

East Renfrewshire Community Planning Partnership Board Meeting

Time: Monday 09th October 2023 at 10am

Location: Council HQ, Eastwood Park, Rouken Glen Road Giffnock G46 6UG

AGENDA

1. Apologies
2. Welcome and introduction by Chair
3. Minute of meeting of 10th October 2022 and matters arising.
4. Chief Officer's Public Protection Group Report
5. 2022-2023 Annual Review – Community Plan End Year Report
6. Vision for the Future update
7. Scottish Government- Verity House Agreement
8. Any other business
9. Date of next meeting

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MINUTE

of

COMMUNITY PLANNING PARTNERSHIP BOARD

Minute of meeting held at 9.30am in the Hays and Maxton Rooms, Barrhead Foundry on 10 October 2022.

Present:

Councillor Owen O'Donnell (Chair)
John Binning (Strathclyde Partnership For Transport)
Alan Coughtrie (Scottish Fire and Rescue Service)
Anne Marie Kennedy (Voluntary Action East Renfrewshire)
Lee McLaughlin (Health and Social Care Partnership)

Lorraine McMillan (East Renfrewshire Council)
David McPhee (Scottish Government)
Louise Pringle (East Renfrewshire Council)
James Russell (Skills Development Scotland)
Mark Sutherland (Police Scotland)
Charlie Tymon (Scottish Fire and Rescue)

Councillor O'Donnell in the Chair

Attending:

Jamie Reid, Strategic Insight and Communities Senior Manager; Julie Breslin, Strategy and Partnerships Manager; and Jennifer Graham, Committee Services Officer.

Apologies:

Councillors Tony Buchanan and Gordon Wallace; Emilia Crighton and Colin Neil (NHS Greater Glasgow and Clyde); Janice Kennedy (Scottish Enterprise); David McCarrey (Scottish Fire and Rescue Service); and Julie Murray (Health & Social Care Partnership).

INTRODUCTION

1. Councillor O'Donnell welcomed those attending and invited all present to contribute to the discussion and debate.

MINUTE OF PREVIOUS MEETING

2. The Board considered and approved the Minute of the meeting of 30 August 2021.

CHIEF OFFICER'S PUBLIC PROTECTION GROUP REPORT

3. Councillor O'Donnell invited Ms McLaughlin to introduce the Chief Officer's Public Protection Group report.

The report provided an overview of the work of the Chief Officers Public Protection Group 2021/22 advising that the group was chaired by East Renfrewshire Council and consisted of a number of core members and associate members who attended as required.

The group had a number of functions including, providing leadership and accountability across all public protection arrangements within East Renfrewshire; co-ordinating strategic developments within public protection; scrutinising self-evaluation of public protection activity; and reviewing and directing improvements on performance and audit, amongst other things.

The report outlined that the impact of Covid-19 had increased the risk of harm which had led to an increase in demand and complexity of needs when protecting vulnerable children and adults. A summary of activities for 2021/22 was provided and included an oversight and endorsement of the Public Protection Development Programme; successful test of change and development of a permanent dedicated Adult Support and Protection Team; oversight of activity and performance of Multi-Agency Public Protection Arrangements (MAPPA); and oversight and scrutiny of the Violence Against Women & Girls Partnership, which included development of the Domestic Abuse Pathway.

Ms McLaughlin reported that the group had met more regularly during the Coronavirus Pandemic, to help reduce the increased risk of harm to vulnerable children and adults, and had oversight of two complicated large scale investigations in care homes during that time. External validation had taken place including in relation to a Joint Inspection of Services for Children at Risk of Harm, which had highlighted "outstanding and sector leading" practices with a grade of "excellent" for the impact on children and young people. In addition the large scale investigations in local care homes had been particularly challenging but positive outcomes had been achieved due to the hard work and dedication of Health and Social Care Partnership staff and partner organisations. Work was progressing on the change to Moving Forward to Change (MF2C) which was expected to be submitted for accreditation in 2023, and an independent observation of the East Renfrewshire Multi Agency Risk Assessment Conference completed by Safe Lives had reported a range of strengths and best practice.

Having heard officers comment that partnership working in East Renfrewshire remained strong, the Board:-

- (a) agreed that the East Renfrewshire Chief Officer Public Protection Group continue to provide annual updates to the Community Planning Partnership concerning public protection scrutiny and improvement activity that provided assurance that people and communities were being kept safe; and
- (b) otherwise, noted the report and comments made.

2021-2022 ANNUAL REVIEW – COMMUNITY PLAN END YEAR REPORT

4. Councillor O'Donnell invited Ms Pringle to introduce the 2021-2022 Annual Review – Community Plan End Year report.

The report provided a summary of key progress made in relation to Community Planning and Fairer East Ren outcomes and identified areas where ongoing attention and action was required.

Ms Pringle gave an overview of the report, highlighting that this was the 4th annual report and the majority of indicators had moved in the right direction of travel or had remained the same. She provided further information on the five key outcomes, advising that, in terms of Outcome 1 “Early Years and Vulnerable Young People” there had been a slight decrease in families accessing financial advice, but it was expected that this may start to increase due to the cost of living crisis and remained an area of priority. In Outcome 2 “Learning, Life and Work” she reported an increase in the number of school leavers entering a positive destination, which was above the national average, but there had been a decline in the percentage of the population who were economically active which compared unfavourably to the national level. Positive progress had been recorded in relation to the remaining outcomes, and further information was provided on each priority including steps for achievement; outcome indicators; and a snapshot of success in 2021-22.

Ms Pringle reported that a number of engagement exercises had taken place in relation to locality planning, including some participatory budgeting exercises, adding that local action plan work tied in with the locality plan. Some of the priority areas highlighted during engagement included, feeling safe; increased and targeted services for young people; investment in the physical environment; and loneliness & isolation. In conclusion, she advised that the 2021-22 Fairer East Ren Recovery Transition Delivery Plans would be rolled forward for 2022-23 to allow partnership working to take place to review our strategic planning approach and develop ambitious, longer term delivery plans that would allow East Renfrewshire to thrive and work to create a fairer future with all.

