 remain the same, however, we continue to operate in a challenging climate. Going forward, we will reassess our activities with renewed emphasis on rising to the challenge of a green economic recovery and climate change, with the Council's Get to Zero Action Plan due to be published later this year following a public consultation. We will continue to review and monitor the methodology behind our measurement of carbon emissions as it is currently evolving as data availability and accuracy develops. This means that year-on-year comparison and benchmarking against other local authorities has limited application until the methodology matures.

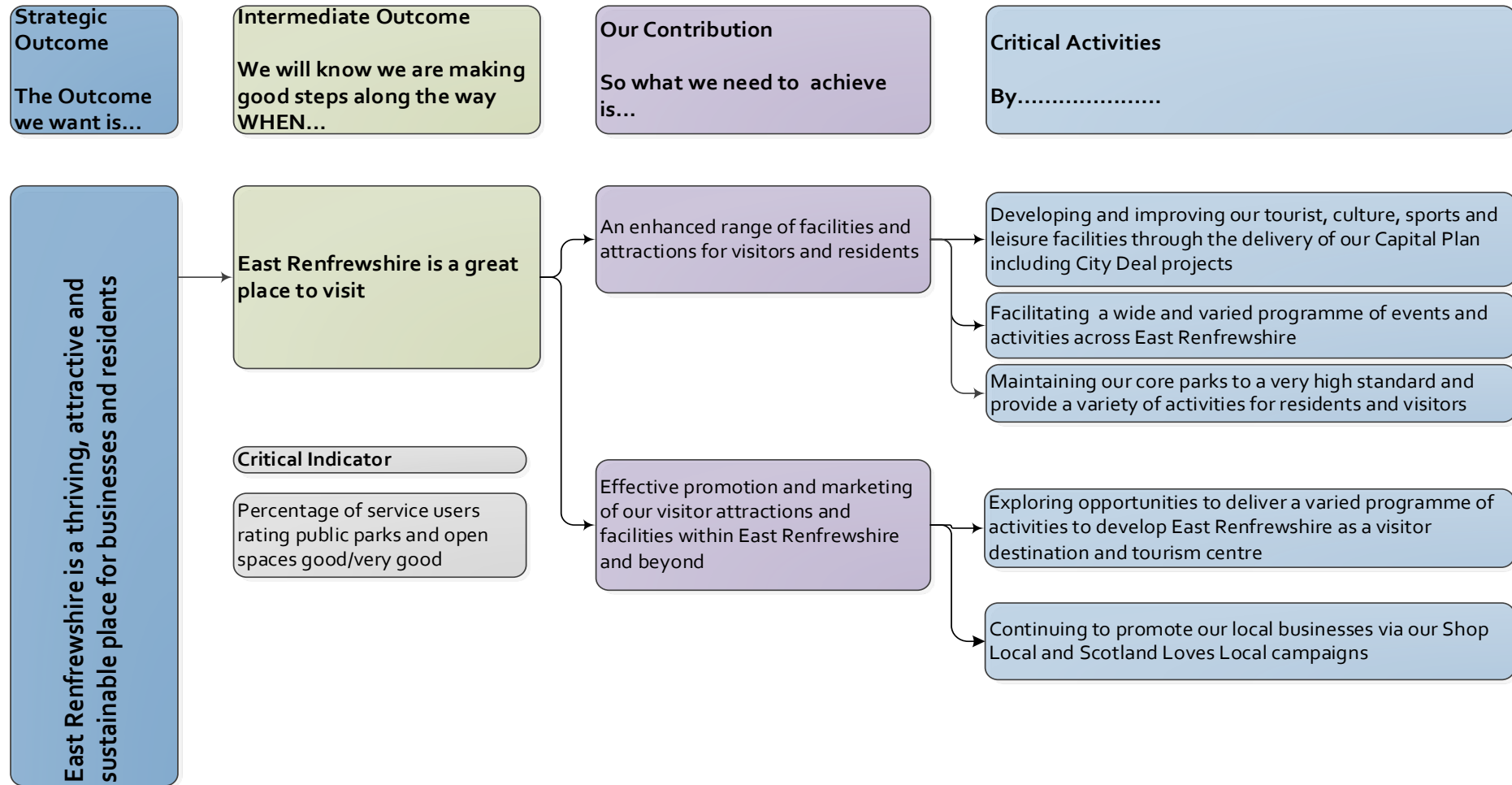
# 3.2 East Renfrewshire is a thriving place to invest and for businesses to grow



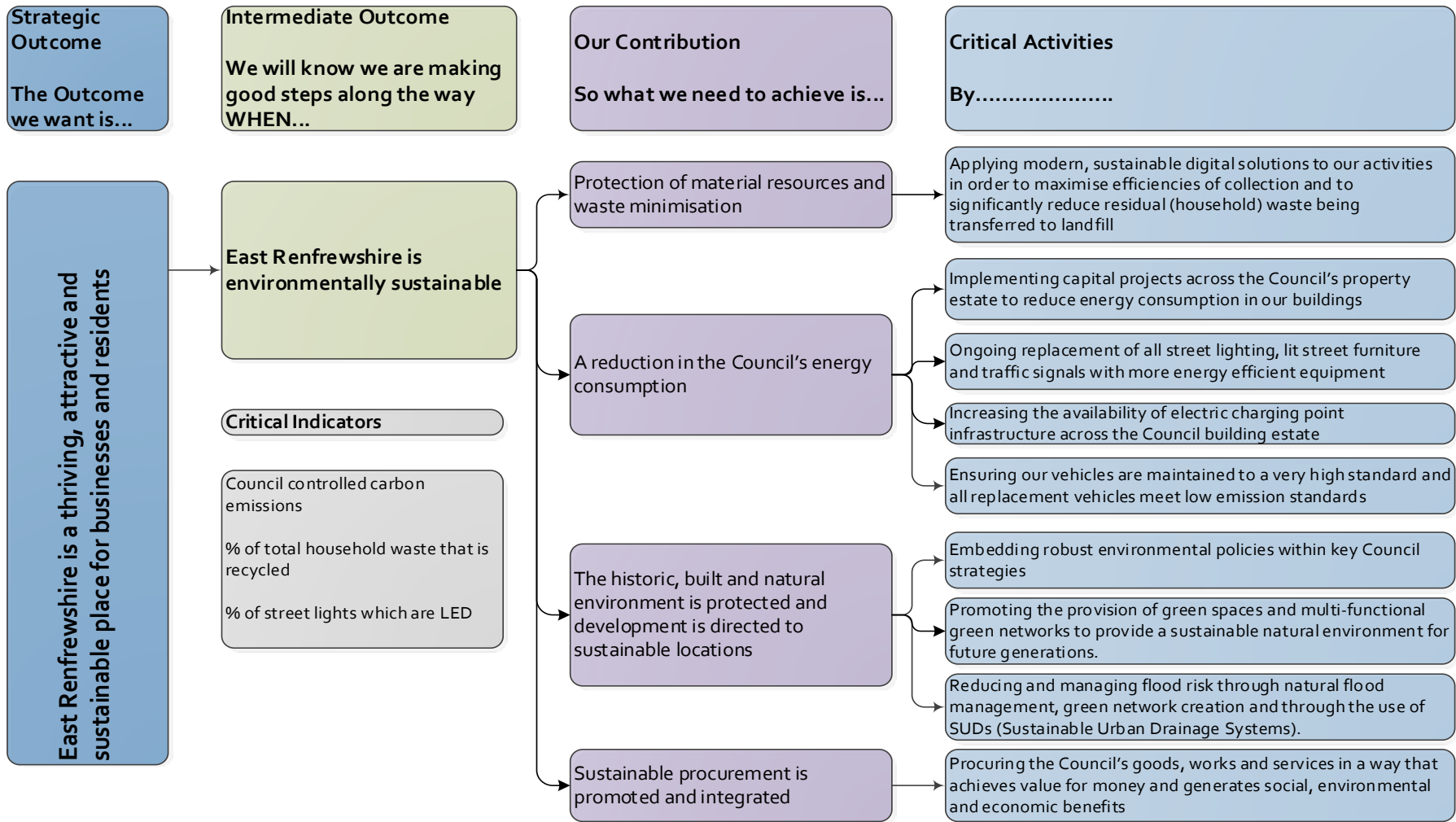
# 3.3 East Renfrewshire is an attractive place to live with a good physical environment



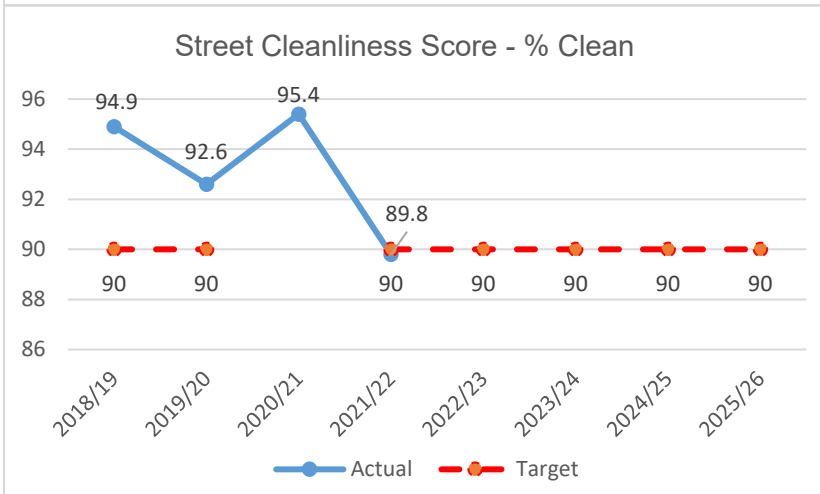
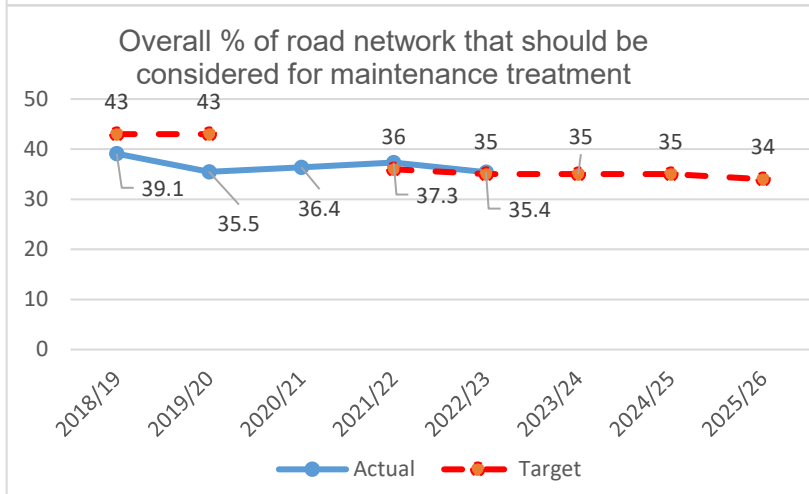
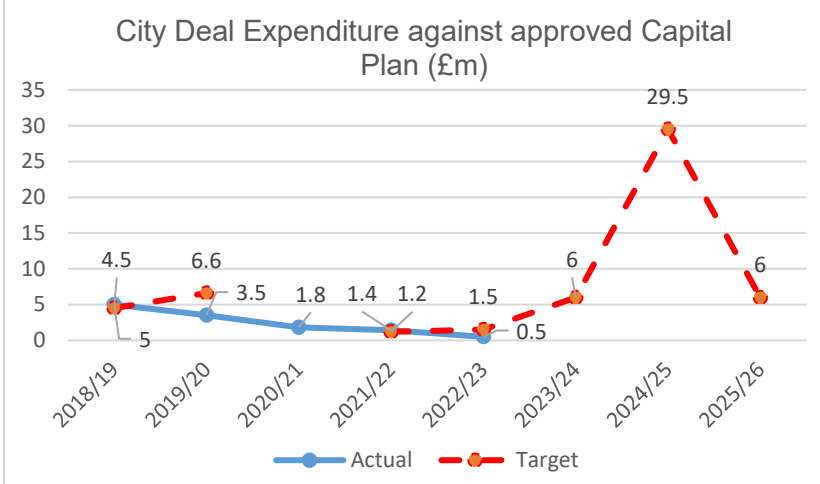
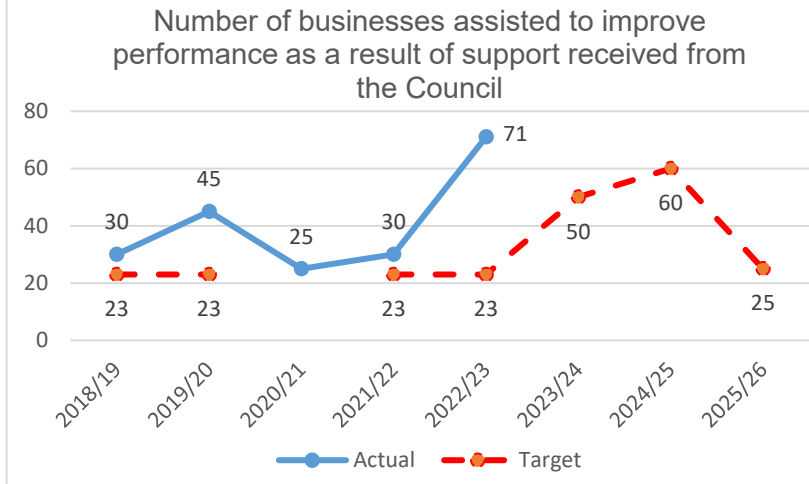
# 3.4 East Renfrewshire is a great place to visit



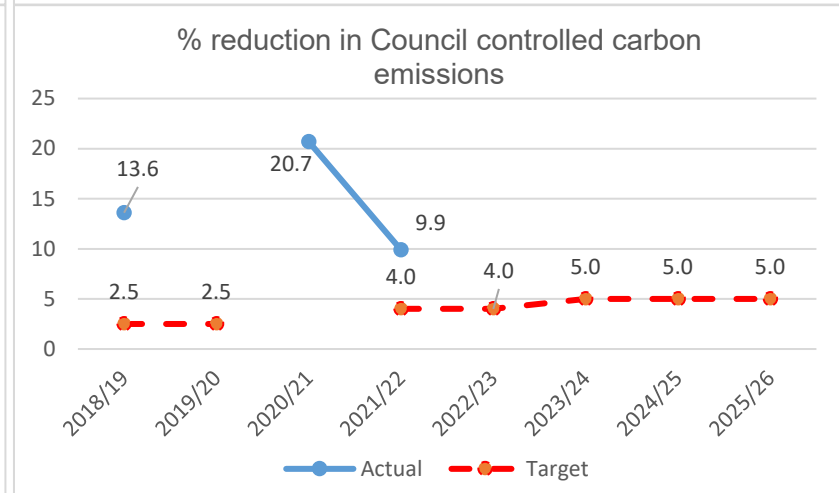
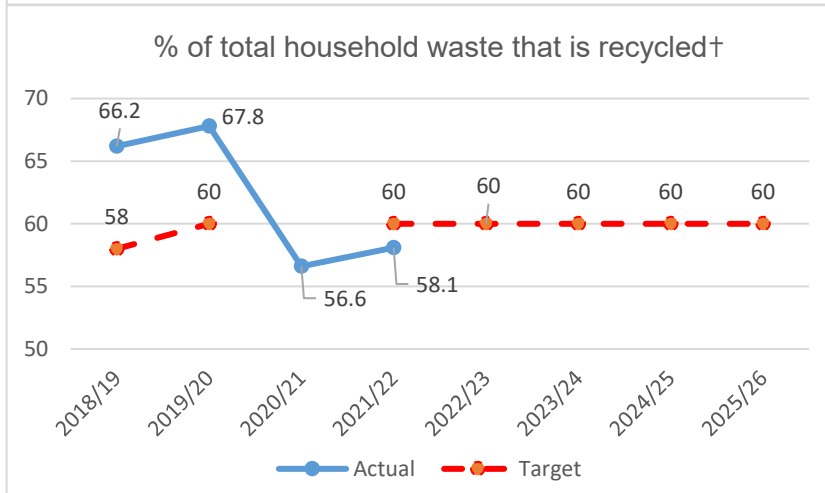
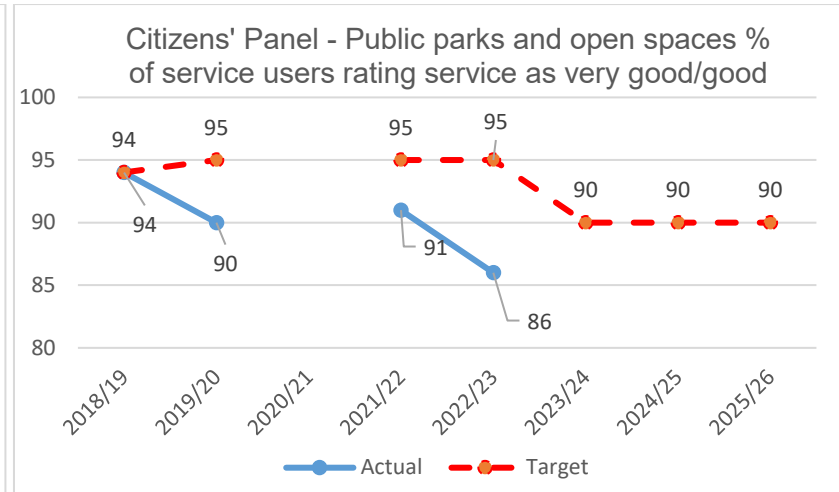
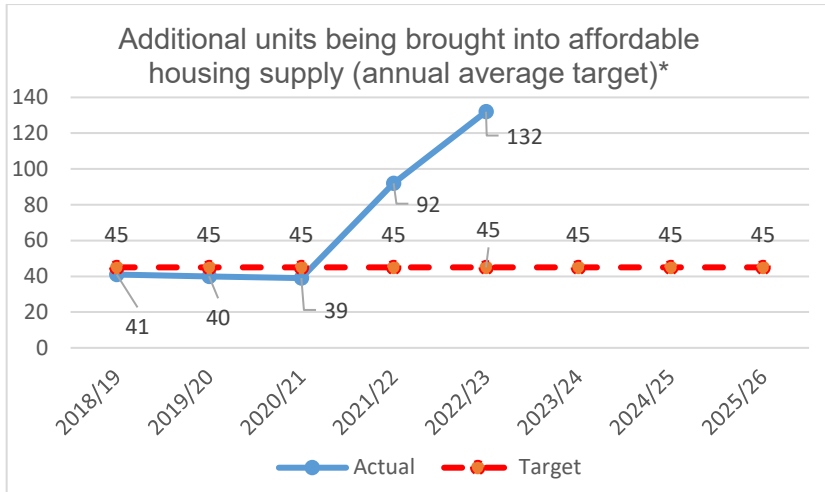
# 3.5 East Renfrewshire is environmentally sustainable



## Outcome 3 indicators

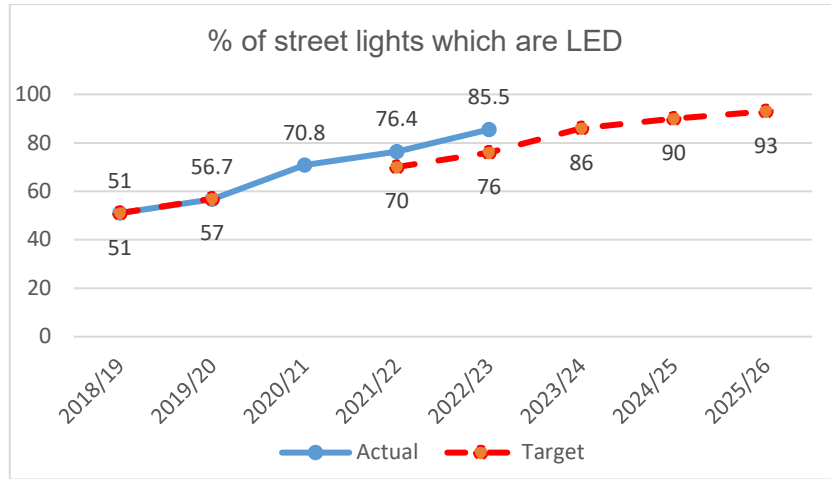




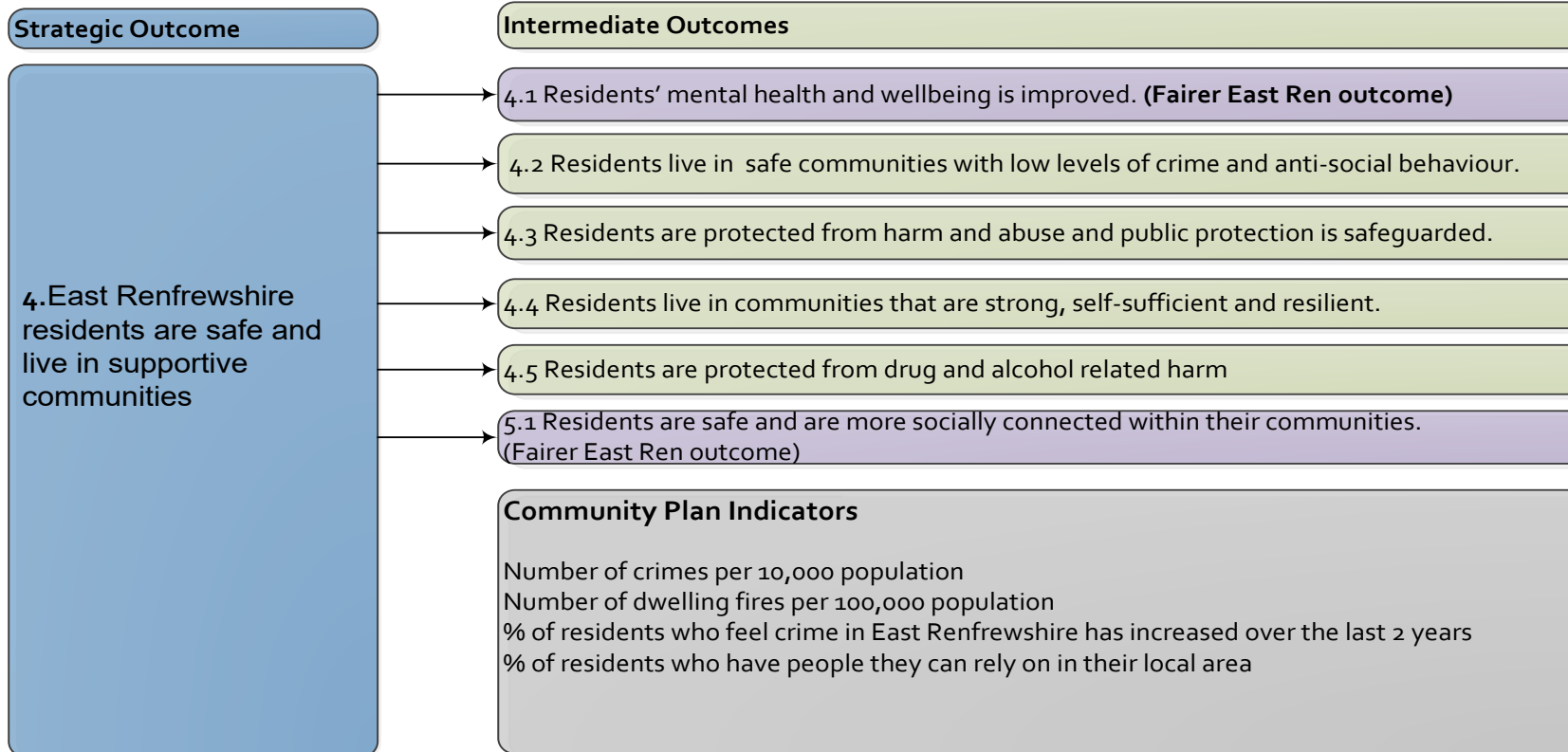


\*Targets are provisional and are subject to finalisation of Local Housing Strategy in 2023. This is dependent on Scottish Government feedback and also the development of Housing Supply Targets via Glasgow and Clyde Valley Regional Plan.