During discussion, it was highlighted that further work required to be done to encourage economically inactive people to return to work, including by working with GPs to allow people to remain in work rather than being signed off sick; and to attract early retirees back in to the labour market.

Having noted the information provided and comments made, the Board:-

- (a) approved the annual report for publication; and
- (b) otherwise, noted the report and comments made.

FAIRER EAST REN DELIVERY – INTERIM 2022-2023 PLAN

5. Councillor O’Donnell invited Mr Reid to introduce the report on the Fairer East Ren Delivery – Interim 2022-2023 Plan.

Mr Reid reported that the interim delivery plan had been rolled forward to 2022-23 due to the ongoing effects of the Coronavirus Pandemic. He added that this was a statutory area of community planning introduced to close the opportunity gap between communities, and that a workshop scheduled to take place after this meeting would allow more detailed discussion and long term planning on this issue to take place. The areas to be addressed were, reduction of child poverty in East Renfrewshire; ensuring East Renfrewshire residents were healthy and active and had the right skills for learning life and work; ensuring East Renfrewshire’s transport links were accessible, attractive and seamless; improving residents’ mental health and wellbeing; and ensuring residents were safe and more socially connected with their communities.

Mr Reid added that, although East Renfrewshire had lower levels of child poverty than many other areas, it was expected that a further 950 children in East Renfrewshire could be affected by poverty this year due to the cost of living crisis, and this remained a priority area. There

would be a continued focus on inclusive growth; drafting of a transport strategy and action plan; and improving wellbeing in communities, particularly for the families of people with Additional Support Needs. Work would take place with all partners including colleagues from the third sector and Voluntary action to move the immediate priorities forward, and the planned workshop would look beyond the immediate focus towards a 5-10 year action plan.

Mr Sutherland referred to the 3 year Police Action Plan which was due to end on 31 March 2023, advising that the next plan was currently being drafted and would be aligned with the Local Outcome Improvement Plan.

Mrs McMillan referred to discussions which had been ongoing within the City Region regarding the need to focus on the expected increase in the number of children affected by poverty which could also have an impact on other areas including anti-social behaviour and child protection.

Mr Russell added that two particular areas of focus for Skills Development Scotland and the Scottish Government was adult upskilling and reskilling to raise people's income levels, and bringing workless households into the job market. It was anticipated that progress in both of these areas could improve poverty levels.

Ms Pringle referred to a report which was due to be submitted to East Renfrewshire Council's Cabinet outlining Covid recovery funding of £1.7million to provide immediate support to vulnerable households by topping up payments for children receiving free school meals in primary school; targeting children who received clothing grants but were not entitled to free school meals; provision of extra support for Christmas; and provision of hardship funding, amongst other things. Other areas of support included providing money advice and mental health support.

Having noted the information provided and comments made, the Board approved the Fairer East Ren Delivery – Interim 2022-23 Plan.

INFORMATION AND CONSULTATION SESSIONS: 2022-2023 UPCOMING SESSIONS

6. Councillor O'Donnell invited Ms Breslin to provide an update on information and consultation sessions.

Ms Breslin highlighted that information and consultation sessions had been introduced in 2009 to provide elected members with the opportunity to hear about and influence key partnership areas of work. A wide range of topics had been presented during the sessions, which were held up to four times a year, but they had been put on hold due to the Coronavirus Pandemic. As part of East Renfrewshire's post-pandemic recovery, it was proposed that the sessions should resume and two sessions had been identified for this calendar year. In October, East Renfrewshire Citizen's Advice Bureau and the Council's Money Advice and Rights Team would present their plans to respond to the Cost of Living Crisis. In December, Police Scotland and the Council's Prevention Team would provide an update on Fraud Prevention.

Ms Breslin advised that a further 3-4 sessions would be held in 2023, and asked partners to forward any theme suggestions to her.

The Board noted the information provided.

DATE OF NEXT MEETING

7. It was reported that a provisional date of Wednesday 20 September 2023 had been proposed for the next Board meeting, and confirmation would be issued in due course.

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Chief Officer's Public Protection Group Report

Report by Chief Executive

Annual Report from Chief Officers Public Protection Group 2022/2023

PURPOSE OF REPORT

1. This report provides the Community Planning Partnership with an overview of the work of the Chief Officers Public Protection Group 2022/2023.

REPORT

PURPOSE OF THE CHIEF OFFICERS PUBLIC PROTECTION GROUP

2. The Chief Officers Public Protection Group provides strategic leadership, scrutiny and the oversight of quality assurance and improvement of public protection arrangements within East Renfrewshire. This is achieved by providing strategic direction on priorities concerning risk and clear expectations for partnership arrangements on the safe delivery of services that keep people and their communities safe. It ensures that partnership working within East Renfrewshire meets with national standards around risk management and in addition considers how effective the local planning arrangements are within services and the partnership in managing risk.
3. The core business of the group is as follows:
 - Child Protection
 - Adult Protection
 - Violence Against Women
 - Multi-Agency Public Protection Arrangements (MAPPA) Offender Management (specifically Sex Offenders and potentially dangerous offenders)
 - Alcohol and Drugs Partnership

MEMBERSHIP AND FUNCTION

4. The group is chaired by the Chief Executive of East Renfrewshire Council and has the following core members:
 - Chief Executive East Renfrewshire Council
 - Chief Officer Health & Social Care Partnership
 - Nurse Director NHS Greater Glasgow and Clyde
 - Divisional Commander of Police Scotland G Division (East Renfrewshire)
 - Chief Social Work Officer and East Renfrewshire Child Protection Committee Chair
 - East Renfrewshire Adult Protection Committee Independent Chair
 - Violence Against Women Partnership Chair
5. In addition there are associate members that may be called upon by the core group to attend when needed. These include; the Lead Officers for Public Protection (child, adult, MAPPA and violence against women / girls), as well as the Lead Officer for Prevent, the locality Reporter (SCRA) and the Director of Education. The group meets bi-annually in May and November.

6. A summary of the functions of Chief Officers Public Protection Group are as follows:
- Provide leadership and accountability across all public protection arrangements within East Renfrewshire.
 - Coordinate strategic developments within public protection.
 - Approve annual plans, scrutinise self-evaluation of public protection activity and approve associated improvement plans.
 - Review and direct improvements on performance and audit.
 - Provide direction to chairs and members of Child Protection Committee, Adult Protection Committee and Violence against Women / Girls on local priorities.
 - Approve and consider the learning from Significant Case Reviews and be provided with assurance that the improvements and actions required are in place across the local authority.
7. Public Protection arrangements require agencies and partnerships to work together strategically, operationally, and effectively and this is supported through robust planning and quality assurance processes. Partners are required to provide significant commitment and contributions through the Child Protection Committee, Adult Protection Committee, MAPPA Strategic Oversight Group and Violence against Women / Girls, by contributing to the development of strategic plans and measures that identify and mitigate risk as well as promoting best practice. Alongside these statutory plans the Chief Officers are provided with regular data, quality assurance and improvement activity that assures that people and communities are kept safe from harm.
8. Our responsibility to keep people protected and safe from harm is fundamental to the work of the HSCP and underpins the other strategic priorities set out in our Strategic Plan. Our plan recognises that everyone has the right to live in safety and be protected from neglect, abuse and harm. We respond to the identified key risk areas and new risks and vulnerabilities as these emerge, taking actions with our partners to prevent and respond and learning from each other to improve the ways we support and protect vulnerable people.

Covid-19

9. The direct health impacts of Covid-19 in East Renfrewshire have been significant. At January 2022, around 24,000 Covid cases and 202 Covid-related deaths had been recorded since the start of the pandemic. In terms of cases, this equates to more than 250 cases per 1,000 of the East Renfrewshire population, which is some way above the national average of around 210 cases per 1,000 population.
10. Through these trying times we developed an inclusive approach, not only to supporting adults at risk of harm and their carers/families but also maintaining and strengthening relationships with established partnership agencies and developing new ones. The establishment of a specific ASP team within East Renfrewshire HSCP has assisted in providing an effective and consistent response
11. We continue to use learning from how we delivered services during the pandemic to shape and inform future service models.

12. The longer term impact on the sustainability of our partner care provider market in the post Covid-19 pandemic and current economic climate is a significant issue.

SUMMARY OF AREAS OF ACTIVITY 2022/2023

13. In the past year our workforce have continued to support individuals and families within East Renfrewshire during national and local difficult times. The experience of many in our communities post pandemic has been challenging with added complications and pressures such as the cost of living crisis. This has involved responding to higher demands for support in continued unpredictable times. Our staff have continued to respond and support creatively never losing sight of the individual and an attempt to help increase self-efficacy.
14. During this time we have considered a range of national priorities and assured oversight of the implementation of local practice, by providing high level scrutiny and strategic leadership in response to performance information, self-evaluation activity and learning in each of the public protection areas:

Child Protection

- Oversight and scrutiny of child protection activity via the Child Protection Committee, its subgroups and the CPC Business / Improvement plan. This includes regular updates in relation to audit activity and data;
- Oversight and endorsement of the Public Protection Development Programme which delivers training across the partnership;
- Continued support of the implementation of the Signs of Safety approach, which focusses on relationship based practice as well as keeping the child and their network at the centre of all assessments and plans; and,
- Ensuring that concerns in relation to children are easily reported by the public through the Council's website.

Adult Protection

- Oversight and scrutiny of Adult Protection Committee, its subgroups and improvement activity.
- East Renfrewshire Adult Protection Committee (ERAPC) is committed to providing high-quality services that meet the needs of adults at risk of harm, and align with legislative requirements and relevant guidance.
- Despite many competing pressures we maintained training and development activity in relation to ASP and provided dedicated virtual training on the new ASP procedures for council officers and second workers, and leadership and oversight training for managers. This has increased workers' confidence relating to policy and procedures, and has supported effective leadership and oversight.

- At all levels we have created and strengthened channels of communication between partners, providers, care homes and others. These robust channels are meaningful and support information sharing and partnership working.
- We have delivered ASP awareness sessions for partner agencies including specific, bespoke sessions for care homes and partner providers. We have developed a shared awareness of the complexity and multi-faceted nature of risk, particularly in relation to violence against women and girls, which has improved our joint working and understanding of the roles of other services and partners.
- We have strengthened our structure to provide additional leadership with respect to social work practice and a specific focus on adult support and protection

Multi-Agency Public Protection Arrangements (MAPPA)

- Oversight of activity and performance of Multi-Agency Public Protection Arrangements;
- The justice service has prioritised contact with those offenders who are subject to Multi-Agency Public Protection Arrangements requirements to ensure that Risk Management plans and statutory functions are adhered to.

Violence against Women and Girls

Oversight and scrutiny of the Violence Against Women & Girls Partnership, subgroups and improvement activity, including data, audit and self- evaluation;

- Implementation of the Domestic Abuse Pathway;
- Implementation of MARAC (Multi-Agency Risk Assessment Conference);
- Implementation of Routine Sensitive Enquiry and Multi-Agency Risk Assessment Training;
- Implementation of Safe and Together;
- Aligned improvement planning with the Community Justice Partnership;
- Improving Multi-Agency Risk Assessment and Interventions for Victims of Domestic Abuse;
- Completion of quality standards self-evaluation and data in respect of the national Equally Safe Performance Framework.
- Implementation of Equally Safe in Practice Pilot
- Completion of quality assurance audit of Routine Sensitive Enquiry in Alcohol and Drug Services and Adult Mental Health.

Alcohol and Drugs Partnership

Progress towards the Medication Assisted Treatment Standards reflects a significant amount of work across the Alcohol and Drugs Recovery Service, working with lead officers from the ADP and the national MAT Standards Implementation Support Team. This work will continue into the next phase of implementation of the remaining Standards. The Annual Reporting Survey provides further evidence of East Renfrewshire's contribution to the National Drugs Mission:

- Arrangements for monitoring and recording lessons learned from alcohol and drug related deaths include Multi-Disciplinary Team reviews, and further investigation is undertaken using NHS ADRS Significant Adverse Event Review (SAER) process
- Mechanisms for involving people with lived / living experience including East Renfrewshire ADP Lived Experience Panel and Peer Research Programme.
- How services are aiming to reduce stigma for people who use substances through no barrier and rapid access to services and no wrong door approach
- Funding for prevention including youth diversionary activity and overdose prevention
- Confirming overdose response services are in place through Turning Point Scotland
- Detail of services in place for young people affected by substance use. East Renfrewshire does not have specific addiction services in place due to small numbers, however people aged 16 and over can access adult services. Youth Intensive Support Services (social work) do work with young people with substance use issues and work jointly with the ADRS where appropriate.
- Services are in place for adult family members affected by a loved one's substance use.