† Dip in performance due to the change in waste composition during the pandemic, has now returned to top performing Council in Scotland.



**S4** SECTION 4  
**East Renfrewshire residents are safe and live in supportive communities**





## STRATEGIC OUTCOME 4

### Safe, supportive communities

In safe, supportive communities, people's health and wellbeing outcomes can be improved. We recognise the valuable contribution that community organisations, groups and individuals make in their local areas and understand that we must involve people in the decisions that affect them and empower our employees and local residents to design and improve Council services fit for a stronger future.

Online platforms such as Commonplace are used for consultation, however, our engagement offline and in communities is vital too. The Community Learning and Development (CLD) Team work alongside groups and individuals to build skills and opportunities to create positive impact, and the work is more important than ever before as we try to build back community confidence and resources while dealing with the longer term effects of the pandemic. Through our partnership with the voluntary sector we want to further support the rise of people volunteering and taking a more active role in their communities. Over 2023-24 and beyond, our aspiration is to create more opportunities for community influence on how we spend our budgets. Through the democratic innovation known as participatory budgeting (PB), we will continue to identify available budgets and opportunities for meaningful community engagement and participation. Although the Council's capacity and financial position will be challenged for some time yet, quality PB with a focus on inequalities can help to address some of the complex problems that we are facing. In order to progress work in this area we will be supporting employees across the Council to build their understanding and skills, and develop our plan for progressing PB going forward, as well as seeking opportunities within our communities to build capacity to deliver local PB projects.

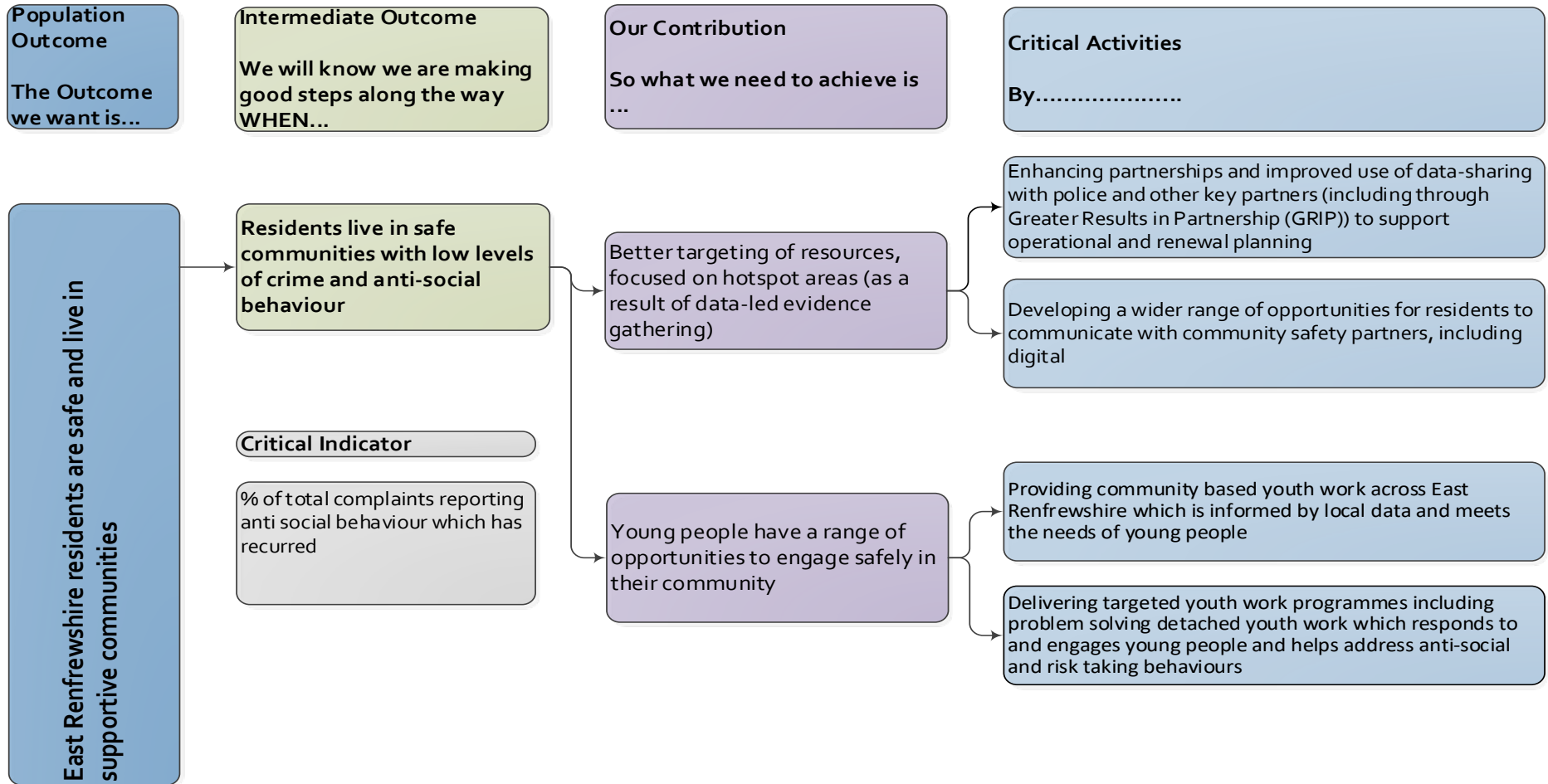
Strong relationships are in place with our partners to continue to reduce levels of crime and anti-social behaviour in East Renfrewshire. We help our residents feel safer in their neighbourhoods and homes through our community warden team, who deter incidences of crime and anti-social behaviour by their high visibility across the area. Our Community Safety Unit operates 24/7, 365 days per year providing Telecare alarm-receiving centre services, monitoring our CCTV network and out-of-hours call handling for homelessness, housing repairs and the Anti-Social Behaviour 'Ring and Report' Line. The Community Safety service also has responsibility for parking enforcement within East Renfrewshire to help make our roads safer.

We are focused on prevention and share data to drive intelligence led strategic planning with our partners through the Safe East Ren partnership group, aiming to enhance the visibility of community safety and community justice services and building back our strong links with local groups and networks. Our youth support and activities that aim to prevent youth anti-social behaviour is being focused on the most vulnerable children and young people and our CLD Team continues to work with schools to design new ways of working with all young people. The CLD Team also delivers targeted street work to engage with and divert young people towards more positive activities.

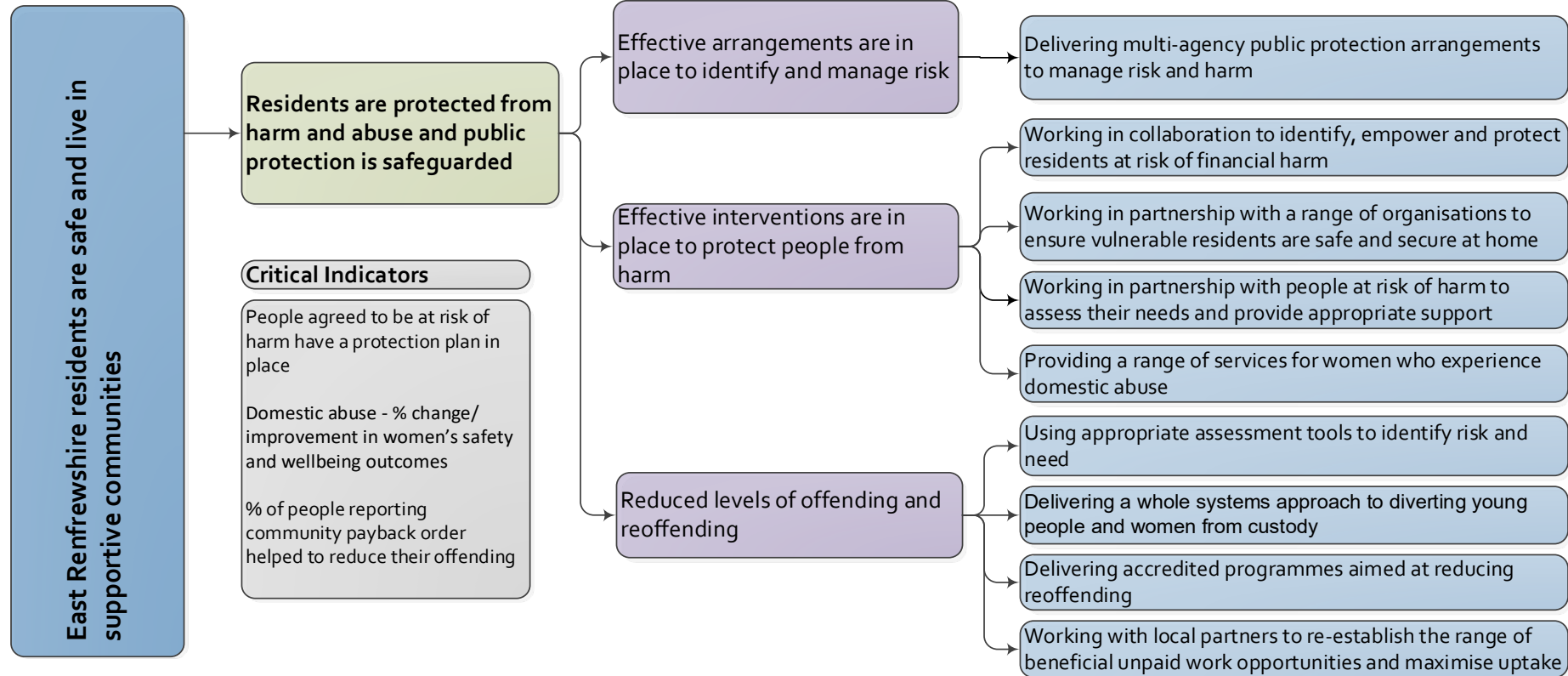
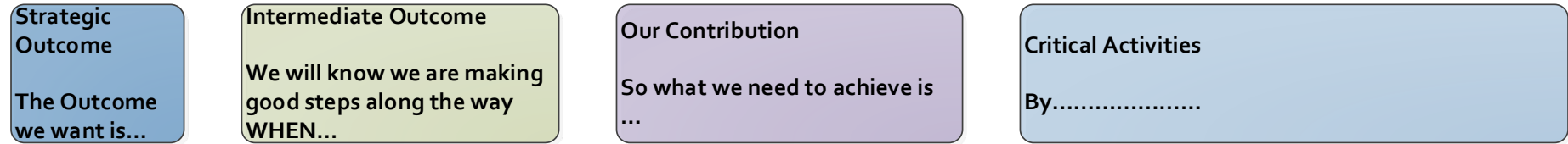
Our aim is to improve community safety and public protection through targeting our resources to reduce the risk of offending and harm in local communities. Protecting women, children and young people affected by domestic abuse and all forms of gender-based violence is a significant priority for East Renfrewshire Council. Evidence overwhelmingly indicates that domestic abuse is a widespread, chronic and damaging social problem. There is no doubt that the impact of the pandemic on women, children and young people who are victim-survivors of domestic abuse has been severe. We will continue to ensure robust processes and pathways are in place to identify, protect and respond effectively to women, children and young people affected by domestic abuse and all forms of gender-based violence, and our services are designed to address the long-term effects of trauma and abuse.

The East Renfrewshire Alcohol and Drugs Partnership brings together a wide range of partners to enhance services to reduce and prevent drug-related harms and deaths with the aim of improving overall wellbeing for individuals and their families. Identifying priorities for investing new funding from the national Drugs Mission is a key focus. The Community Addictions Service, working together with key partners, is implementing the Medication Assisted Treatment standards to ensure accessible and person-centred service provision. Services are working with people with lived experience of alcohol and drug harms in a range of ways including a Lived Experience Panel and a peer research programme. This is enabling a greater understanding of local needs and priorities and creating opportunities to work in partnership with communities to enhance community-based recovery supports and ensure services can support individuals with more complex needs.

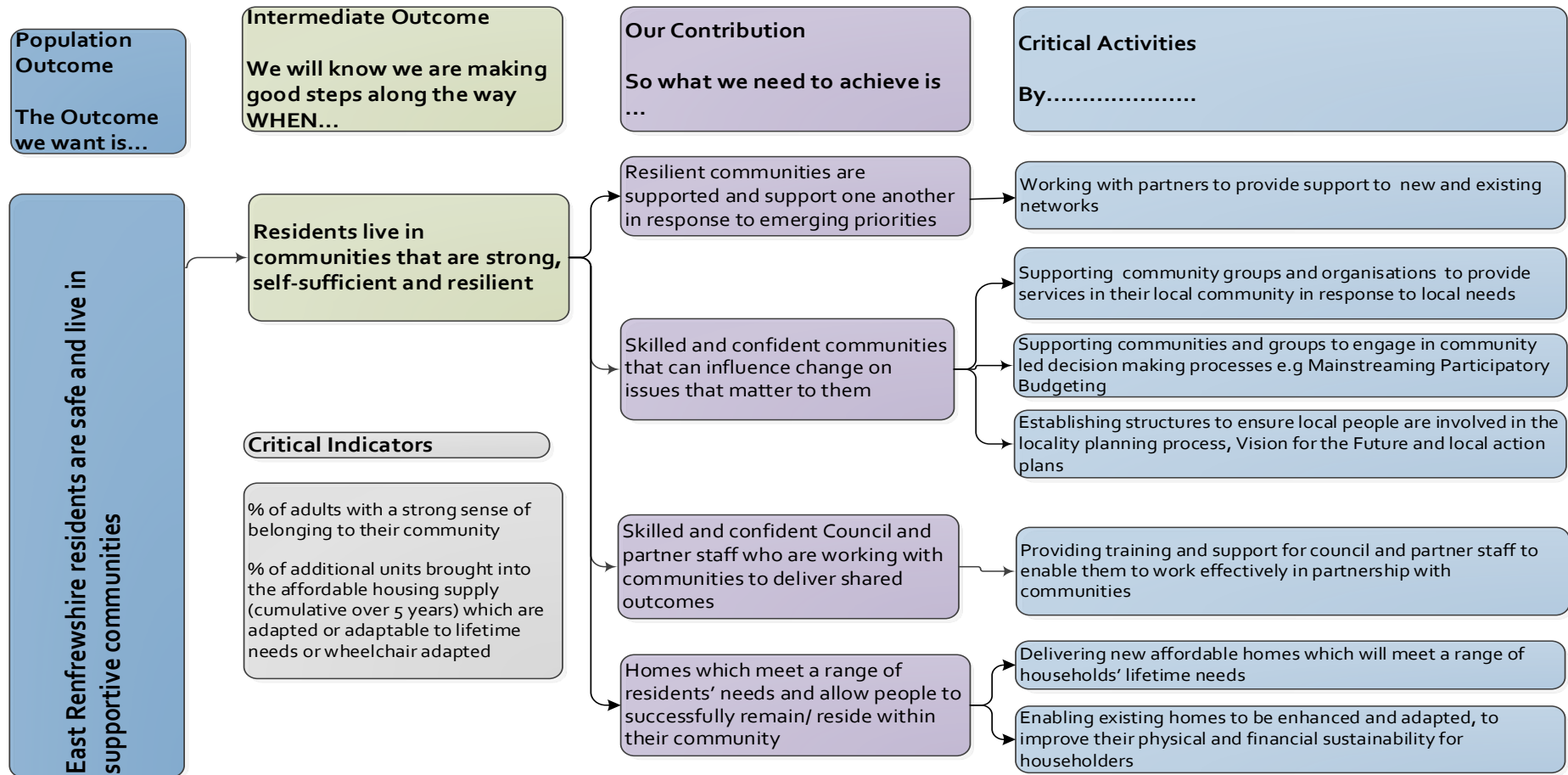
# 4.2 Residents live in safe communities with low levels of crime and anti-social behaviour