EXTERNAL VALIDATION

Child Protection

15. The inspection of Children and Young People at Risk of Harm undertaken by the Care Inspectorate in this period. East Renfrewshire's Children's Services Partnership were graded excellent and had no improvements to make. This is a national first.

Key findings

- The collective leadership, direction and accountability demonstrated by partners to deliver the best possible outcomes for children and young people at risk of harm.
- The strong relational-based approach that was the foundation for collaborative working across agencies and with children, young people and their families.
- Partners actively engaging with children, young people, and their families in order to empower them to be more involved in identifying their needs and improving outcomes.
- The effective use and analysis of data to inform decisions and target resources.
- The partnership having already identified their achievements and areas of practice that they wanted to strengthen.

- The evidence of improvement in safety and wellbeing outcomes for children, young people at risk of harm, and their families.

Adult Protection

16. The Adult Protection Committee received notification of a joint Adult Support and Protection inspection on 30 January 2023. Examples of good practice and good outcomes for service users and families will be included to illustrate the practice of the Health and Social Care Partnership and partners.

The Joint Inspection considered that our key processes for adult support and protection were very effective and demonstrated major strengths, supporting positive experiences and outcomes for adults at risk of harm. This inspection did not grade services, but used three forms of words to comment on areas inspected:

- Very effective
- Effective
- Important areas of weakness

The joint inspection found that our strategic leadership for adult support and protection was effective with areas for improvement. There were clear strengths supporting positive experiences and outcomes for adults at risk of harm, which collectively outweighed the areas for improvement. The Joint Inspection report was complimentary of our strategic leadership, recognising their enthusiasm and commitment to supporting adults at risk of harm and developing a culture of learning and continuous improvement which supported the development of adult support and protection services for adults at risk of harm.

Key Findings

- All initial inquiries achieved the correct outcome for adults at risk of harm.
- Almost all were good or better in quality.
- All inquiries involved multiagency communication and had management oversight.
- Almost all adults that required a risk assessment had one that was good or better in quality.
- All adults that required a protection plan had one. Most were good or better in quality.
- Investigations for adults at risk of harm always determined the correct outcome.
- The quality of investigations was almost always good or better.
- Adults and unpaid carers were always appropriately involved in investigations.
- Case conferences were almost always convened when they should have been.
- They were a highly effective process and always determined the actions required to keep the adult safe, protected and supported.
- All partners shared information appropriately at all stages for adults at risk of harm.
- Management oversight of key processes was a key strength.
- Decision making was high-quality and consistent.
- Health were a strong partner in the leadership and delivery of key processes for ASP.
- Health services were engaged with ASP and proactively delivered services in relation to reducing risk of harm.

- The involvement of the adult at risk of harm in all stages of the ASP process was very positive.
- Unpaid carers were almost always appropriately involved in ASP processes.
- Almost all adults who should have been offered advocacy were.
- There was early engagement with adults at risk of harm with lived experience to inform developments.

Priority areas for improvement

- The partnership should improve the quality of chronologies to ensure they are comprehensive, and inclusive of relevant life events and analysis.
- The involvement of adults at risk of harm and their unpaid carers at a strategic level should be a priority for the partnership.
- Strategic leaders should establish multi-agency quality assurance and self-evaluation of adult support and protection practice including a multi-agency approach to audit of records.
- Strategic leaders should build on the existing foundations to ensure the full involvement of all key partners in relevant aspects of adult support and protection practice going forward.

What Next

As part of our continued commitment to improvement the Adult protection Committee has prepared an Improvement Plan for 2023-2025.

This plan incorporates the areas of development noted in the Joint ASP Inspection and our own aspirations to maintain the high level of service we provide

Multi-Agency Public Protection Arrangements (MAPPA)

17. Work continues to progress at the national level on the revision of Moving Forward Making Changes to Moving Forward 2 Change (MF2C). We have completed the MF2C Role and Training Needs Register for our staff. We are waiting finalised accreditation and then roll out the training to appropriate practitioners. We will continue to monitor developments as the programme progresses towards accreditation.

An audit conducted by the Police Scotland MAPPA Unit on 21st July 2023. This was a random case file audit and returned positive feedback.

Violence Against Women and Girls

18. A second Independent observation of the East Renfrewshire Multi Agency Risk Assessment Conference completed by Safe Lives. The report and findings highlighted a range of strengths and best practice and strategic oversight. This reflects the commitment of all agencies to share information and keep victims of domestic abuse and their children safe and improve outcomes.

Alcohol and Drugs Partnership

19. East Renfrewshire Alcohol and Drugs Partnership is pleased to be recognised for achieving standards 1, 2, 3 and 5 however is disappointed to have been assessed as Amber for MAT Standard 4, which relates to the harm reduction interventions provided within the Alcohol and Drugs Recovery Service (ADRS). The MIST team have provided the ADP with feedback that enables the service to work on the small number of improvement areas required and move MAT 4 to a Green rating as soon as possible.

DISCUSSION POINTS

20. It is recommended that the CPP Board:

- Discuss the high level public protection activity outlined within the report and identify any areas for improvement to the Chief Officer Public Protection group on public protection partnership arrangements within East Renfrewshire.
- Agree the East Renfrewshire Chief Officer Public Protection Group continues to provide annual updates to the CPP concerning public protection scrutiny and improvement activity that provides assurance that people and communities are being kept safe.

Report Author:

Raymond Prior, Interim Head of Children Services and Justice, Chief Social Work Officer
0141 451 0748

Raymond.Prior@eastrenfrewshire.gov.uk

Lee McLaughlin, Head of Adult Services: Communities and Wellbeing
0141 451 0751

Lee.McLaughlin@eastrenfrewshire.gov.uk

East Renfrewshire COMMUNITIES -TOGETHER Stronger & fairer communities

Community Planning and Fairer East Ren:
Annual Report 2022-2023



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Executive Summary

This report summarises key progress made under the Community Planning and Fairer East Ren outcomes. The Community Plan indicators are high-level and long term measures that see little change year-on-year therefore we focus on direction of travel and how East Renfrewshire compares against the national average. There is also a time lag in a number of the indicators. Fairer East Ren indicators have a specific focus on reducing inequality.

Outcome 1: Early Years and Vulnerable Young People

One Community Plan indicator – Healthy Birthweight babies - shows a positive direction of travel over the past year and compares favourably against the national average. The Child Poverty indicator shows a negative direction of travel, but also compares favourably against the national average.

Three indicators remain unchanged; life expectancy at birth for males, life expectancy at birth for females and children and young people dependency ratio. Life expectancy remains higher than the national average. The children and young people dependency ratio remains higher than the rest of Scotland so we should continue to ensure our services are able to meet these needs and respond to the ongoing demand.

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

Fairer East Ren indicators show positive progress in terms of more Real Living Wage employers and economic inactivity recovering following the pandemic. Other indicators remain consistently positive including children and young people participation levels, uptake of funded early learning and childcare and fuel poverty. Demand for financial support varies with a slight decrease in primary aged children receiving free school meals due for low-income circumstances, but an increase in households accessing Money Advice and Rights support.

Outcome 2: Learning, Life and Work

Both Community Plan indicators show a positive direction of travel and compare favourably against the national average. The percentage of school leavers in a positive destination remains exceptionally high and the proportion of economically active residents has recovered from the pandemic and now exceeds pre-Covid rates though ongoing monitoring is required.

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

Fairer East Ren indicators show consistent rates for 16–19-year-olds participating in education, training or employment and for children facing socio-economic disadvantage achieving qualifications. The indicators show that the proportion of residents in employment has increased above pre-pandemic rates, and the proportion of out of work benefit claimants has decreased to pre-pandemic rates. The data shows the proportion of workless households (no adult in

employment) remains high, but the data lag means this is in line with mid-pandemic levels, so we should anticipate this will fall over time.

Outcome 3: Economy and Environment

Two of the Community Plan indicators show a negative direction of travel over the past year; there are less residents satisfied with East Renfrewshire as a place to live and a reduction in median earnings. Satisfaction with the area as a place to live has declined since its peak in 2019 (95%) to the lowest it's been in 10 years (85%). The working age population has shown a very slight decline, at 59.1% and this compares negatively to the national average and offset against the high levels of dependency ratios' for children and for older people, may have an implication for service planning. The carbon emissions indicator shows a positive direction of travel and there has been a very slight improvement in business survival rates.

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

There are currently no measures in place to monitor progress in this area however a summary update is provided on the transport strategy.

Outcome 4: Safe, Supportive Communities

The Community Plan indicators show a positive change in relation to the number of crimes; with a decrease over the past year and the figure sitting well below the Scottish average. The indicator for dwelling fires shows an increase in the last year, but is still lower than the national average.

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

There have been some changes to the indicators for this outcome with only two measures remaining in place; those with a sense of belonging and those who can rely on others for help. The later shows no change in the past year, whilst the former shows a minimal decrease.

Outcome 5: Older people and people with Long Term Conditions

The Community Plan indicators all show a fairly static picture over the last year. Male and Female life expectancy measures have decreased very slightly and this is part of a national trend. The level remains above the national average. The older age dependency ratio remains static but above the national average. This shows we have a higher proportion of residents aged 65+ years compared to those of working age. As with outcome 1, this is likely to lead to demand on some services.

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

The Fairer East Ren indicators show positive progress. The number of nuisance calls received has reduced whilst the number of nuisance calls blocked has increased; the number of 'confidence at home' packages installed (to support people to live independently) has increased and there have been improved outcomes for those who have experienced domestic abuse. This indicates more residents feeling safe at home. There has also been an increase in park footfall suggesting more residents being active and using outdoor spaces.

Introduction

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

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

This is the fifth annual report on progress made towards the outcomes and presents some of the improvements that have been achieved. The report is structured around our five strategic outcomes and shows key performance data for the Community Plan and Fairer East Ren indicators.

Across the five outcomes, there are a number of positive changes. Indicators for healthy birthweight, positive destinations and economic activity show progress in supporting children to have a stable childhood and succeed, and in supporting East Renfrewshire residents to have the right skills for learning, life and work. The carbon dioxide indicator shows progress towards making East Renfrewshire a thriving and sustainable place, and the crime rate indicator shows progress towards ensuring East Renfrewshire residents are safe and live in supportive communities.

For both Outcome 1 and Outcome 5, some indicators have shown little or no change, including life expectancy (for both males and females) and dependency ratios for both children and young people, and older people. Community Planning Partners ensure this population profile, and the associated demand it places on services, is taken into consideration when planning services.

There are a small number of indicators which are not progressing as we would hope; child poverty, satisfaction with East Renfrewshire as a place to live (taken from the Citizen Panel survey) and the number of dwelling fires. Community Planning Partners will work jointly to address these in order to achieve our outcomes. A focus group was held with some members of the Citizens Panel to better understand the decrease in satisfaction. While some issues with the maintenance and standards of open and green spaces and public transport were raised, more positively participants felt that education and social care were strong local assets.

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

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

Further details about projects and activities delivered for each outcome during 2022-23 can be found in the supplementary Case Study report.

About East Renfrewshire Community Planning Partnership (CPP)

These are our community planning partners:

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

Our Community Planning Outcomes




The Community Plan is structured around five strategic outcomes:

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




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

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

Data Summary

Community Plan indicators	Number of indicators increasing or decreasing <u>as intended</u> over the last year 	Number of indicators increasing or decreasing <u>against intended</u> direction of travel over the last year 	Number of indicators remaining the same or changing by less than 0.5% 	Number of indicators with no trend data available
Outcome 1: Early Years and Vulnerable Young People	1	1	3	0
Outcome 2: Learning, Life and Work	2	0	0	0
Outcome 3: Economy and Environment	1	2	2	1
Outcome 4: Safe, Supportive Communities	1	1	0	1
Outcome 5: Older people and people with Long Term conditions	0	0	3	0
TOTAL:	5	4	8	2

Key:

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

Strategic Outcome 1: Early Years and Vulnerable Young People



The outcome we want is...