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

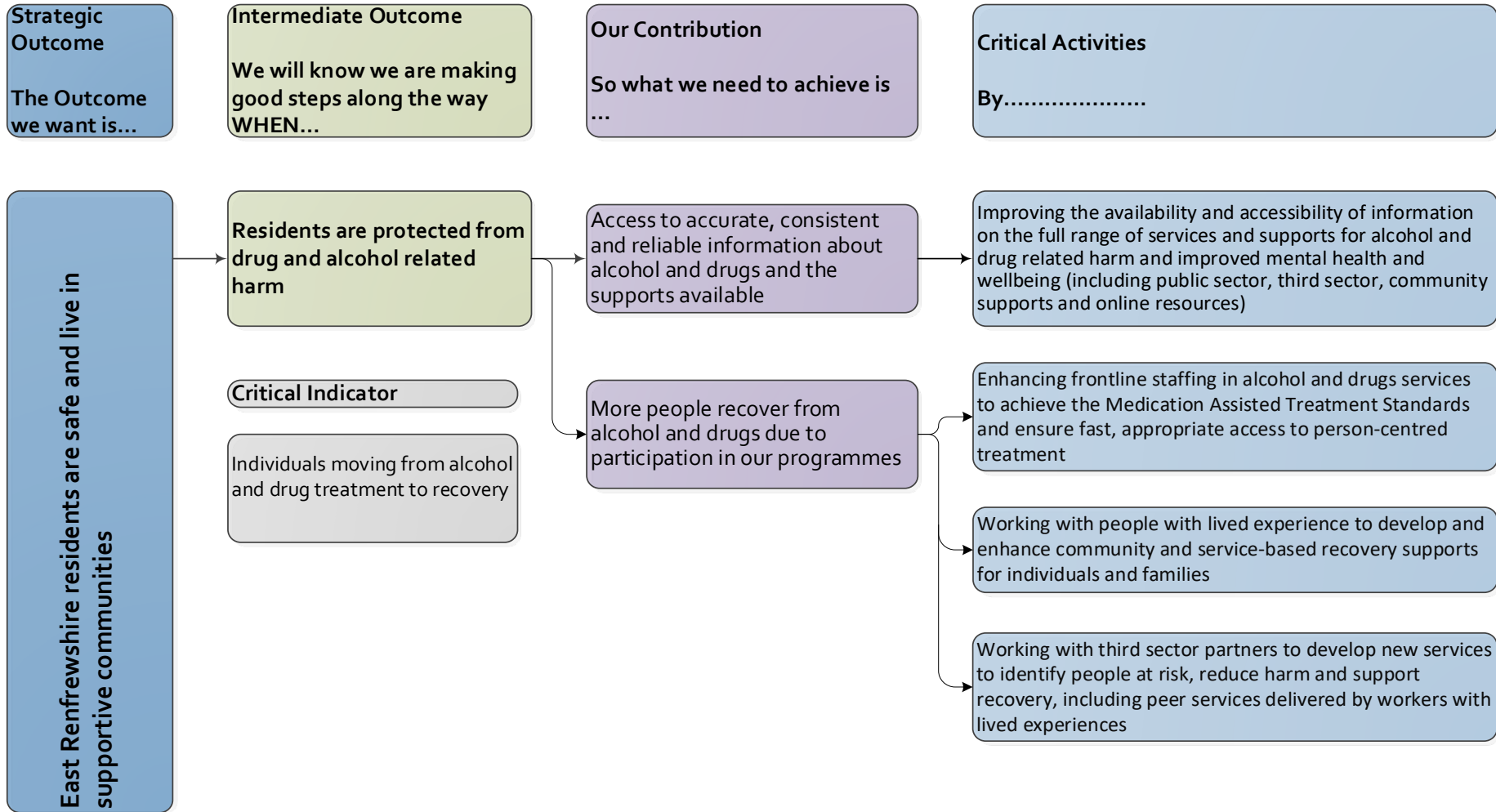


# 4.4 Residents live in communities that are strong, self-sufficient and resilient

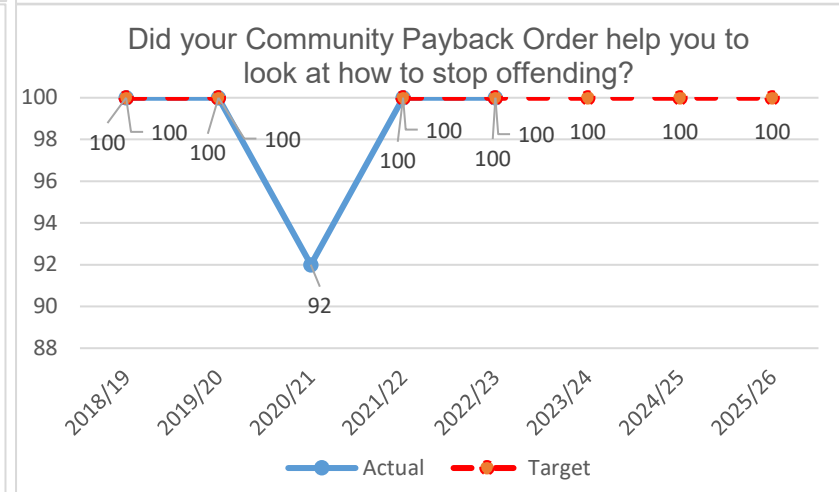
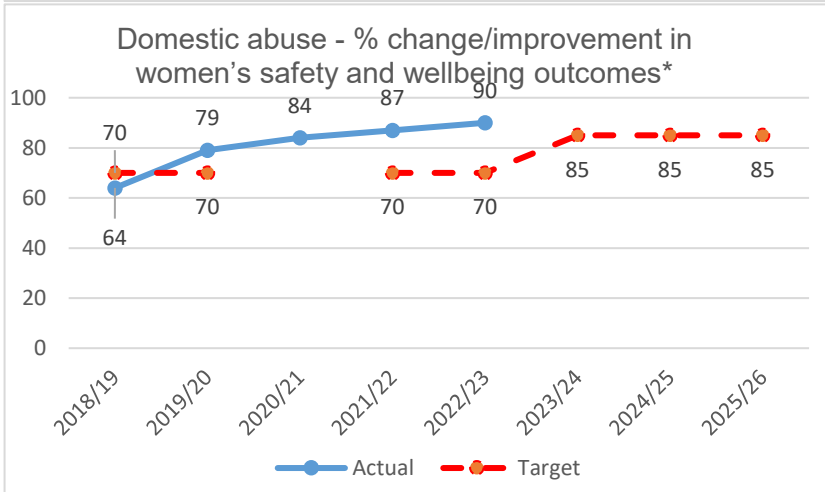
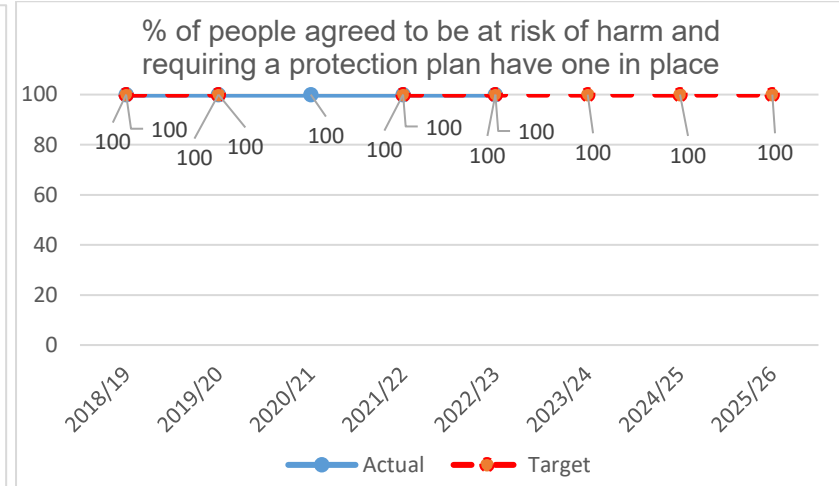
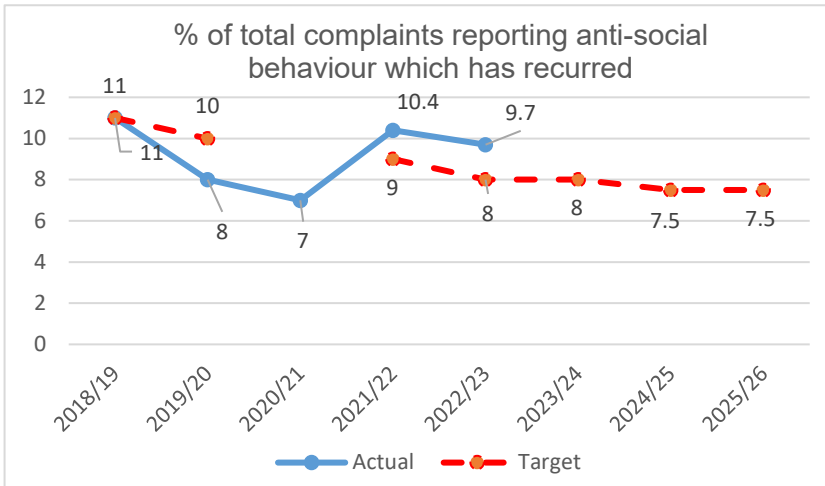


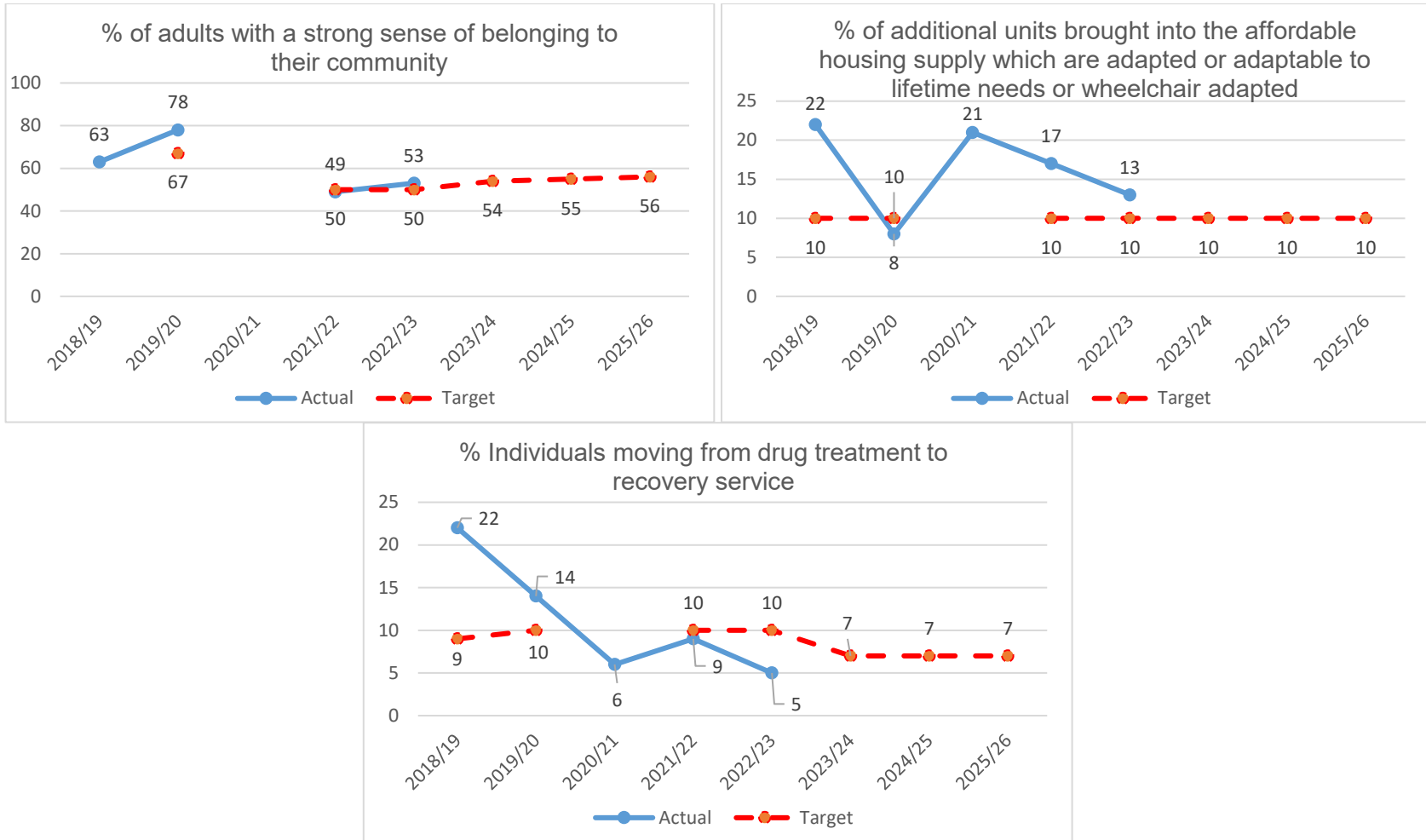


# 4.5 Residents are protected from drug and alcohol related harm



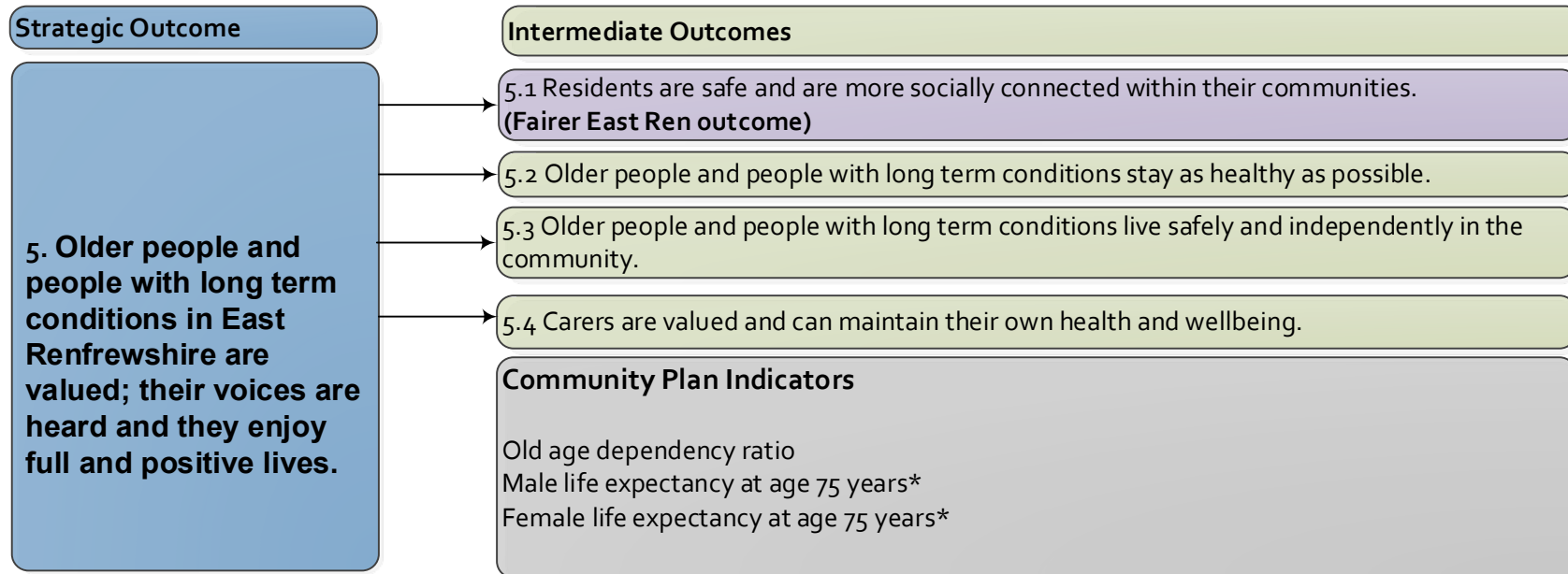
## Outcome 4 indicators





\*The outcome areas measured are safety, accommodation, support networks, legal issues, health and wellbeing, money, children, work and learning, empowerment and self- esteem.

**S5** SECTION 5  
**Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives**



\*The average number of additional years a man or woman aged 75 can be expected to live if they continue to live in the same place and the death rates in the area remain the same for the rest of their life.



## STRATEGIC OUTCOME 5

### Older people and people with long term conditions

The Health and Social Care Partnership (HSCP) Strategic Plan 2022-25 outlines the key strategic priorities that we are delivering including: supporting older people and people with long-term conditions to maintain their independence at home and in their local community; ensuring people's healthcare needs are met; ensuring carers are able to exercise choice and control; supporting mental health and wellbeing; and supporting individuals and communities to tackle health inequalities and improve life chances.

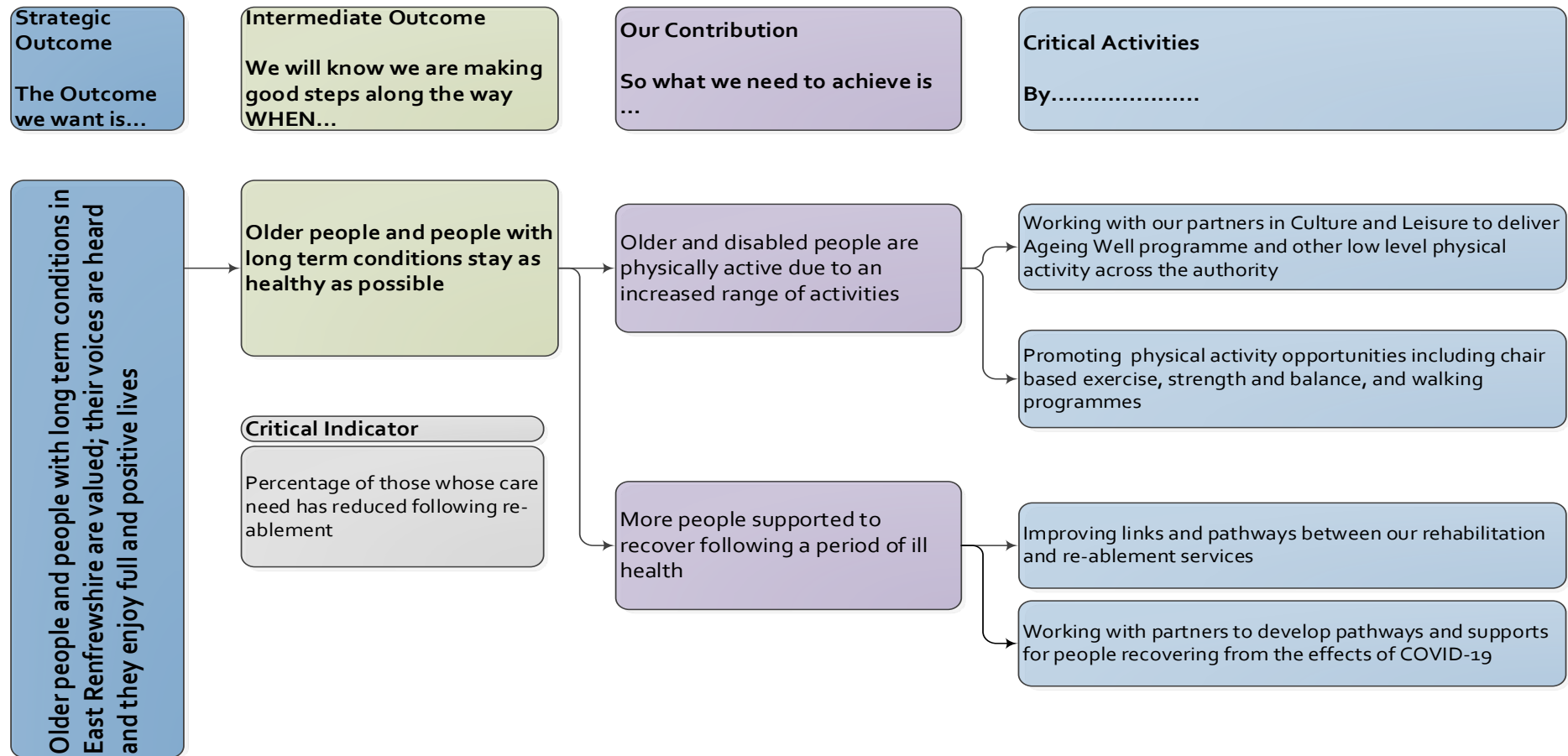
There is a proportionally high number of people living in East Renfrewshire with disabilities and long-term conditions. Our oldest residents are most likely to experience ill-health and disability; as a result of this they are the greatest users of health and social care services. Since the pandemic we have been responding to higher levels of demand for support, with increased levels of frailty and complexity among the population we work with. Individuals are presenting with higher levels of emotional distress, complex needs and limited informal support networks. In partnership with Voluntary Action East Renfrewshire, via the Community Hub, we continue to work to minimise isolation and engage with those in need through approaches such as befriending, peer support and the work of our Kindness Collaborative and Talking Points, linking people to local supports. By building on this collaborative work we hope to increase the community support and opportunities available. We will also make best use of technology and health monitoring systems to support independence and self-management as demonstrated by our Telecare system, where East Renfrewshire was the first local authority in Scotland to switch to an end-to-end digital system.

During the pandemic we adapted our approaches across services to support the mental wellbeing of the people we work with. As we move forward we will continue to focus on good mental wellbeing, and on ensuring that the right help and support is available whenever it is needed. Recognising that different types of mental health needs will continue to emerge as time passes, we will need to continually adapt our approach to reflect this, and are focused on close collaboration with primary care, and further enhancing the mental health and wellbeing supports within primary care settings. By working with GPs, third sector partners and people with lived experience we will develop our approach to ensure people get the right service, in the right place at the right time.

Despite demand pressures on our Care at Home service, we continue to support people to live independently and well in their communities, and are developing our intermediate care options, minimising unplanned hospital stays, and providing proactive support in the community. We are committed to increasing choice and control for people who require support and delivering the full potential of Self-Directed Support. By working collaboratively, we will ensure that we have an effective delivery framework in relation to supporting individuals and enabling innovative approaches, and can support our partner providers and in-house services to develop their business/service plans to adapt to these new approaches. As we recover from the pandemic we will build on our strong local partnerships and social enterprise approach, encouraging innovation that supports people to live independently in the community and offers alternatives to residential care.

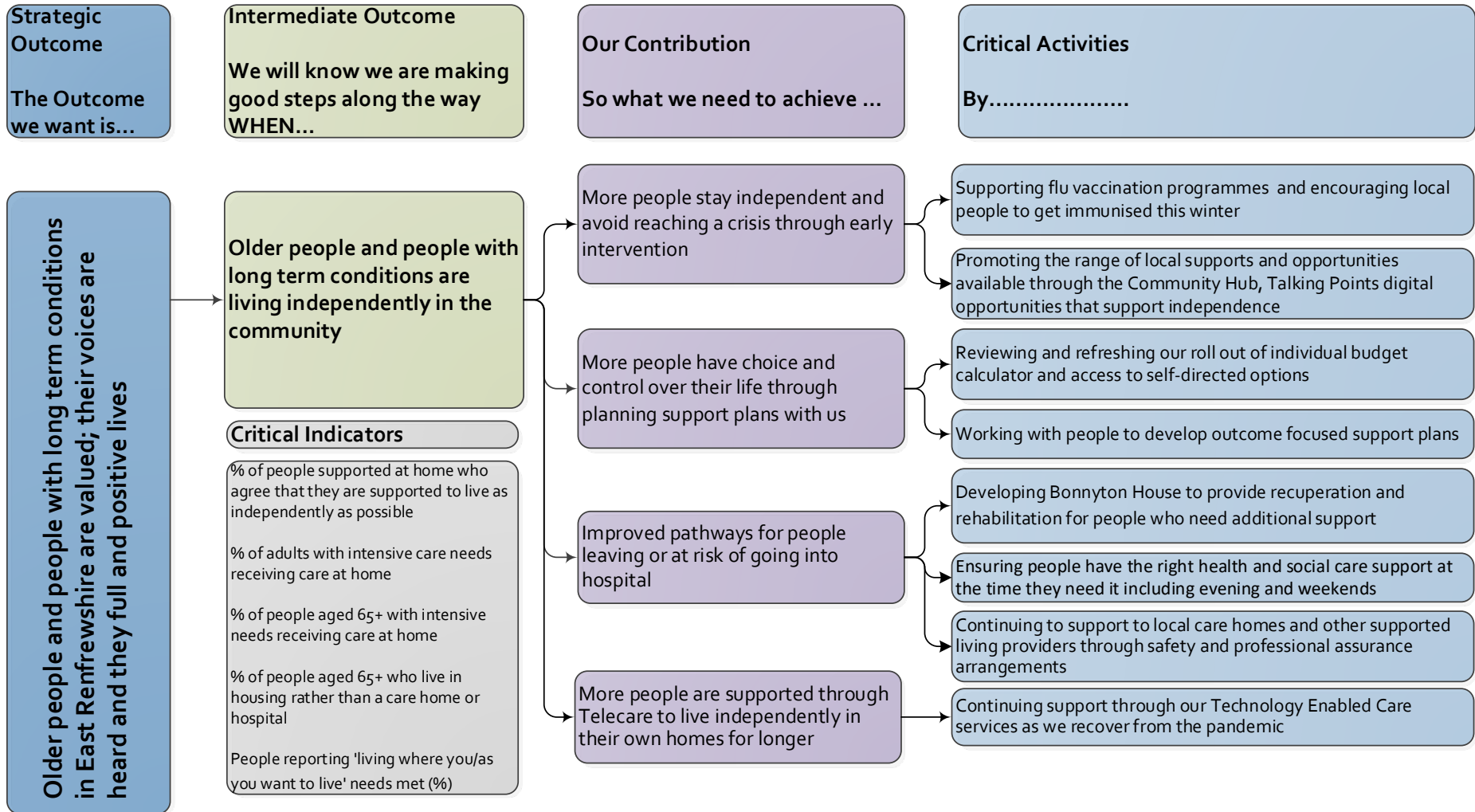
We recognise the enormous contribution carers make to health and social care across East Renfrewshire and will further develop information and support provided to carers, East Renfrewshire Carers' Centre and other stakeholders. In addition to timeous advice and information, there will be a particular focus on increasing the scope and variety of short breaks for carers ensuring that they are able to get a break from their caring role, maintain their own health and wellbeing and have a life beyond their caring responsibilities. The Young Carers' Education worker continues to work across schools in East Renfrewshire to promote Young Carer Statements and build the capacity of teaching staff to complete these alongside young carers.

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



# 5.3

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





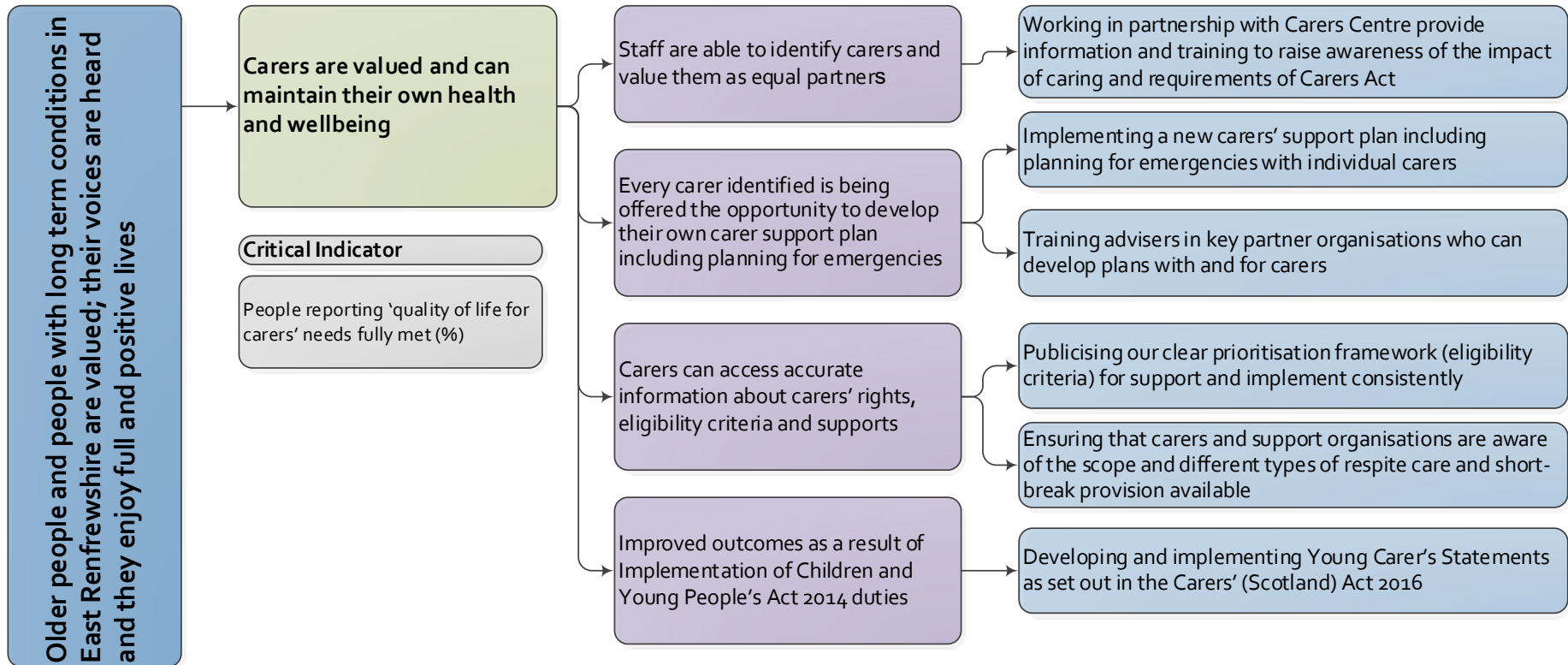
# 5.4 Carers are valued and can maintain their own health and wellbeing

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

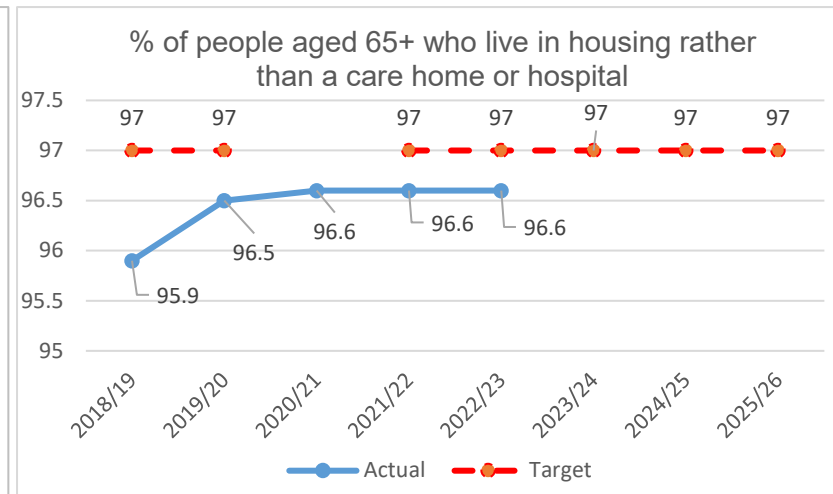
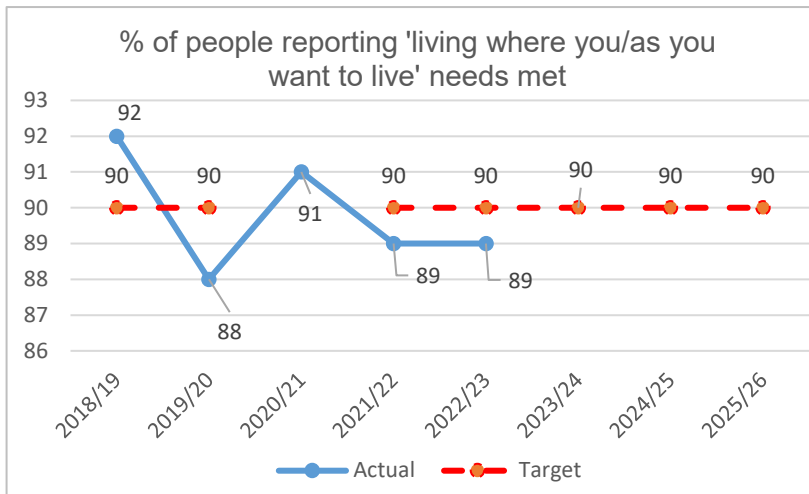
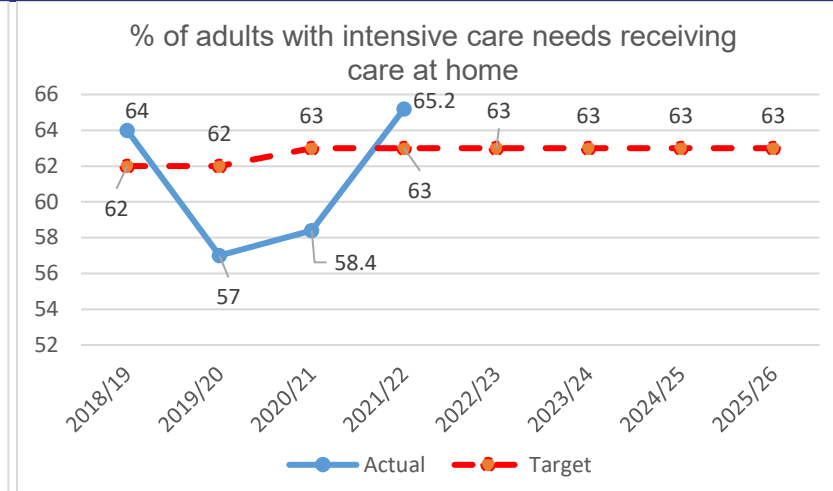
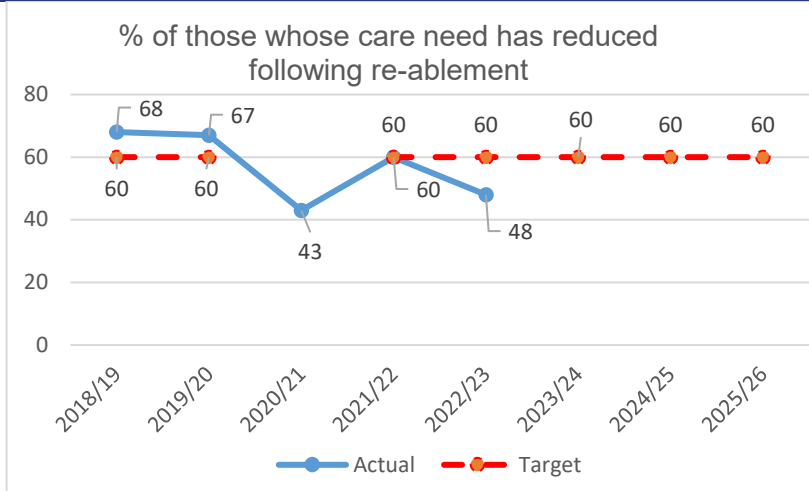
**Intermediate Outcome**  
We will know we are making good steps along the way  
**WHEN...**

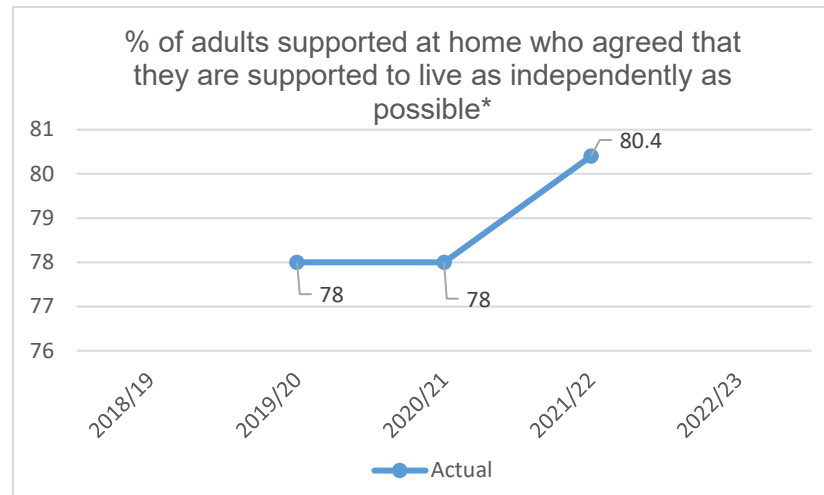
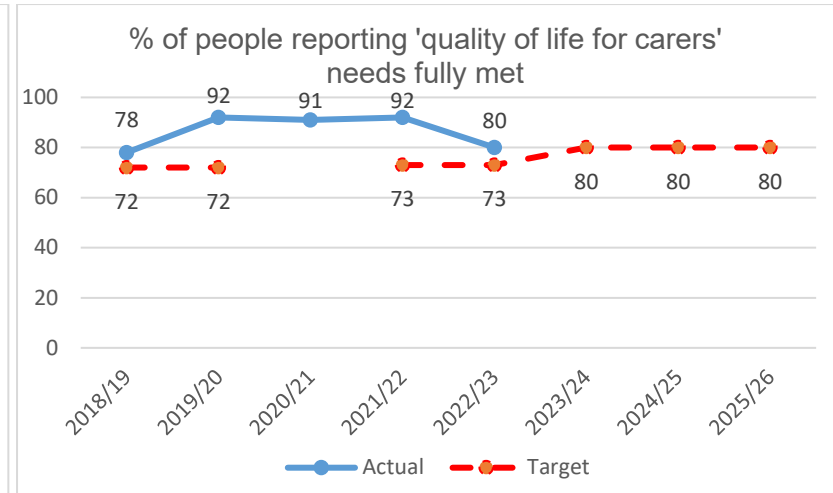
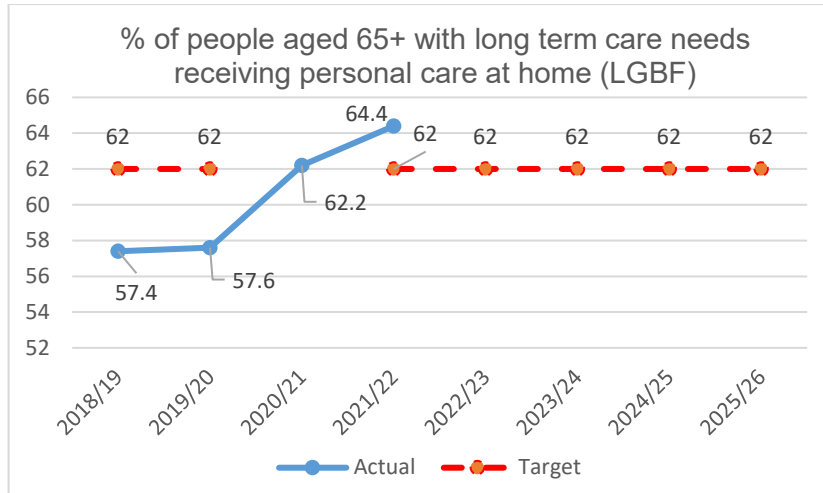
**Our Contribution**  
So what we need to achieve is ...

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



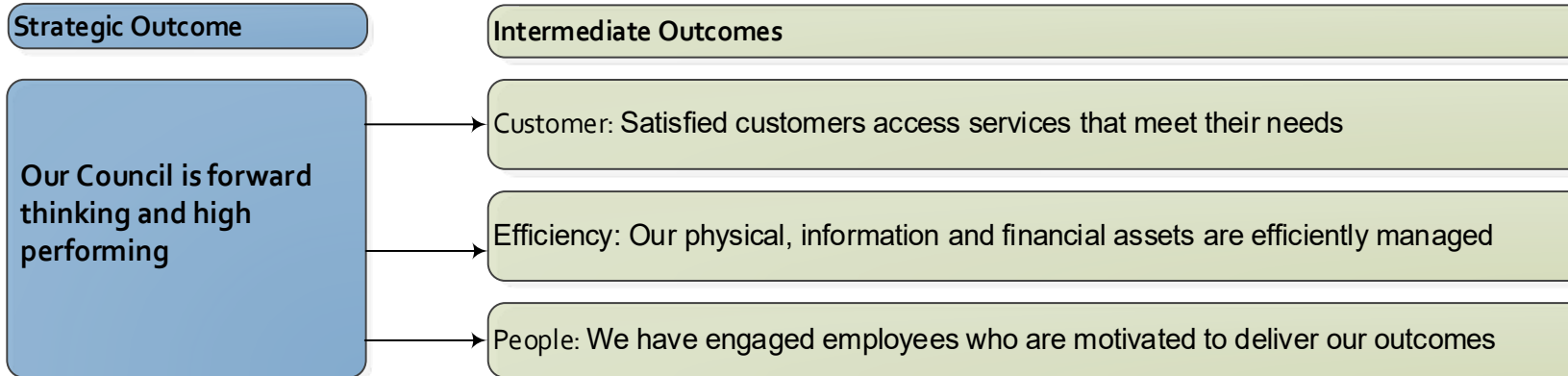
## Outcome 5 indicators





\*Targets have not been set because the data for this indicator is for monitoring purposes only.

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





## CUSTOMER

### Satisfied customers access services that meet their needs

As a Council our vision is to provide a consistent, efficient end to end customer experience designed with the user at the heart. We continue to develop our approach and our key principles are to have:

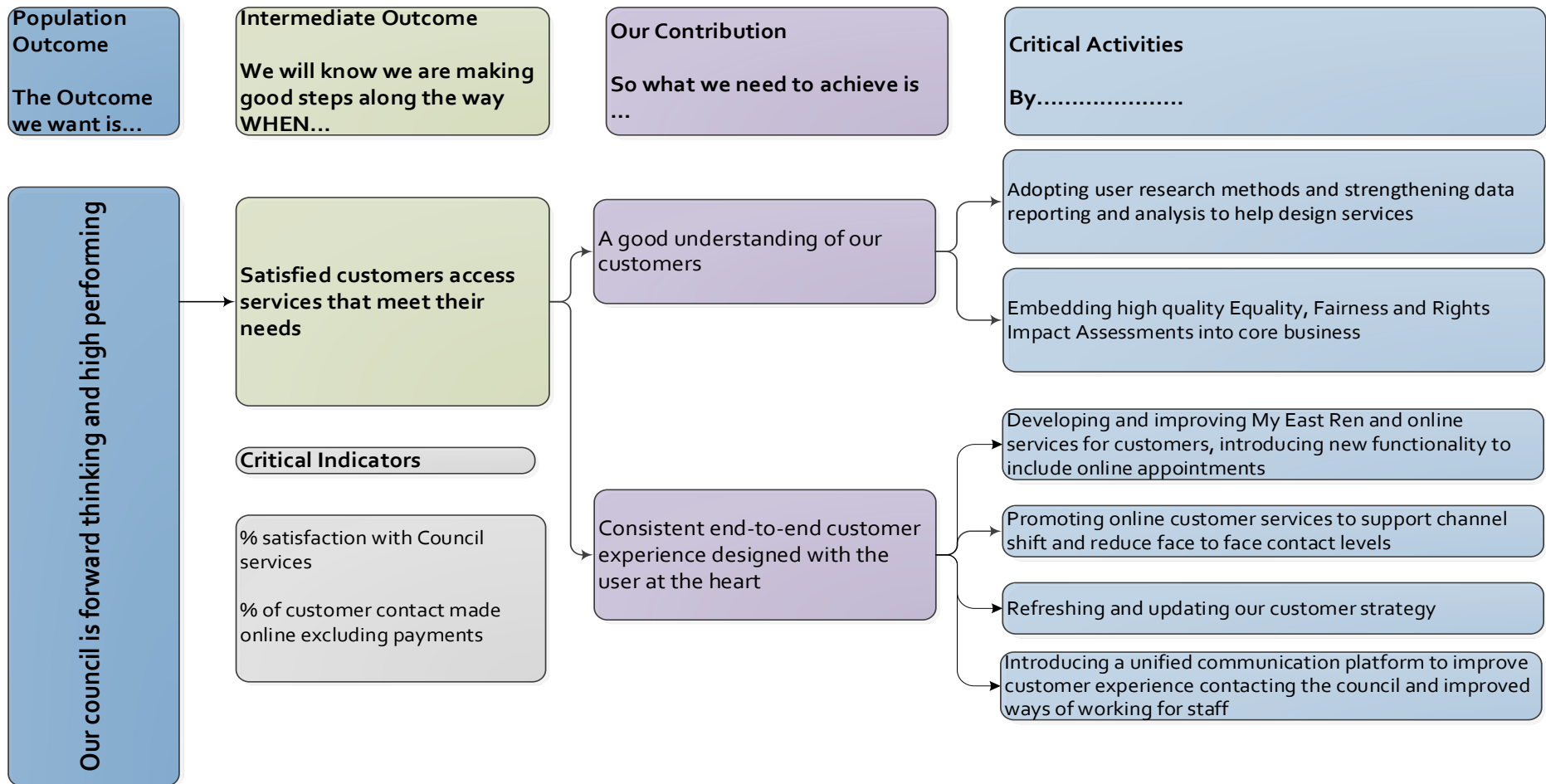
- Well designed, customer focused, end-to-end digital processes
- Streamlined digital processes including booking, scheduling and payments
- Customer insight at the core of any action
- Customer expectations managed with provision of regular updates on progress
- Processes designed in an inclusive way, providing support for those who need it
- Embedded the Scottish Approach to Service Design
- A One Council approach

Our commitment to local residents has never been more important and our services continue to experience rising demand as a result of the cost of living crisis. At the same time, we are also operating in a climate of budgetary cuts and fewer resources so want to ensure that residents continue to access and receive services that meet their needs. A high standard of customer experience will drive digital adoption, channel shift and improve perception. This will be achieved through user research and engagement with customers through various channels.