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

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







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

*Fairer East Ren outcome

Community Plan Indicators

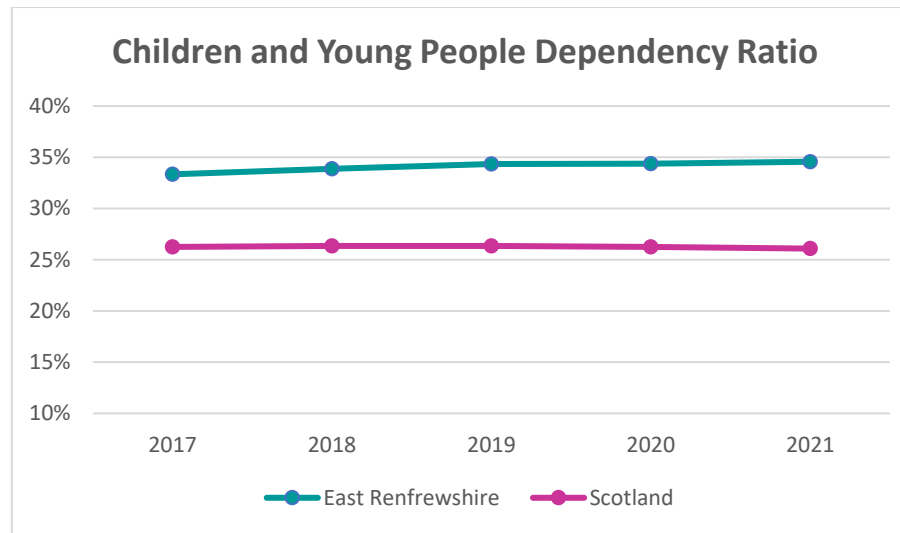
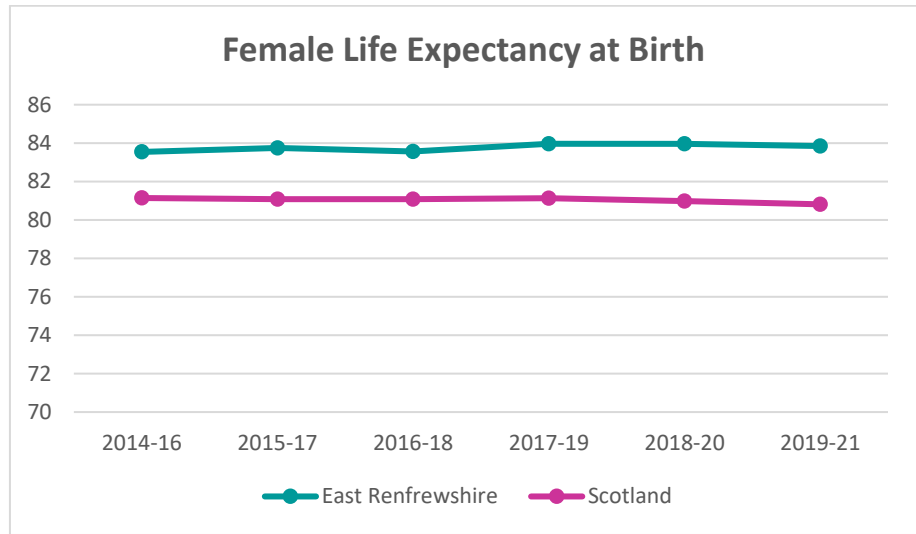
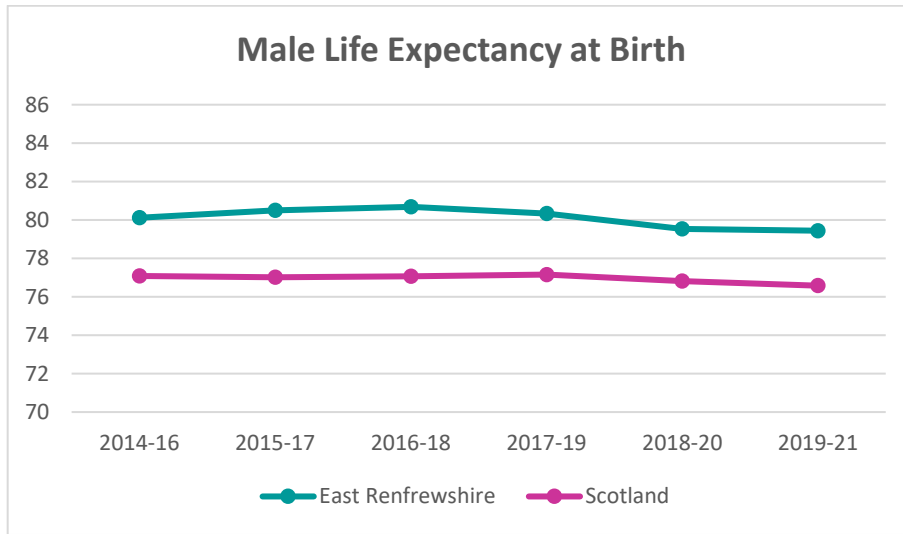
Early Years and Vulnerable Young People							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
Male life expectancy at birth (NRS)	This indicator provides an estimate of the age a baby boy born in East Renfrewshire today can expect to live to, based on mortality rates at the time.	↑	80.5 (2015-17)	79.5 (2018-20)	↔	●	Life Expectancy in East Renfrewshire remains unchanged since last year. East Renfrewshire remains consistently above the national average.
Female life expectancy at birth (NRS)	Provides an estimate of the age a baby girl born in East Renfrewshire today can expect to live to, based on mortality rates at the time.	↑	83.7 (2015-17)	83.9 (2018-20)	↔	●	Life Expectancy in East Renfrewshire remains unchanged since last year. East Renfrewshire remains consistently above the national average.
Healthy birthweight (singleton babies) *CPOP Indicator (NHS ISD)	Birth weight that is not within normal ranges (2.5 kg to 4 kg) has a strong association with poor health outcomes in infancy, childhood and across the whole life course, including long term conditions such as diabetes and coronary heart disease.	↑	82.3% (2018) ¹	80.8% (2021)	↑	●	East Renfrewshire's rate of healthy birth weight increased by 1.5% and remains higher than the national average.

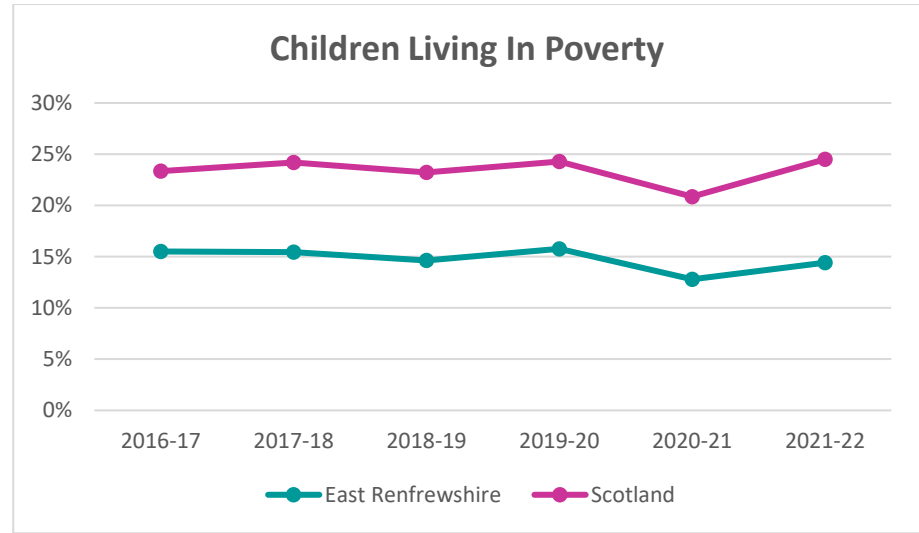
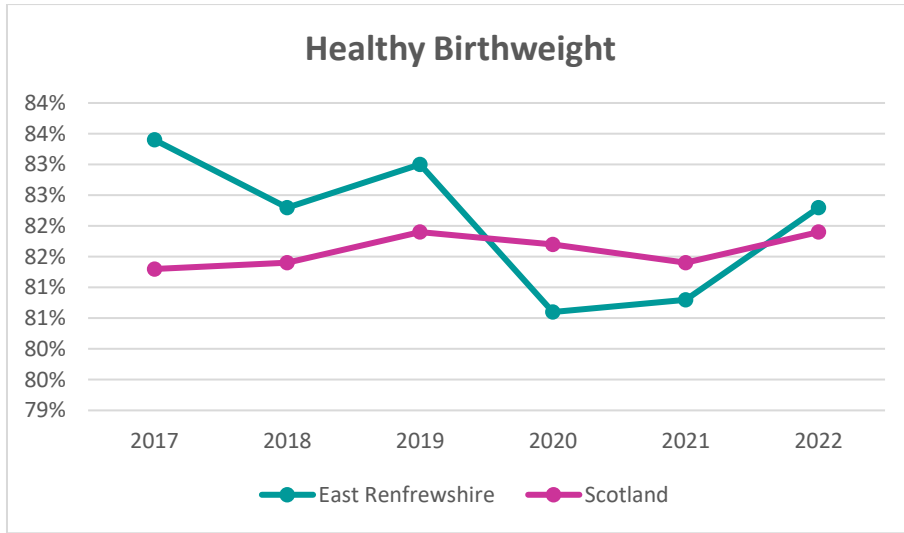
¹ ERC Baseline figure has been adjusted to reflect the use of a more accurate data source. The data used in previous reports showed a percentage of newborns with a birthweight above 2.4kg, including newborns who had a birthweight above the 4kg threshold. The new source only shows the percentage of newborns who fall within the 2.5kg to 4kg range.

Early Years and Vulnerable Young People							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
Children and Young People Dependency Ratio (NRS)	This is the ratio of children and young people aged 0-15 to the working age population (age 16-64). Data is shown as the proportion of dependents per 100 working-age population.		34.3% (2019) ²	34.4% (2020)			The ratio of children and young people aged 0-15 to the working age population has remained the same since last year, and remains much higher than the national average.
Children living in poverty (End Child Poverty)	The is the percentage of children living in relative poverty (as per Scottish Government definition) before housing costs are taken into consideration		15.8% (2019-20)	12.8% (2020-21)			The rate of child poverty in East Renfrewshire has increased to 14.4% (3,288 children) in 2022-2023 but is still lowest in Scotland.

² ERC Baseline figure has been adjusted to reflect the use of a more accurate data source. The previous reports used a dependency ratio data combined the 0-15 age bracket with the 65+ age bracket. The new source shows only the ratio of 0–15-year-olds to 16–64-year-olds.