Digital transformation is a huge part of our drive to provide a better customer experience. As part of this focus to have more customer focused services and streamlined digital processes we continue to develop our online offer. Since its launch in 2022, over 15,000 residents have signed up to My EastRen, an online account where residents can access local services from their computers or smart phone. This enables residents to see the status of a service request or access other portals that some services use such as Parents Portal with a single log-on. A successful initiative to increase the uptake of council tax online payments has resulted in around 6,000 customers signing up, and the latest service to go online is birth registrations with 93% of customers choosing to use online bookings as their preferred channel.

We are committed to listening to the views of our residents and carry out an annual Citizens' Panel survey, which includes a range of questions about satisfaction with our services and current topical issues. The results of the survey are communicated to residents to ensure they are kept up to date with the changes that have been made in response to their views. In the latest survey, 85% of respondents reported they were satisfied with East Renfrewshire as a place to live. Ensuring complaints are responded to efficiently and effectively is important to us and we use this feedback to improve our services. Our priority is on improving the experience of our customers by simplifying our processes and making more services available online and we aim to be digital by default wherever we can.

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





## EFFICIENCY

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

We are continually developing the way we work and have in place a digital transformation portfolio to ensure our resources are managed effectively and our services are efficiently meeting the needs of our customers and local residents. This particularly concentrates on the modernising, digital, and data capability of our vision. Our continuous aim is to drive up efficiencies wherever possible, by streamlining, integrating and automating processes. This has helped us meet ambitious savings targets and significantly lessened the impact on frontline services, however this is becoming harder to achieve year on year.

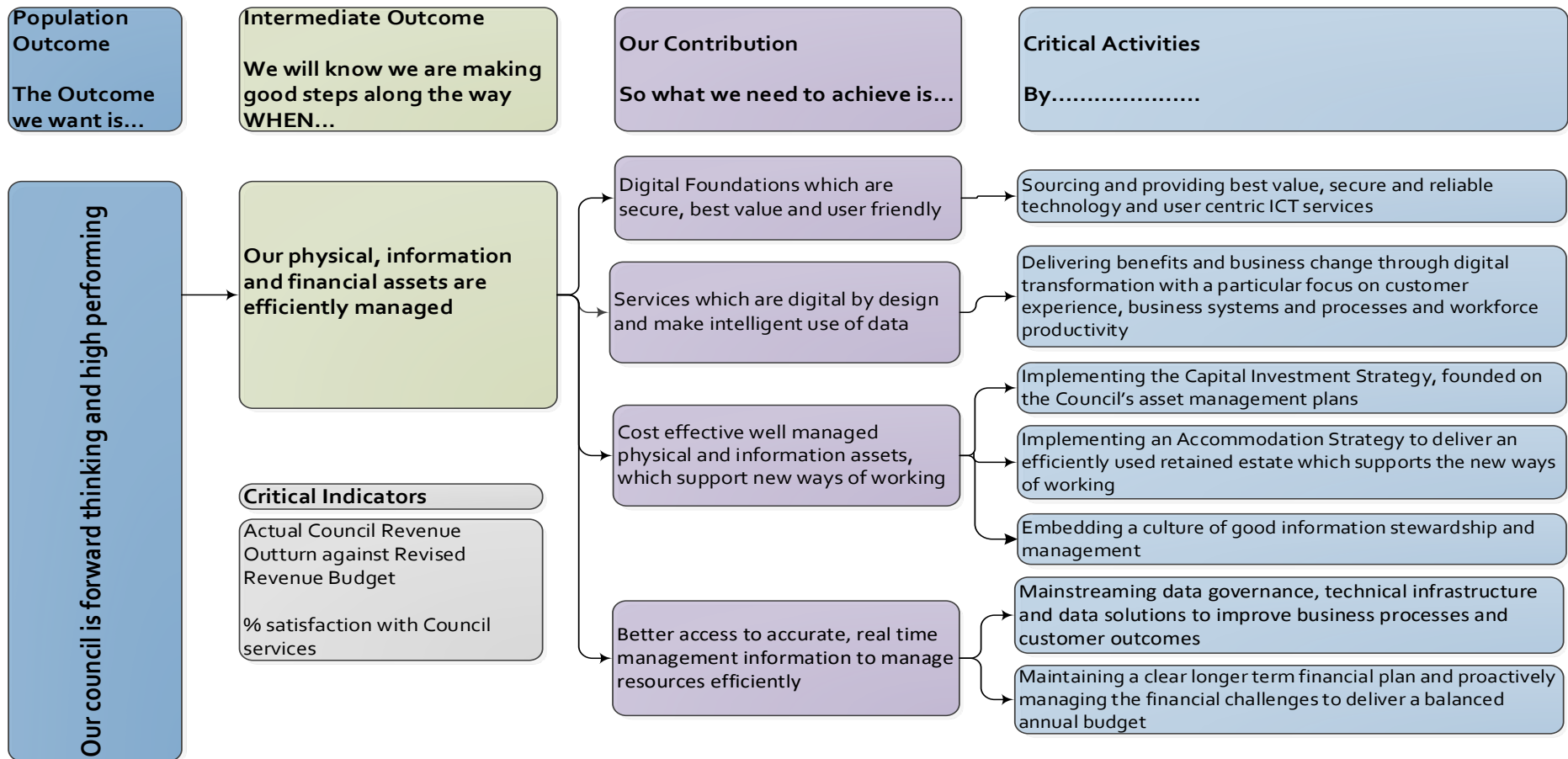
The Digital Transformation Programme plays a crucial role in meeting targets and has made huge progress in: managing the volume of projects and resources required; establishing new collaborative governance structures and introducing a new focus on benefit realisation. Continual improvements are made to business processes and customer response through better use of data. Digital developments including Parents Portal, Telecare provision and Pitch Bookings are reducing staffing hours and providing self-serving and automated systems for customers. Workforce productivity has been improved through the roll out of digital tools including M365 which has enhanced hybrid working. The pace and scale of change across the Council and HSCP remains significant. This is driven by pressures on budgets; statutory and contractual obligations and our own ambitions for digital modernisation and improved user experience

In these challenging times when budgets are strained it is essential that all our assets - physical, information and financial, are efficiently managed. We maintain our robust approach to financial planning and have effective monitoring in place. By continuing to develop our financial systems we aim to make the most of our resources by automating processes as far as possible and providing online access to key reports. Financial performance is monitored throughout the year and the publication of the Scottish Resource Spending Review will assist us in our medium- and longer-term budget planning.

As part of the way we work changing as a consequence of the pandemic a focus is to ensure that existing accommodation is both effective and efficient such as ensuring the internal layouts facilitate new ways of working through the creation of meeting rooms, team areas, and collaboration zones. In essence the proposal is to design spaces to enable smarter working in order to future proof buildings and to maximise flexibility. In addition, given financial pressures, rising energy costs and carbon reduction targets, the overall portfolio of main accommodation properties is under review.

**EFFICIENCY**

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







## PEOPLE

We have engaged employees who are motivated to deliver our outcomes

Our people are our greatest asset and we recognise the need to invest in our people, seek their feedback, and ensure they are able to work efficiently and effectively. Workforce planning arrangements are a key focus, in particular our plans to make the most of technology to further enable us to best meet the needs of employees and customers.

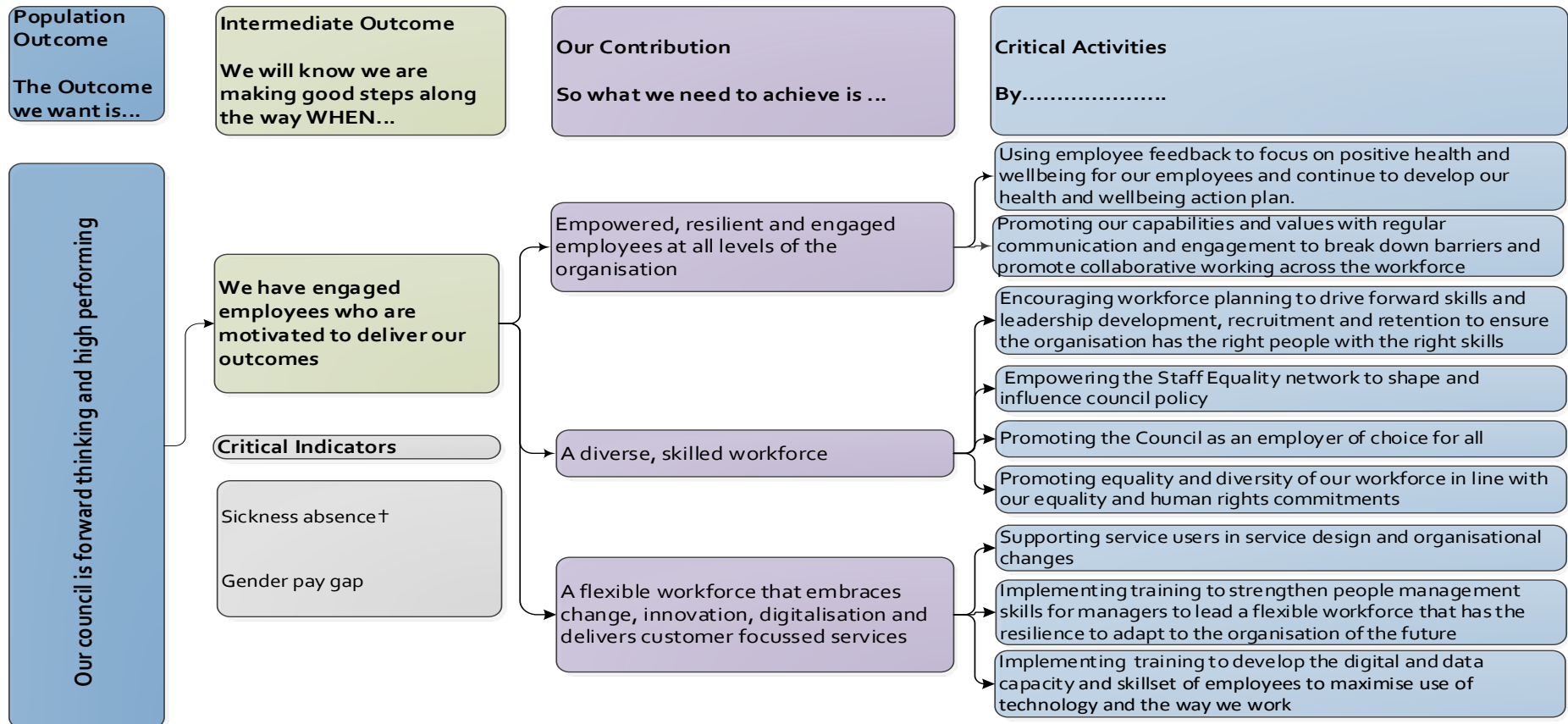
We are committed to supporting employees' health and well-being, and listening to and acting on their views and have recently employed wellbeing officers to support our employees. This is a vital part of our work to improve services, working practices and employee engagement and is all the more important given the huge shifts we have seen since the pandemic. Our values underpin our behaviours within the organisation and these are promoted through regular communication and engagement. By continuing to engage with employees we will ensure that they are able to communicate their views on key issues affecting them, and are looking at introducing work styles that fit with the needs of our customer and the business. It is important that we find new and innovative ways to communicate with and engage all our employees, ensuring they are supported to work effectively and to maximise the benefits of new technologies to assist them.

There is in place a leadership programme aligned with our strategy which supports new, aspiring and existing managers to identify their needs as a leader and to work out a development plan to prepare them for any future career progression. A comprehensive programme of in-house training for staff to maximise their skills and capabilities to deliver effective, fair, efficient services is on offer and we have successfully established Digital Champions across the council who now deliver training and coach employees in the use of M365 tools which improves the overall skillset within the council and helps deliver digital transformation.

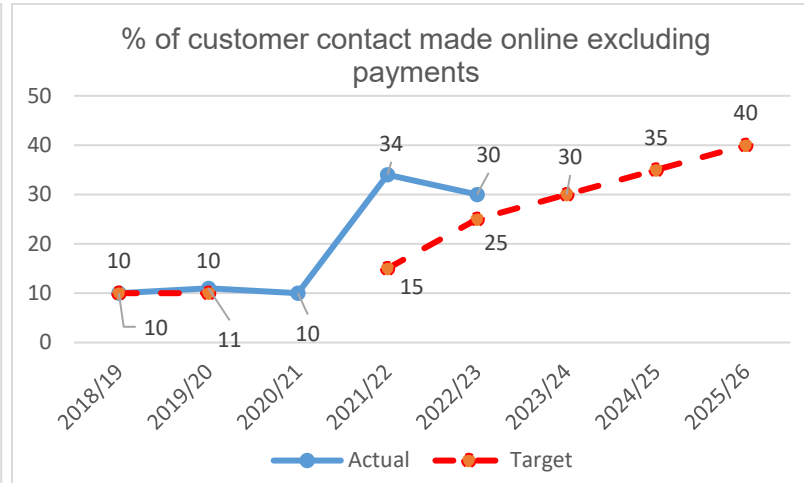
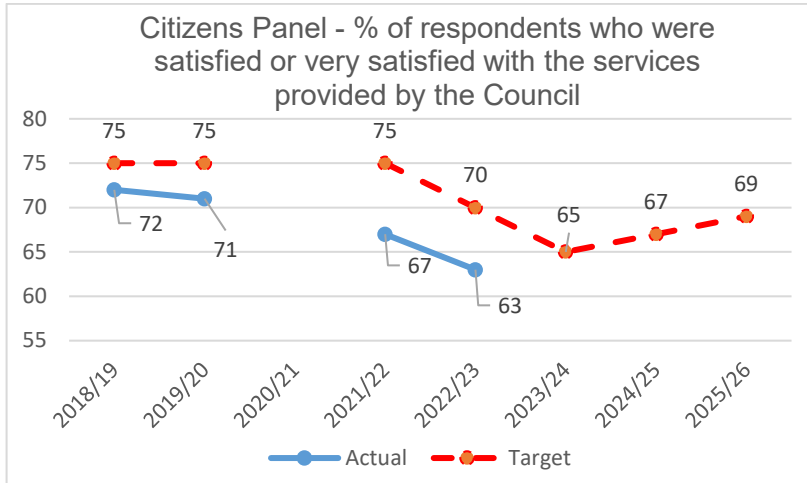
We value equality and the advancement of diversity and the Equality and Human Rights Mainstreaming report details the progressive actions and indicative measures of success that the Council is taking to achieve a diverse, skilled workforce. Our employee reward and recognition scheme and We Are East Ren awards allow all staff to recognize and celebrate each other's achievements. An employee benefit scheme has been introduced which allows employees to receive discounts from local and national retailers, additional financial support and gives access to a car salary sacrifice scheme. We remain committed to supporting staff development, career progression and modern working practices and we will work proactively to succession plan for key areas where we expect turnover and retirements in future years.

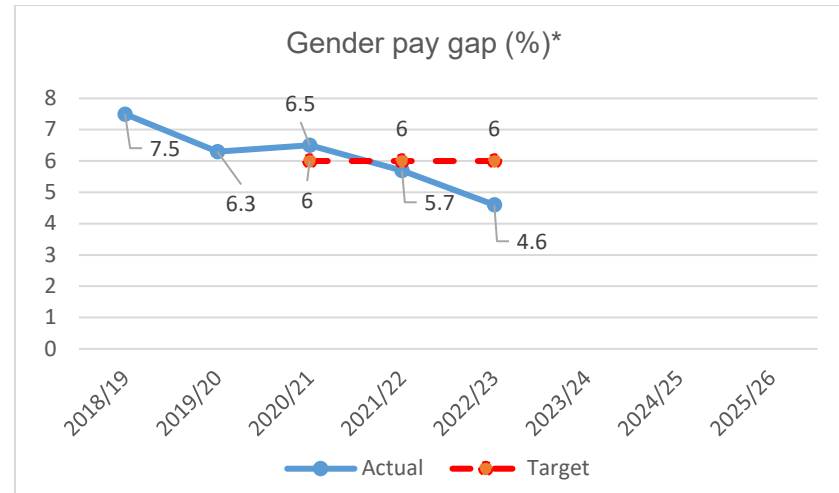
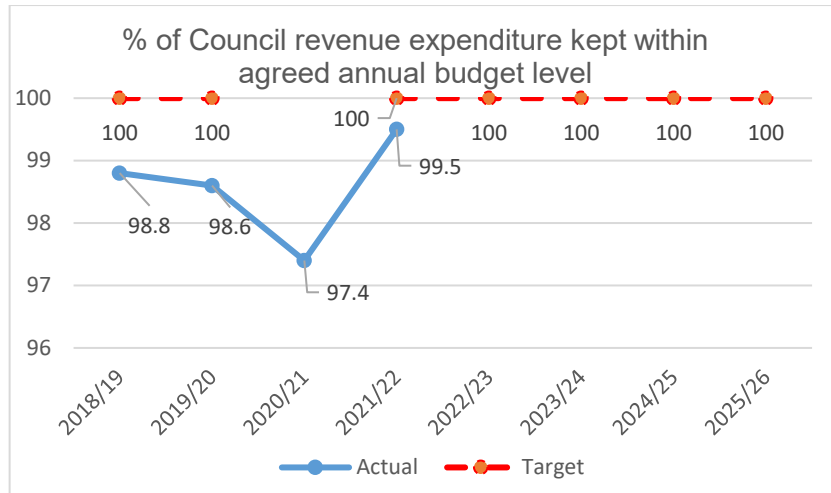
PEOPLE

We have engaged employees who are motivated to deliver our outcomes



## Customer, Efficiency and People indicators





\*Target to reduce gap.

†2022/23 absence data to be confirmed and targets to be set and reported separately.

## Our finances

Department	2022/23	2023/24	2024/25	2025/26
	APPROVED	APPROVED	INDICATIVE	INDICATIVE
	BUDGET*	BUDGET*	BUDGET*	BUDGET*
	£'000	£'000	£'000	£'000
Education	160,728	181,532	182,087	182,049
Contribution to Integration Joint Board	60,755	67,656	67,656	67,656
Environment	26,770	28,298	27,024	25,633
Business Operations & Partnerships	11,608	11,740	11,181	10,613
Chief Executive's Office	764	771	707	641
Joint Board	2,352	2,379	2,379	2,379
Miscellaneous Services	3,238	2,320	2,317	2,314
Capital Financing Costs	8,966	8,466	11,102	12,250
<b>Total</b>	<b>275,181</b>	<b>303,162</b>	<b>304,453</b>	<b>303,535</b>
Chief Executive - Central Support	2,980	3,225	2,954	2,679
Business Operations & Partnerships- Central Support	9,771	9,199	8,672	8,096
Environment - Central Support	1,359	1,563	1,457	1,344
	<b>14,110</b>	<b>13,987</b>	<b>13,083</b>	<b>12,119</b>
<b>Capital - General Services</b>	<b>68,711</b>	<b>72,073</b>	<b>40,532</b>	<b>42,827</b>
<b>Capital - Housing Revenue Account</b>	<b>16,790</b>	<b>9,094</b>	<b>17,429</b>	<b>16,870</b>

\*All budgets above excludes the impact of Covid-19

**Finances**

Budgets are constrained by available funding, comprising Scottish Government grants and Council Tax income. The Council's grant has only been confirmed for the period up to and including 2023/24. Budgets are also listed for future years' figures reflecting spending pressures and service demands that could be faced and Exchequer commentary and economist forecasts on public sector funding levels. However they are purely indicative and are reflective of the Scottish Spending Review and the likely level of future years funding available.

**Education**

The budgets listed above in respect of the Education Department include the management fee along with further support costs for the East Renfrewshire Culture & Leisure Trust.

**Joint Boards**

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

**-Strathclyde Partnership for Transport**

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

**-Strathclyde Concessionary Travel Scheme Joint Committee**

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

**-Renfrewshire Valuation Joint Board**

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

**Miscellaneous Services**

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

## Annexes and data notes

### **ODP**

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

### **Fairer East Plans**

Fairer East Ren is the Local Outcome Improvement Plan for East Renfrewshire Community Planning Partnership. It identifies how partners will work together to reduce socio-economic inequality and this is set out in a number of themed delivery plans. The relevant thematic groups have considered the strategic and intermediate outcomes, progress indicators and critical activities from our previous plans and developed an interim plan for 2023/2024. A set of the driver diagrams for Fairer East Ren (our LOIP) are included within this plan.

### **Data notes:**

Education Data – use of academic years

Following the national approach school attainment, exclusion and school leaver data in the plan refers to the relevant academic year rather than the financial year. 2022/23 data for these indicators is not available at this time and will be reported at a later date.

Graphs

The latest available data for indicators is used in the graphs. Where available, five years of data and three years of targets are presented.

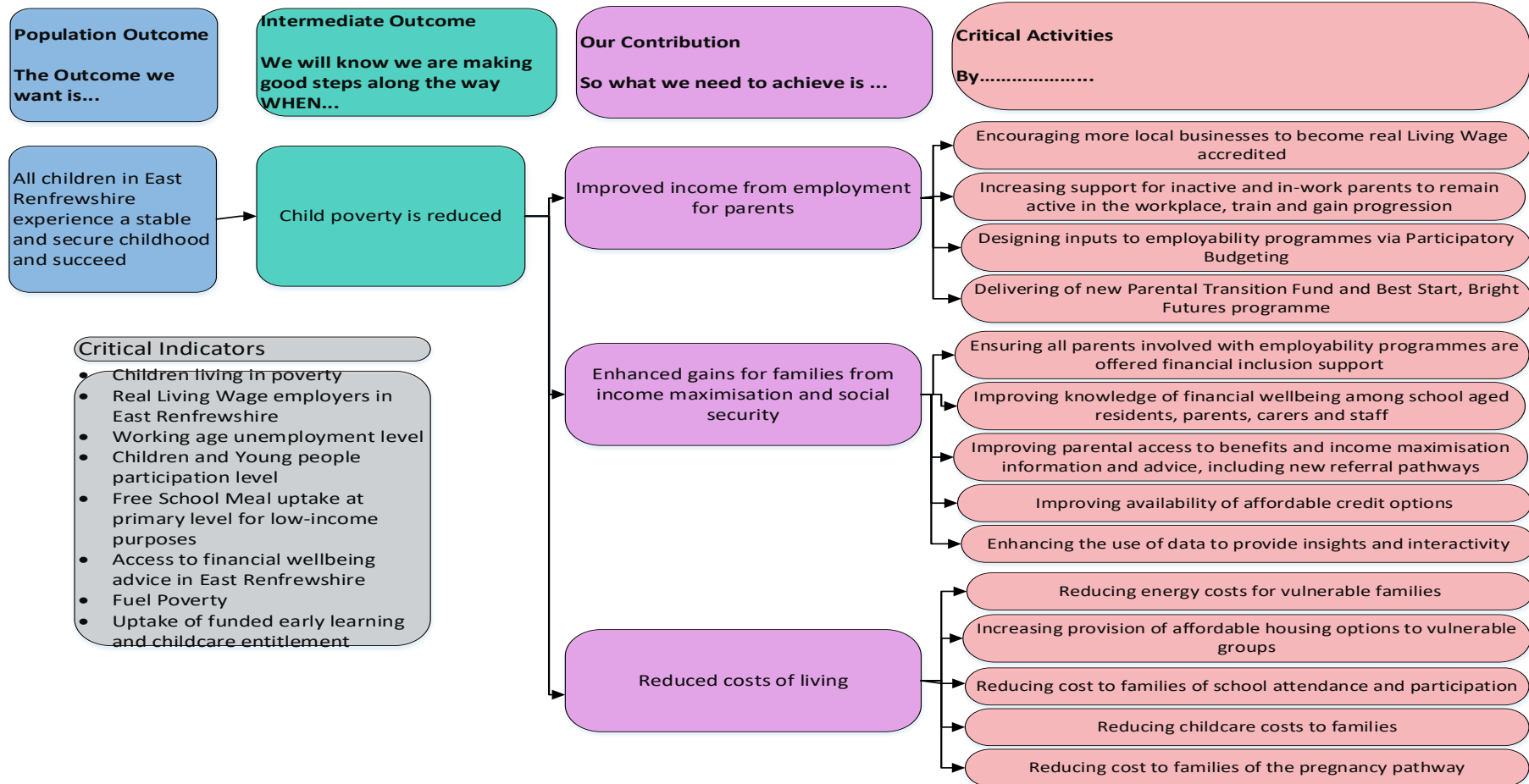
Community Plan					
	1- Childhood	2 - Learning, life and Work	3 - Economy and Environment	4 - Safe, supportive communities	5 - Older People and people with long term conditions
Community Plan Strategic Outcomes	All children in East Renfrewshire experience a stable and secure childhood and succeed.	East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

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

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

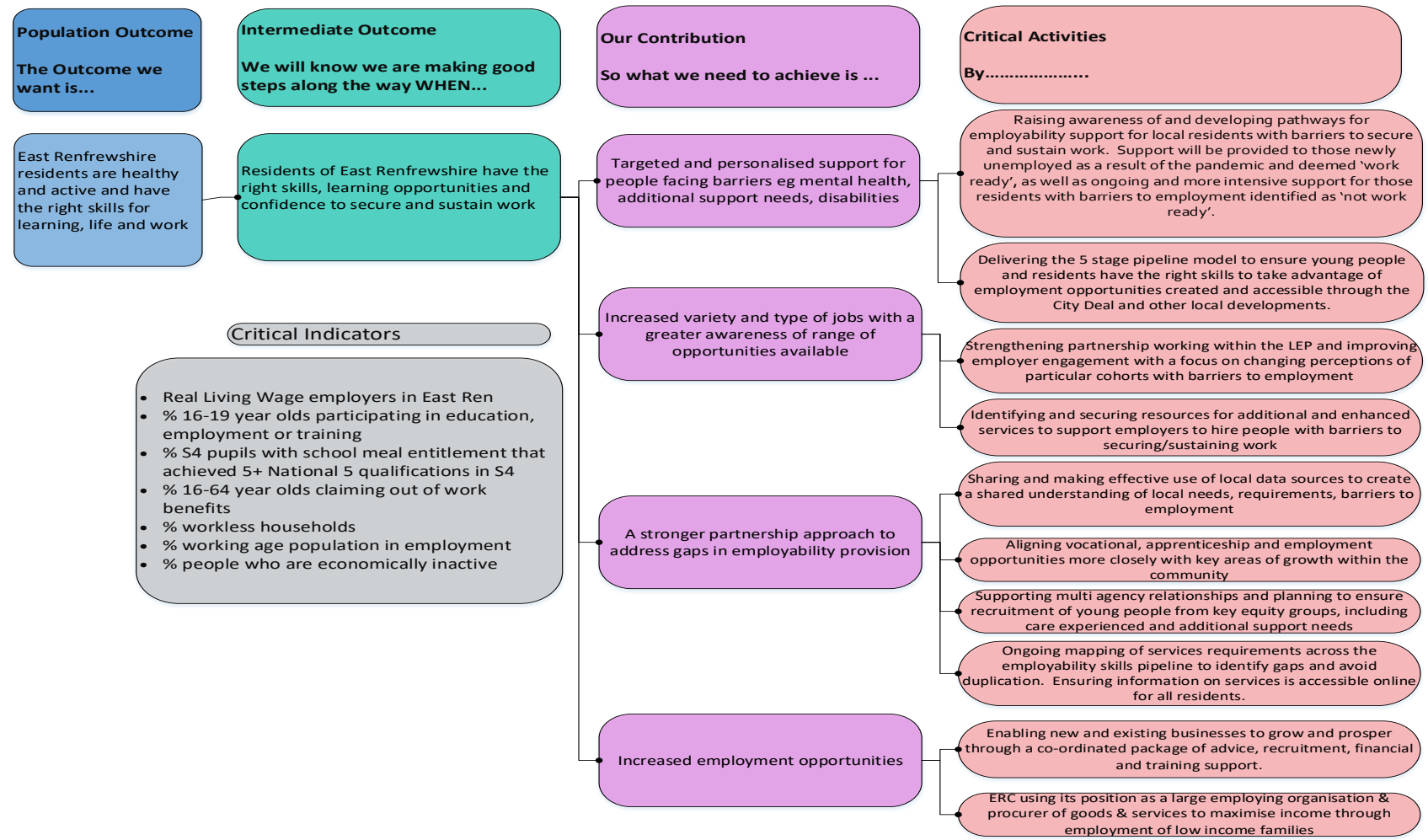


# 1.1 The impact of child poverty is reduced

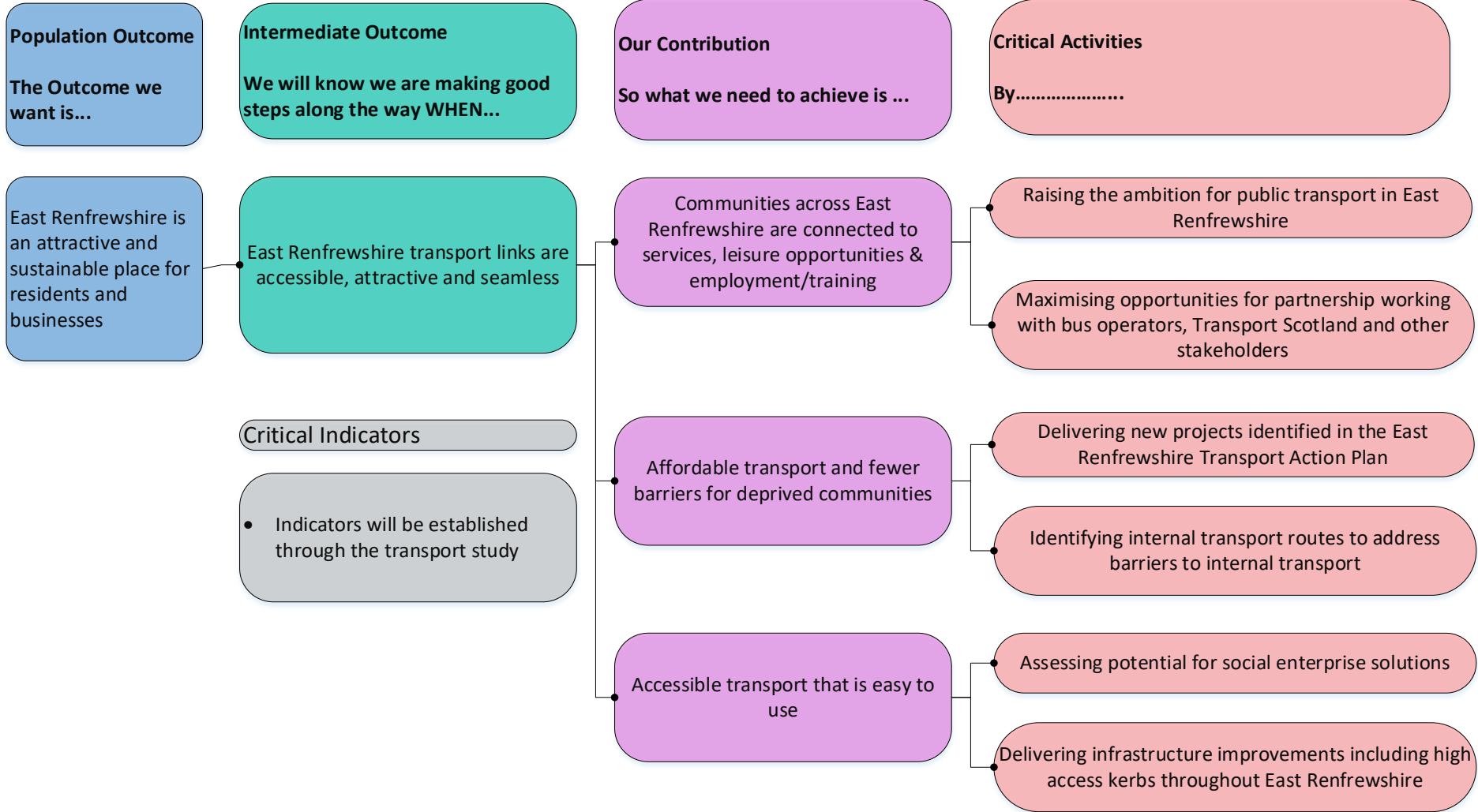


## Outcomes 1.1-5.1 are our Fairer East Ren activities.

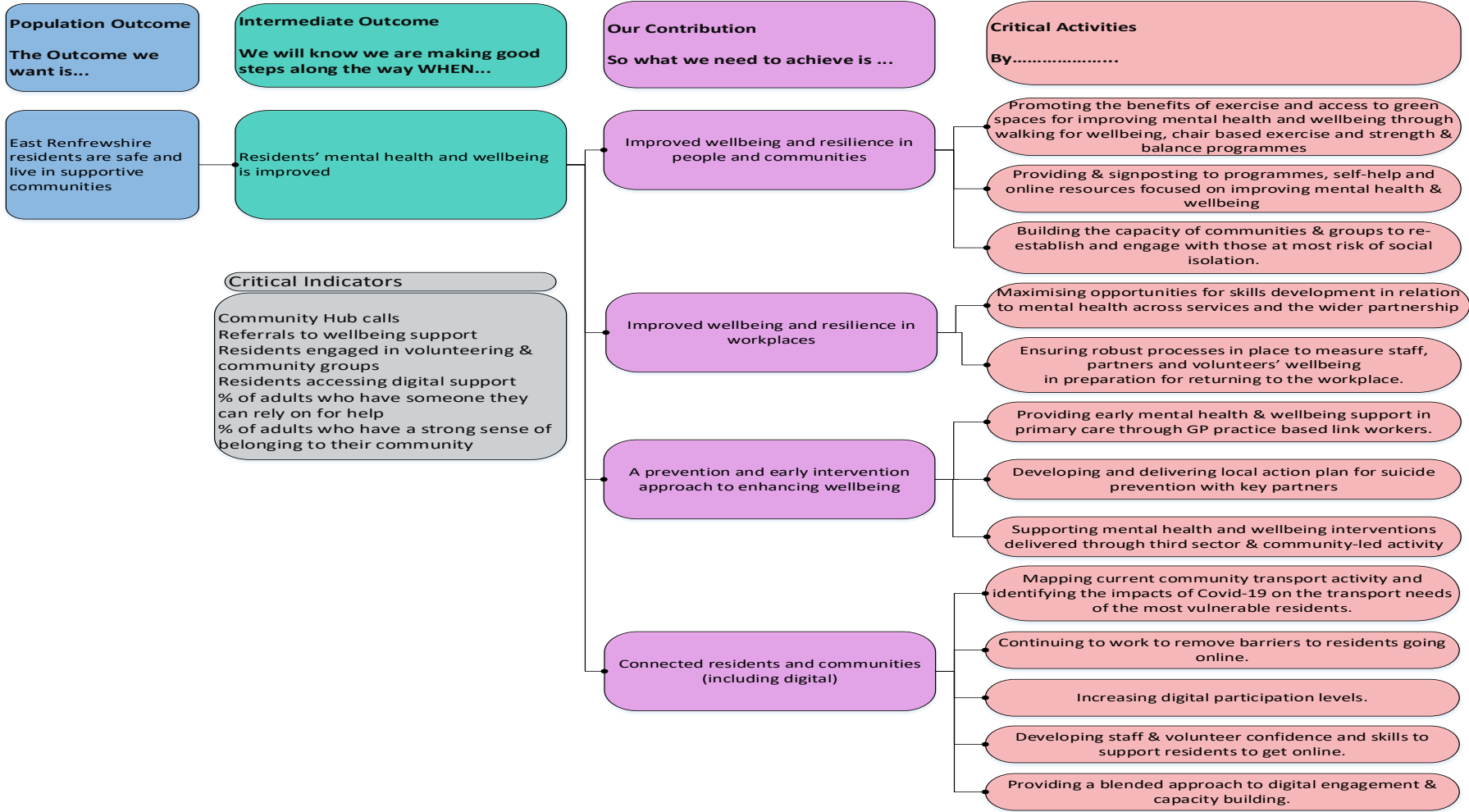
## 2.1 Residents of East Renfrewshire have the right skills, learning opportunities and confidence to secure and sustain work



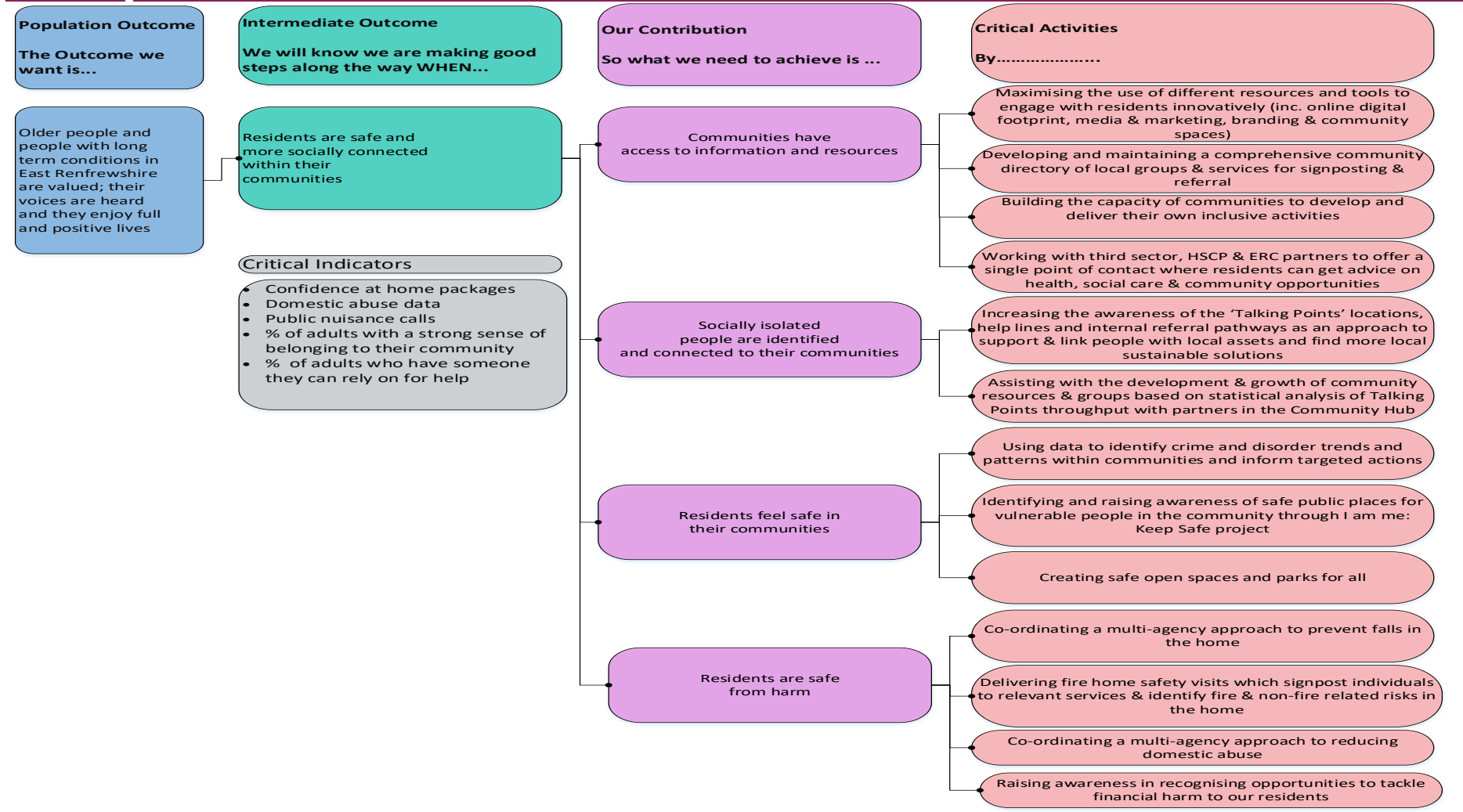
# 3.1 East Renfrewshire's transport links are accessible, attractive and seamless



# 4.1 Residents' mental health and wellbeing is improved



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



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

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

**National Outcome**

**Strategic Outcome**

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

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

# Vision for the future

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

We are working across East Renfrewshire to achieve best Outcomes for



EARLY YEARS AND VULNERABLE YOUNG PEOPLE



LEARNING, LIFE AND WORK



ENVIRONMENT AND ECONOMY



SAFE, SUPPORTIVE COMMUNITIES



OLDER PEOPLE AND PEOPLE WITH LONG-TERM CONDITIONS

We will achieve this by excelling in our Five Capabilities



PREVENTION



EMPOWERING COMMUNITIES



DATA



MODERNISATION



DIGITAL

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



Ambition



Kindness



Trust





EAST RENFREWSHIRE COUNCIL13 September 2023Report by Director of EnvironmentAURS ROAD PROJECT FUNDING**PURPOSE OF REPORT**

1. The purpose of this report is to update Council on various funding matters relating to the City Deal funded Aurs Road realignment project.

**RECOMMENDATIONS**

2. The Council is asked to:
  - a) note the progress and strategic importance of the Aurs Road City Deal project;
  - b) note the changes to Sustrans financial grant funding awards for 2023/24 and the application for £3 million of grant funding in 2024/25;
  - c) approve the allocation of £3 million in Council funds to the Aurs Road project in 2024/25 to cover the shortfall should the grant application for completion of works in 2024/25 not be approved;
  - d) approve the use of a contingency allowance of approximately 10% of the contract sum funded from the overall project budget; and
  - e) note the submission of the Full Business Case for the Aurs Road Realignment projects to the Glasgow City Region Programme Management Office.

**BACKGROUND AND REPORT**

3. The £1.13 billion City Deal infrastructure fund across the Glasgow City region is to enable a programme of works that will add value to the regional economy over a number of years.
4. East Renfrewshire is benefiting from a £44 million investment package comprising £38 million investment from the Scottish and UK Governments and co-funded by the Council with a £6 million capital contribution.
5. In terms of the City Deal investment, a programme of ambitious projects was approved (entitled the M77 Strategic Corridor Programme) by the Council in 2015 to stimulate economic growth, improve transport links, increase leisure opportunities, support business development, unlock residential land and generate economic benefits measured as additional Gross Value Added (GVA) and employment. The programme

of projects is listed below and a detailed update was provided to [Cabinet on 23 March 2023](#):

- Lavern Works –Remediation of the former Nestle site at Glasgow Road and the creation of light industrial units at Crossmill, both in Barrhead.complete
- The Greenlaw Works - complete
- Balgraystone Rd improvements -complete
- New Rail Station at Barrhead South – in progress
- Aurs Road Improvements – in progress (subject of paper)
- Country Park Visitor Facilities – in development

#### Background and Scope of Aurs Road Improvements

6. This project will improve local connections between Newton Mearns and Barrhead and enable visitor facilities at the Country Park. It will upgrade and realign 2km of Aurs Road from the junction of Springfield Road in Barrhead to Stewarton Road in Newton Mearns and includes the installation of a promenade and active travel route. An artist's impression of the project is attached (Appendix 1). The Council is working in partnership with Scottish Water to deliver this project comprising:
  - Road improvements
    - two sections of new road to provide improved alignment
    - a new bridge to replace an existing weak road bridge
    - a narrowing of Aurs Road to one lane and associated traffic signal control as it passes beneath the railway bridge
    - the installation of new roundabout
    - the resurfacing of the full stretch of road
    - The release of land to enable the construction of Country Park Visitor Facilities and associated off road parking provision. Site layouts and park provision will be determined separately as part of the Visitor Facilities Business Case
  - Pedestrian and Active Travel provision
    - a new Promenade on dam face of Balgray Reservoir providing pedestrian and cycle connectivity
    - a new 2 km active travel link between Barrhead and Newton Mearns
    - a new foot bridge over Brock Burn to serve the Active Travel route
    - the partial alteration of the existing walkway bridge to Scottish Water's drawdown tower
  - Works to Balgray Reservoir structure
    - the installation of replacement culvert between Balgray Reservoir and Brock Burn by undertaking deep cut through the existing dam structure (on behalf of Scottish Water);
    - the removal and infill of the existing Brock Burn overflow weir which enables footpath improvements.
7. Aurs Road is a large, complex project involving ten stakeholders / partners, working across a wide range of government and crown agencies and collaborating with reservoir and roads engineers, legal and property experts as well as roads and planning. As a result, the project has experienced various delays - mainly related to third parties and therefore out with the Council's control. These delays have now successfully been overcome and the project is moving towards delivery.
8. The tender for a contractor to carry out the construction works was issued in May 2023 and returned in July 2023. This multifaceted tender involved a package of works funded

by City Deal, Sustrans and ERC Developer contributions, as well as essential reservoir works to be undertaken on behalf of Scottish Water at the same time to minimise disruption and road closures.

9. Evaluation of the tender is now complete and a preferred contractor has been identified. However, East Renfrewshire Council procurement rules mean that a project tender cannot be accepted without guaranteed funds.
10. It is anticipated that the Glasgow City Region Chief Executives' Group will approve the Full Business Case (FBC) in October 2023 under delegated authority. Following successful approval, the City Region will thereafter release the final tranche of funding for the City Deal elements of the scheme. Funding for the Scottish Water elements of the works package and developer contributions are also in place.
11. The Council was successful in securing a £5.7m grant from Sustrans via their Transport Scotland funded Places for Everyone programme to support the active travel aspirations of this project. Officers worked closely with Sustrans for a number of years on plans and designs to create an exemplary active travel route that delivers a safe segregated route between Barrhead and Newton Mearns. This includes a pedestrian and cycle path, promenade, bridge and associated landscaping.
12. Transport Scotland, the governing body for Sustrans, unexpectedly advised the Council in June 2023 that they were no longer able to accrue committed funds into a subsequent financial year meaning that grant funding can no longer be carried over to the next financial year.
13. Due to the unexpected delays to the project, only £2.7 million of the Sustrans grant will be spent this in 2023/24, resulting in a £3 million shortfall for the works required in 2024/25. As the tender is at an advanced stage, it is not possible to split out the active travel elements.
14. A formal appeal was made in the form of a letter from the Council's Chief Executive to Transport Scotland's Chief Executive to request consideration to allow the £3 million underspend to be carried over, as has been done in previous years for various projects. Unfortunately, Transport Scotland confirmed this will not be possible.
15. The active travel route is a key part of the Aurs Road project and it will bring wide-ranging benefits for East Renfrewshire residents. It provides the opportunity to transform walking and cycling connections in the local area therefore merits increased investment from East Renfrewshire Council.
16. Both Transport Scotland and Sustrans have specified that priority consideration will be given to this project in the future and have invited a further grant application for the £3 million in 2024/25. Should this award be successful, the £3 million would be returned to East Renfrewshire Council budgets. Every effort will be made by officers to recover the £3 million shortfall through grant applications.
17. Once funding is confirmed, a contractor can be appointed and a start date for construction can be set (estimated as late 2023/early 2024). A 12 month construction period is anticipated.

## FINANCE AND EFFICIENCY

18. East Renfrewshire is benefiting from a £44 million investment package comprising £38 million investment from the Scottish and UK Governments and co-funded by the Council through a £6 million capital contribution.
19. An additional Council £3 million investment in the Aurs Road scheme is required for 2024/25, due to a change in Scottish Government policy which prevents Sustrans from agreeing to carry forward outstanding committed funds. The Council has been invited to reapply for £3m Sustrans funding in 2024/25, but the outcome of this application will not be known until March or April 2024, Council is therefore being asked to guarantee the availability of this sum in the interim to allow the tender to be accepted and the project to proceed this year.
20. The Council has options as to how it might cover the £3m. We have sufficient resource available in our Capital Reserve (currently £5.4m) to cover the required contribution. Further, we await an announcement on the Council's bid for two replacement schools under the Learning Estate Improvement Programme (LEIP 3) and, as it is unlikely that we will be successful in both bids, there is also likely to be some scope within existing financial plans to cover the required sum. We would intend to avoid an increase in borrowing wherever possible, with current high interest rates on borrowing of £3m having loan charge implications of between £216k and £241k per year for a period of 20 years.
21. Should the Council be successful in receiving grant funding by Sustrans/other partners in 2024/25, any Council contribution would be returned, but this is not guaranteed.

### Contingency Within Overall Project Budget

22. The contract is being procured using the NEC3 Engineering and Construction Contract where the contract document makes no allowance for contingencies. Using this type of contract, the contract sum is a fixed price amount. Nonetheless, in all Contracts changes occur and the risks identified can materialise at which point mitigation measures need to be implemented.
23. In any construction contract, a Contractor may be asked (or forced due to issues outwith their control) to make a change or deviate from the agreed plans e.g. abnormal weather conditions causing delays; design errors; unforeseen soil conditions; identified risks materialising etc. are just a few issues that can arise and cause a change to be instructed. Making provision for a contingency sum allows this flexibility, and should be viewed not as a loss or overspend, but as a tool to complete the project within budget.
24. Once an issue is identified and the need to possibly utilise the contingency budget arises, the NEC3 Contract sets out a process to be followed. An Early Warning is given notifying the parties of the issue that could lead to a change. (It must be understood that some circumstances can prevent an Early Warning notice being raised as some issues may occur and need rectification urgently). The raising of the Early Warning affords the design team an opportunity to consider the issue and seek to resolve the situation as best they can. This resolve could be a cost/time saving solution; a cost/time neutral solution; or a cost/time increase.
25. Not all Early Warnings lead to a negative outcome. Following the Early Warning notice, and a meeting to agree a resolve, a Compensation Event is then raised and considered if there is a change to the scope, price or timeline.

26. Under NEC3 contracts, any changes to the Scope of Works leads to a Compensation Event where the Contractor is entitled to additional monies and the original agreed fixed price contract sum is then adjusted upwards to account for the change, (provided the change is deemed not to be the fault of the Contractor). Compensation events relate to any changes and / or risks materialising in the contract and, in order to adhere to contract conditions, must be considered within 14 days. Any decision to increase the Contract Sum must be adhered to. The NEC3 Project Manager, as Contract Administrator, must administer the contract in an impartial manner and carry out their duties in strict accordance with the terms and conditions of the Contract.
27. All communication / documentation relating to the Contract is recorded and maintained so recording of an issue, actions instructed to resolve, reasoning and final decisions are all transparent and available for audit purposes. NEC contracts encourage good project management and clear communication in written form in an attempt to stave off disputes.
28. Our Design Team prepared a cost plan for the project which demonstrates there are available funds to be allocated as a contingency allowance of approximately 10% of the contract sum funded from the overall project budget.
29. A risk register has also been produced and costed to try and estimate the cost of variations and unknowns, we expect this to be in the region of £1.5m.
30. To agree these Compensation Events timeously there is often limited time in which to prepare a full report and approach Cabinet for agreement. The need to seek cabinet approval to use the within budget contingency could add further constraints to the contract management process. By formally recognising the defined contingency pot is within the approved project budget, Cabinet will negate the lengthy process of seeking Cabinet approval for every Compensation Event.
31. Notwithstanding the contingency allowance, if project costs escalate to the extent there is a risk of the contingency pot being breached, a full Cabinet paper would be prepared and presented to afford Cabinet members the opportunity to make a decision and take appropriate action.
32. For the reasons set out above, Council approval is sought for the use of a contingency allowance of approximately 10% of the contract sum funded from the overall project budget.

## **CONSULTATION**

33. Officers have consulted in depth with partners at Sustrans, Transport Scotland, the Glasgow City Region Project Management Office as well as internal finance and procurement.

## **PARTNERSHIP WORKING**

34. Partnership working is key to the delivery of the Aurs Rd project and partners have been engaged to find possible solutions and ways forward to achieve project delivery. This project is being led by the Council's City Deal and Infrastructure team and involves multiple stakeholders and partners internally at Council including roads, planning, legal, procurement and property. External partners include the Glasgow City Region City Deal Programme Management Office, Scottish Water, Sustrans, Transport Scotland and local landowners.

## IMPLICATIONS OF THE PROPOSALS

35. An equalities impact assessment in accordance with the Equality Act 2010 has been undertaken for this project, to supplement the Equalities and Human Rights Impact Assessment (E&HRIA) that was prepared alongside the East Renfrewshire Proposed Local Development Plan. The E&HRIA sets out what positive and negative impacts for the plan or its policies might have. Individual City Deal funded projects are assessed individually at the appropriate time within the preparation of each business case and in conjunction relevant Council colleagues.
36. For the Aurs Road Improvements project, a Climate Change Impact Assessment (CCIA) Stage 2 Report was undertaken in November 2022 which concluded that the project will have a moderate detrimental impact on Council Operations achieving Get to Zero which will be limited to the years of construction with no long-term detrimental impact beyond the supply-chain emissions. The project will have a small positive effect on climate impacts and a small positive effect on climate adaptation with the delivery of active travel routes and the possibility of using which solar street lighting would reduce impact on electricity emissions.

## CONCLUSIONS

37. The Aurs Road improvement project is a critical part of East Renfrewshire's £44 million City Deal programme, which aims to stimulate sustainable inclusive economic growth. Delivery of this key project is at a crucial stage with the approval of the tender and appointment of a contactor imminent.
38. Plans are in place to enhance the City Deal funded element of the project with an exemplary active travel route. Developed as part of a successful Sustrans grant application, this route will deliver a safe segregated route between Barrhead and Newton Mearns including a pedestrian and cycle path, promenade, bridge and associated landscaping.
39. Due to third party delays out with the Council's control, and a recent change to Sustrans' financial processes, there is currently a £3 million shortfall in Sustrans' grant funding for 2024/25. In order to award the Aurs Road project tender, this £3 million requires to be underwritten by the Council. It is anticipated that a future grant application will recover these funds however this is not guaranteed.
40. Without the additional £3 million Council capital investment for 2024/25, the contract cannot be awarded for the delivery of the entire Aurs Road City Deal project and result in the loss of the significant associated benefits for local residents.
41. Without the contingency allowance the financial and delivery risk for the project increases as a direct result of the need to return to Cabinet with changes leading to a breach in terms and conditions of the NEC3 Contract and leave the Council open to legal challenge or court action.
42. Council is asked to note the Full Business Case for the Aurs Road Realignment projects will be submitted to the Glasgow City Region Programme Management Office on the 16 September for appraisal and approval by the Chief Executives' Group which will release the final tranche of funding.

**RECOMMENDATIONS**

43. The Council is asked to:

- a) note the progress and strategic importance of the Aurs Road City Deal project;
- b) note the changes to Sustrans financial grant funding rules for 2023/24 and the possibility of a successful application for the £3 million in 2024/25;
- c) approve the allocation of £3 million in Council funds to the Aurs Road project in 2024/25 to cover the shortfall should the grant application for completion of works in 2024/25 not be approved;
- d) approve the use of a contingency allowance of approximately 10% of the contract sum funded from the overall project budget; and
- e) note the submission of the Full Business Case for the Aurs Road Realignment projects to the Glasgow City Region Programme Management Office.

Director of Environment

Further information can be obtained from: Gillian McCarney, Head of Place  
[Gillian.McCarney@eastrenfrewshire.gov.uk](mailto:Gillian.McCarney@eastrenfrewshire.gov.uk)

September 2023

BLANK PAGE



# Aurs Road

Existing Layout:



Proposed Layout:



BLANK PAGE

EAST RENFREWSHIRE COUNCIL13 September 2023Report by Director of EnvironmentLEASE AND SERVITUDES RELATED TO AURS ROAD REALIGNMENT**PURPOSE OF REPORT**

1. The purpose of this report is to seek the approval of the Council to enter into the Lease, Licence to Occupy Agreement and Servitudes required for use of Scottish Water owned land in relation to the Aurs Road Realignment City Deal project.

**RECOMMENDATIONS**

2. The Council is recommended to:
  - a) approve entering into a 120 year Lease with Scottish Water to allow the construction of a promenade;
  - b) approve entering into a Licence to Occupy Scottish Water land out with the Lease required to construct the promenade; and
  - c) approve entering into the 7 Servitudes required for the use of land in Scottish Water ownership for future access and maintenance.

**BACKGROUND AND REPORT**

3. Scottish Water (SW) are a critical stakeholder in the City Deal Aurs Road Re-alignment project.
4. Project deliverables:
  - Road improvements
    - two sections of new road to provide improved alignment
    - a new bridge to replace an existing weak road bridge
    - a narrowing of Aurs Road to one lane and associated traffic signal control as it passes beneath the railway bridge
    - the installation of new roundabout
    - the resurfacing of the full stretch of road
    - The release of land to enable the construction of Country Park Visitor Facilities and associated off road parking provision. Site layouts and park provision will be determined separately as part of the Visitor Facilities Business Case
  - Pedestrian and Active Travel provision
    - a new Promenade on dam face of Balgray Reservoir providing pedestrian and cycle connectivity

- a new 2 km active travel link between Barrhead and Newton Mearns
  - a new foot bridge over Brock Burn to serve the Active Travel route
  - the partial alteration of the existing walkway bridge to Scottish Water's drawdown tower
  - Works to Balgray Reservoir structure
    - the installation of replacement culvert between Balgray Reservoir and Brock Burn by undertaking deep cut through the existing dam structure (on behalf of Scottish Water);
    - the removal and infill of the existing Brock Burn overflow weir which enables footpath improvements.
5. Scottish Water are participating on the basis of working collaboratively on the use of part of their land and infrastructure assets to construct the project at Balgraystone Reservoir on the proviso that Scottish Water will not incur any additional obligations, whole-life cycle costs or maintenance impact on their existing assets. Scottish Water's obligations under the various Reservoir Acts and its role as reservoir manager must not be fettered and the Council accepts unlimited liability for insurance risks arising from the City Deal Project.
6. The Scottish Water assets affected are the face of the reservoir dam wall and embankment structures along with draw-down apparatus and water channels. The current Aurs Road runs on the top of the one of the reservoir embankment structures which were constructed in the late 1800's.
7. The Council considered a report related to the design of the project at its meeting of 3rd June 2021, which provides further information. The project construction tender award is imminent.

Lease with Scottish Water

8. Council is requested to approve entering into a Lease with Scottish Water to become a tenant for a duration of 120 years, along with seven Servitudes. The design life of the Promenade is estimated at 125 years hence the duration length of the lease.
9. The servitudes and lease agreements have been negotiated with the Council's Legal and Estates Services in-conjunction with the City Deal Project team and lead external legal Advisor, CMS. CMS are a major UK legal practice with substantial experience in infrastructure legal documents and were appointed via the Council's legal consultancy framework to advise on all building contract, lease and servitude documentation for the project.
10. The lease terms are;-
- A lease for 120 years with a tenant break clause on the fifteenth anniversary of the date of entry.
  - A yearly rent of £1 will be payable to Scottish Water.
  - The date of entry will depend on approval by City Deal Cabinet and the award date of the building contract. Currently this is estimated to be early December 2023.

- The project will construct, maintain, repair the promenade as a public walkway accessible by the public by foot and cycle bikes created on the Reservoir Dam embankment and slope to a design and specification within the Procurement Agreement (minute of understanding) between the organisations entered into in June 2023 and the building contract.
- The lease use is as a public active travel Promenade for organised recreational and educational activities and ancillary uses. Scottish Water will share in any rental receipts that are generated after deduction of reasonable management costs.
- A break clause in favour of the Council has been secured at any time after the 15<sup>th</sup> year anniversary upon 12 month notice to allow ERC to terminate. This may be required should the obligations of the lease become uneconomic financially.
- The Council has a right to alter, repair and replace its original construction over the lease term and exercise its statutory functions as The Roads Authority. ERC have to notify Scottish Water promptly of any defect or disrepair issue. ERC has reserved air space rights (to aid construction and ongoing maintenance) and to install drainage and other features as per the original building contract. Amendments after completion require the prior approval of Scottish Water.
- The Council has no obligations under the lease in respect of Reservoir Safety or for Scottish Water role as Reservoir Manager.
- Scottish Water are obligated to comply with the statutory obligations as Reservoir Manager including the requisite inspection of the Reservoir and its infrastructure at least every 10 years as per statute.
- The Council is obliged to remove the promenade at the end of the 120 year lease (unless the parties agree otherwise).
- The Council and Scottish Water have agreed a repair and maintenance liability split. The Council will be responsible for the promenade surface and all apparatus on it and Scottish Water will be liable for the existing dam structure and inspection of the promenade wall. A revenue funding bid will be lodged to cover the costs of the Council's obligations in relation to maintenance costs.
- If Scottish Water require access to the dam core behind the promenade wall to carry out repairs, they will bear the costs of the repairs but ERC will be liable for the costs to open up the structure and re-instatement.
- Scottish Water reserve the right to step-in to do any of East Renfrewshire Council's obligations where Scottish Water reasonably consider that the repair prejudice's Reservoir Safety. Except in the case of emergency any dispute on the works and/or timetable the matter can be referred to an independent expert.
- Where Scottish Water require to break the surface of the promenade or to remove in part or whole of the promenade to access their apparatus then the cost is borne by ERC who have to reimburse the cost associated with the removal and reinstatement arising from Scottish Water works. The frequency and cost to ERC is unknown.

- ERC are also responsible for any repair costs within the lease which are required from the Reservoir Acts regular inspection regime.
- The parties will agree a property asset management plan during the 3<sup>rd</sup> to 5<sup>th</sup> years post Practical Completion date to identify and establish a coordinated regular planned maintenance schedule to reduce unnecessary costs/duplication.
- The Council has to maintain and exhibit a minimum of £10m Public Liability insurance which Scottish Water can require to be increased to be commensurate with insurance industry standards. Scottish Water have not agreed to any cap on the level of Public Liability level during the lease duration.

#### Licence to Occupy Scottish Water Land outwith the Lease During Construction Phase

11. During the construction phase access to Scottish Water land out with the lease is required for accommodation, storage and pre install fabrication, which will require a Licence to Occupy (LTO).

#### Servitudes

12. The project also requires 7 servitudes which provide rights via title burdens in perpetuity to parts of Scottish Water land to allow the construction and maintenance of crash barriers, earthworks, retaining walls, structures, bridges, vehicle restraint barriers, landscaping, drainage and maintenance access rights. The table below lists the servitudes required.

1	Balgray Active Travel
2	Aurs Road Active Travel
3	Coalhill
4	Aurs Road Verge (South)
5	Aurs Road Verge (North)
6	Brock Burn Road Bridge (East)
7	Brock Burn Active Travel & Brock Burn Road Bridge

#### Risk Management

13. Risk Registers were prepared at the project outset. These are dynamic documents and are updated and reviewed regularly. Project teams share risk registers and work together to review and update these documents until the end of the construction phase.
14. The Council undertook a number of risk workshop sessions lead by an independent consultant specialising in hydrology. These workshops concluded with identifying the following risks.
  - Promenade or road defect or failure causing damage to dam structure (e.g. water ingress to core) – This risk was not considered credible by a dam engineer. Any increased loadings on dam due to road or promenade has been taken into account in the design.
  - Loss of life or serious injury due to promenade failure, falls from promenade and drowning due to illegal access from the promenade. Risks are consider low or no greater already than existing risk. Risks will be further mitigated by signage and education.

- Vandalism to dam causing failure to dam. – Risk was considered low and twice weekly walk over visits undertaken by Scottish Water Engineers will identify vandalism and instruct remedial action.

## **FINANCE AND EFFICIENCY**

15. The acquisition will be funded from the City Deal provision contained within the approved Capital Plan. The known maintenance costs are subject to a revenue bid and further requests will be made in future years once the promenade is open and the Planned Preventive Asset Management Plan is developed based upon operational experience.

## **CONSULTATION**

16. There has been consultation with the Council's Development Management, City Deal, Legal Services, Roads, Local Development Plan and Estates Teams.

## **PARTNERSHIP WORKING**

17. The proposed agreement will require co-operation between various Council Services and contractual agreements with the current site owners.

## **IMPLICATIONS OF THE PROPOSAL**

18. There are no staffing, state aid, property, legal, ICT, equalities or sustainability implications directly associated with this report.

## **CONCLUSIONS**

19. The re-alignment of Aurs Road and construction of a Promenade is a substantial civil engineering build with many complex and challenging elements. The proposed acquisition will enable the tender to construct to be progressed and a site start made after seven years of design and enabling works for the upgrade of Aurs Road. The project will provide better connectivity between Barrhead and Newton Mearns, enhance the road network through better and safer design whilst increasing the attractiveness and accessibility to the Barrhead South, the Development Opportunity Area and to The Dams Country Park from across the city region. –The project will deliver an exemplar 'active travel' corridor with associated health and community benefits.

## **RECOMMENDATIONS**

20. The Council is recommended to:
  - a) approve entering into a 120 year Lease with Scottish Water to allow the construction of a promenade;
  - b) approve entering into a Licence to Occupy Scottish Water land outwith the Lease required to construct the promenade; and

- c) approve entering into the 7 Servitudes required for the use of land in Scottish Water ownership for future access and maintenance.

Director of Environment

Further information can be obtained from Gillian McCarney-Head of Place,  
[Gillian.mccarney@eastrenfrewshire.gov.uk](mailto:Gillian.mccarney@eastrenfrewshire.gov.uk)

September 2023



EAST RENFREWSHIRE COUNCIL13 SEPTEMBER 2023Report by Director of Business Operations and PartnershipsCHANGES TO ORGANISATIONAL STRUCTURE - EDUCATION**PURPOSE OF REPORT**

1. The purpose of this report is to seek Council approval for a proposed restructure of Head of Service remits within the Education Department.

**RECOMMENDATIONS**

2. The Council is asked to:

- a) Approve the changes to the Head of Service remits within the management structure in the Education Department;
- b) Delegate to the Head of HR and Corporate Services in consultation with the Director of Education to make the necessary arrangements.

**BACKGROUND**

3. There are many changes taking place both internal and external to the Council and it is important that senior management structures are continuously reviewed to ensure services are delivered in the most efficient and effective manner.

4. In October 2020 Council approved the current remits for the Heads of Service within the Education Department management structure.

**REPORT**

5. There are currently three Heads of Service in the Education Department and the current structure is shown in Appendix 1a:

- Head of Education Services (Equality and Equity)
- Head of Education Services (Performance and Provision)
- Head of Education Services (Quality Improvement).

6. Since the last restructure, in order to better reflect local and national priorities there is a need to consider how we maximise the capacity of the Education Department to continue to deliver the vision of '*Everyone Attaining, Everyone Achieving through Excellent Experiences*' and meet the challenges associated with our Vision for the Future ambitions.

7. As part of the Scottish Attainment Challenge East Renfrewshire has been provided additional resources through Strategic Equity Funding for the period 2022-23 to 2025-26. In addition, during the academic year 2022-23 the Education Department undertook a statutory consultation around Gaelic Medium Education, started planning for the handover of PFI/PPP

schools to the Council and submitted a bid to the Scottish Government for new schools as part of the Learning Estate Investment Programme. During this period the Education Department had to make temporary changes to the remits of the Heads of Service to support this workload.

8. It is proposed to formally make changes to the portfolio of services that two of the Head of Service lead on. No change is proposed to the remit of the Head of Education Services (Equality and Equity). The purpose of this change is:

- To better align performance with planning, reporting and quality improvement thereby strengthening the support for the Council priorities linked to improving outcomes for all children and young people and closing the equity gap;
- To concentrate leadership resource on the challenges and strategic priorities associated with ensuring sufficiency of early years and schools places, particularly in the context of Local Development Plan 3.

9. It is proposed that the Head of Service remits are changed to:

- Head of Education Services (Equality and Equity)
- Head of Education Services (Provision)
- Head of Education Services (Performance and Quality Improvement).

The proposed structure is shown in Appendix 1b.

## **FINANCE AND EFFICIENCY**

10. There are no additional financial implications as no new posts are being added into the structure.

## **CONSULTATION AND PARTNERSHIP WORKING**

11. Consultation in relation to these proposals has been undertaken with affected employees and the Trade Unions have been made aware of the changes.

## **IMPLICATIONS OF THE PROPOSALS**

12. There are no IT, sustainability, equalities or other implications associated with this report.

## **CONCLUSIONS**

13. The proposals contained within this report allow changes to the senior management teams which will ensure ongoing focus on service delivery and support the Education Department to continue to deliver highest quality education for all children and young people.

## **RECOMMENDATIONS**

14. The Council is asked to:

- a) Approve the changes to the Head of Service remits within the management structure in the Education Department;

- b) Delegate to the Head of HR and Corporate Services in consultation with the Director of Education to make the necessary arrangements.

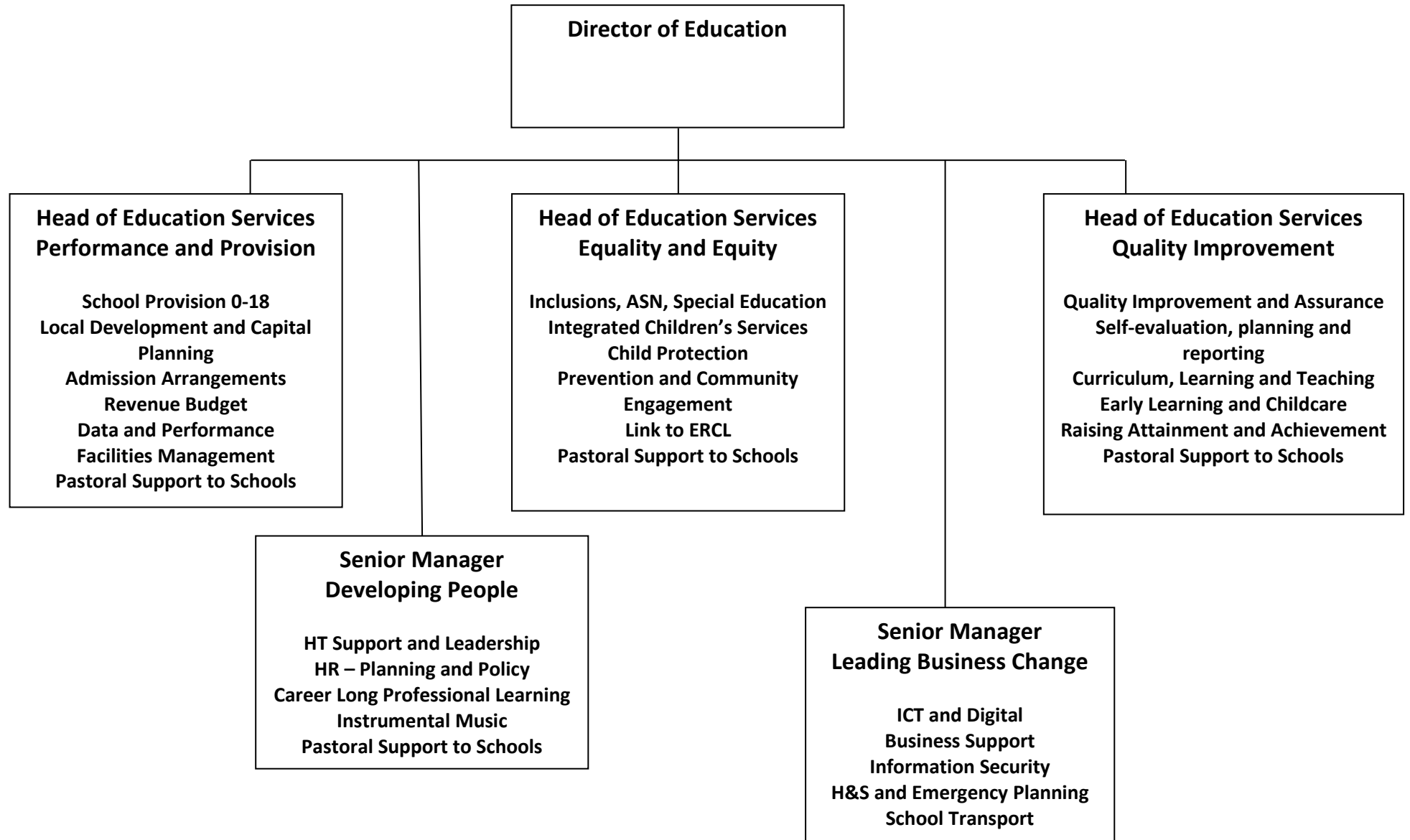
REPORT AUTHOR: Sharon Dick, Head of HR and Corporate Services, 07741 235242

CONVENER: Councillor Owen O'Donnell, Leader

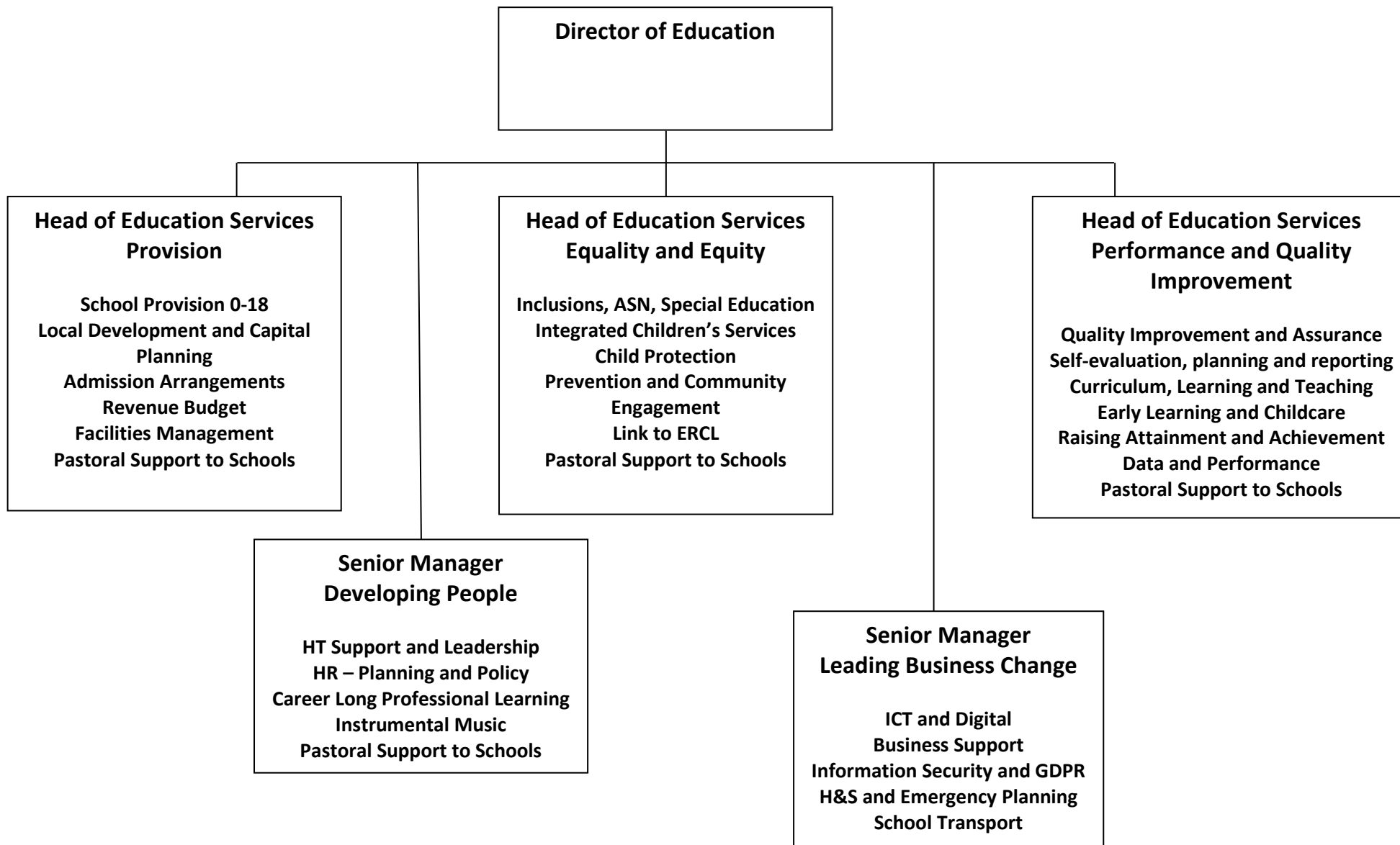
September 2023

BLANK PAGE

## Education Department Management Structure Current Structure



**Education Department Management Structure  
Proposed Structure**



EAST RENFREWSHIRE COUNCILCOUNCIL13 SEPTEMBER 2023Report by Director of EducationEAST RENFREWSHIRE CULTURE AND LEISURE TRUST BOARD APPOINTMENT**PURPOSE OF REPORT**

1. The purpose of this report is to recommend for approval by the Council the nomination of a new independent board member for the Trust following a recent resignation.

**RECOMMENDATIONS**

2. Council is asked to endorse the recommendation of the East Renfrewshire Culture and Leisure Trust Board and approve the appointment to the Board of Ms Susie Malcolm in accordance with the Trust Articles of Association and Board Charter.

**BACKGROUND AND REPORT**

3. The Articles of Association identify as a basis for Independent Candidates that they are “a representative of the East Renfrewshire area and/or together representing or possessing a comprehensive range of skills and interests relevant to the Objects of the Company, and of their having skills and experience which, in the opinion of the Member, would be of assistance to the board of Trustees.”
4. Following the resignation of Dr. Noreen Siddiqui from the Board of East Renfrewshire Culture and Leisure (ERCL) after seven years’ service, the Board has conducted a recruitment and selection exercise according to the process previously set out for the Nominations Committee by the Board Charter, in accordance with the Trust Articles of Association. Dr Siddiqui was an Independent member of the Board and, marketing and communications specialist, who served on the Finance, Audit and Risk Committee.
5. A Board Member’s *Skills Matrix* has been produced by the Trust (in accordance with Article 10.4.1). This identifies the mix of skills and experience currently available to the Trust through its board members, and/or areas where additional skills and experience are sought. This identified the criteria sought in a new Independent Board member including:-
  - Commercial, marketing and/or communications expertise
  - Business Planning and Performance Management
  - Ideally a resident of East Renfrewshire
  - Experience of non-executive roles and Corporate Governance
  - Oversight of Financial Planning, Controls and Reporting
  - An interest in sports, arts and/or culture
  - Particular knowledge of a sport or area of cultural, leisure or artistic practice

6. In accordance with Article 10.4.4, the Nominations Committee previously established a register of suitable candidates for independent positions on both the charity's main Board and/or the board of the subsidiary Trading Company.
7. A suitable candidate was identified from the register and had a number of meetings with the Chairman, the Chief Executive and Senior Management prior to being considered by the Nominations Committee.
8. The Committee were unanimous in approving Ms. Malcolm for recommendation to the Board. Ms. Malcolm is a local resident and patron of ERCL; and experienced Senior Management executive with a proven track record in the Leisure sector. An experienced senior executive, consultant and project manager, she has extensive professional experience in a variety of industry sectors including leisure, where she was Head of Families for a major leisure operator.
9. The Trust's Chair formally wrote to the Board to seek their formal approval to invite Ms. Malcolm to join the Board subject to Council Agreement. Board approval was unanimous. References were subsequently taken up all of which are highly satisfactory.
10. The Board of East Renfrewshire Culture and Leisure therefore recommend Ms. Susie Malcolm to the Council for appointment to the Board of the Trust.
11. Following Council approval and with all independent members in place, the Board will move to fill any vacant committee roles at its next meeting.

#### **FINANCE & EFFICIENCY IMPLICATIONS**

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

#### **CONCLUSION**

13. This report summarises the recruitment and selection process undertaken by the Trust and its Nominations Committee in accordance with its Articles of Association and Board Charter, and its outcome.
14. The Director of Education is confident that the nominated candidate will be an excellent addition to the Trust. She brings skills and experience, which will further strengthen the governance and scrutiny of the Trust and will help to ensure it continues to make positive contributions to the CPP's Community Plan, to achieve the Council's objectives, and, most importantly, will continue to improve the experiences and outcomes of its customers, building on its recent successes.
15. With the appointment of Ms. Malcolm the Trust Board will be complete.

#### **RECOMMENDATION**

16. Council is asked to endorse the recommendation of the East Renfrewshire Culture and Leisure Trust Board and approve the appointment to the Board of Ms Susie Malcolm in accordance with the Trust Articles of Association and Board Charter.



Report Author

Anthony McReavy, Chief Executive ERCL  
[Anthony.McReavy@ercultureandleisure.org](mailto:Anthony.McReavy@ercultureandleisure.org)

Convener Contact Details

Councillor Andrew Anderson, Convener Community Services  
Tel: 07718 697115

BLANK PAGE

EAST RENFREWSHIRE COUNCIL13 SEPTEMBER 2023Report by Director of Business Operations and PartnershipsProposed Change to the Calendar of Meetings 2024**PURPOSE OF REPORT**

1. Council is asked to approve a change to its Calendar of Meetings for 2024, which was approved by Council at its meeting held of 28 June 2023.

**RECOMMENDATION**

2. That Council approves the change of the date of the meeting of the Education Committee, originally scheduled to be held on Thursday 7 November 2024, to now be held on Thursday 14 November 2024.

**BACKGROUND**

3. In accordance with the terms of the Council's Standing Orders, the full Council approved the calendar of meetings of the Council for 2024, on 28 June 2023.
4. Since then, it has emerged that the calendar has an anomaly in it, in that both the Cabinet and the Education Committee are scheduled to meet on the same day and time (i.e. Thursday 7 November 2024 at 10.00am).

**REPORT**

7. To give Members as much notice as possible of future meeting arrangements, the calendar of meetings is routinely prepared well in advance.
8. Due to an oversight, the November 2024 meetings of the Cabinet and the Education Committee were listed as meeting on the same day and at the same time.
9. Officers considered the options available and it deemed it more difficult to change the Cabinet meeting, as this would have a knock on effect for the Cabinet meetings in October and December. It was, therefore decided to move the Education Committee to either 31 October or 14 November.
10. Following discussion with the Council's Director of Education, it is proposed that the Education Committee now meet at 10.00am on Thursday 14 November 2024.

**RECOMMENDATION**

13. That Council approves the change to the 2024 calendar of meetings, as detailed in Paragraph 10 above.

Local Government (Access to Information) Act 1985  
Background Papers – None

Convener: Provost Mary Montague

Report Author: Colin J Sweeney, Democratic Services Manager

Telephone: 0141 577 3023

E-mail: [colin.sweeney@eastrenfrewshire.gov.uk](mailto:colin.sweeney@eastrenfrewshire.gov.uk)

EAST RENFREWSHIRE COUNCIL

13 September 2023

Report by the Director of Business Operations and PartnershipsAPPOINTMENT OF RETURNING OFFICER**PURPOSE OF REPORT**

1. To appoint a Returning Officer following the retirement of the former Chief Executive on 7 July 2023.

**REPRESENTATION OF THE PEOPLE ACT 1983**

2. In terms of Section 41 of the Representation of the People Act 1983, every local authority in Scotland has to appoint an officer of the authority to be the Returning Officer for each election of councillors for the authority. From this appointment flows the appointment of the Returning Officer for all other types of election e.g. UK Parliamentary Election and Scottish Parliamentary Election.
3. Once appointed, a returning officer holds that position until death, resignation or is for any other reason unable to act in that capacity. Although the Council is responsible for appointing a person to the office of Returning Officer, it should be noted that the office of Returning Officer is a distinct office from any office or employment, which the Returning Officer holds, which qualifies him/her to be appointed as Returning Officer.
4. Most local authorities in Scotland have appointed their Chief Executives as Returning Officer and East Renfrewshire Council has continued to do so since 2008 when its' then Returning Officer, the then Director of Central Services retired.

**RECOMMENDATION**

5. Recommended that the Council appoint Steven Quinn, Chief Executive, as Returning Officer with effect from 13 September 2023.

Legislation

Access to Information Act 1985

Representation of the People Act 1983

Report Author

Colin J Sweeney, Democratic Services Manager

Telephone 0141 577 3023 or Email [colin.sweeney@eastrenfrewshire.gov.uk](mailto:colin.sweeney@eastrenfrewshire.gov.uk)

BLANK PAGE