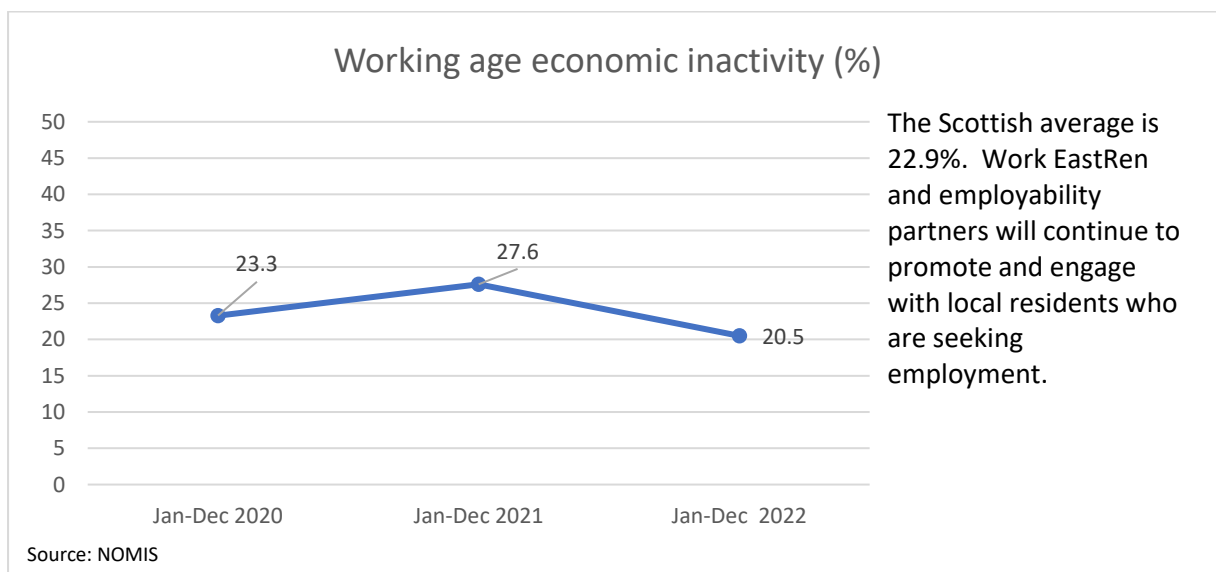
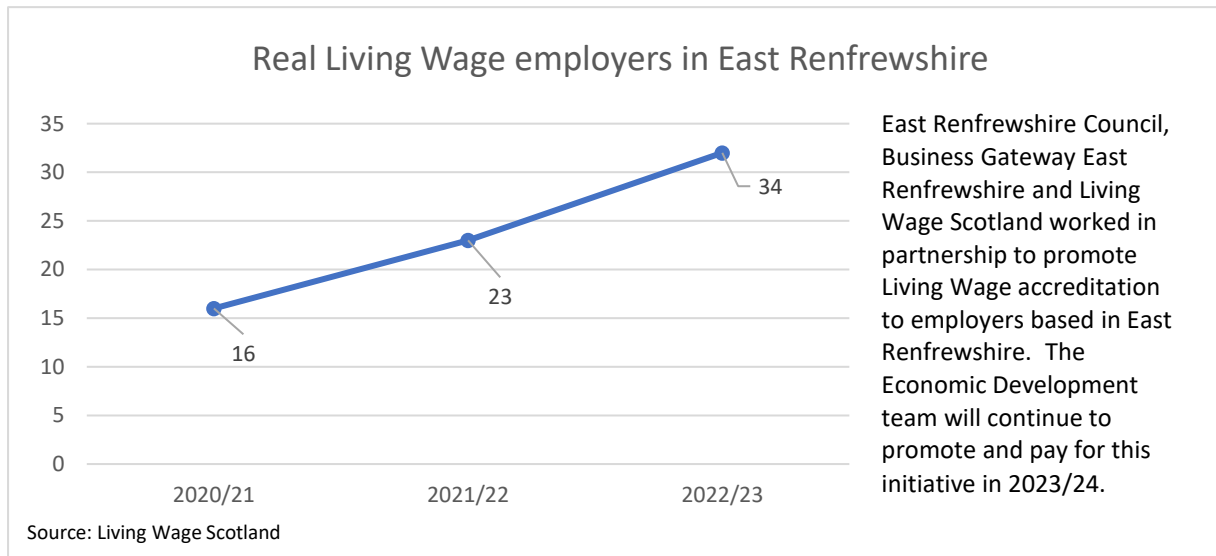
Strategic Priority 1 Charts



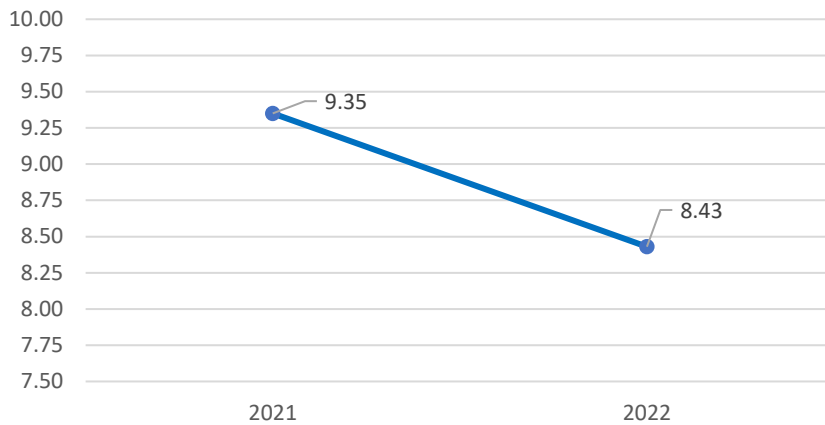


Fairer East Ren Progress

Fairer East Ren indicators have a specific focus on reducing inequality. The following indicators provide an update on how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Child poverty in East Renfrewshire is reduced.**



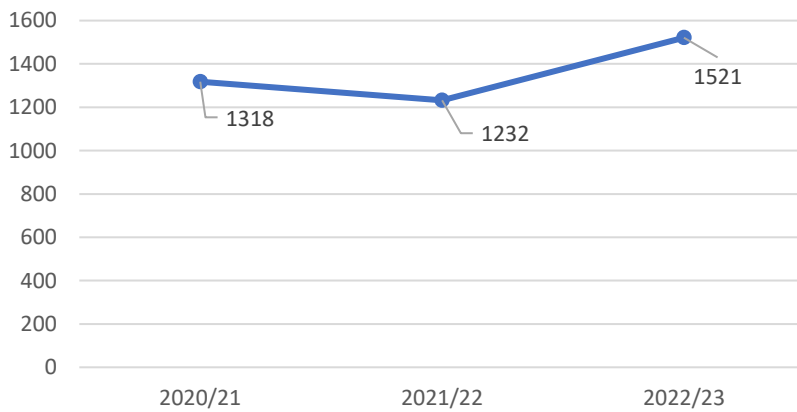
Free School Meal uptake at Primary School (%)



This is the percentage of pupils in P1-P7 who are in receipt of Free School Meal based on low income eligibility criteria

Source: Scottish Government school roll and local data

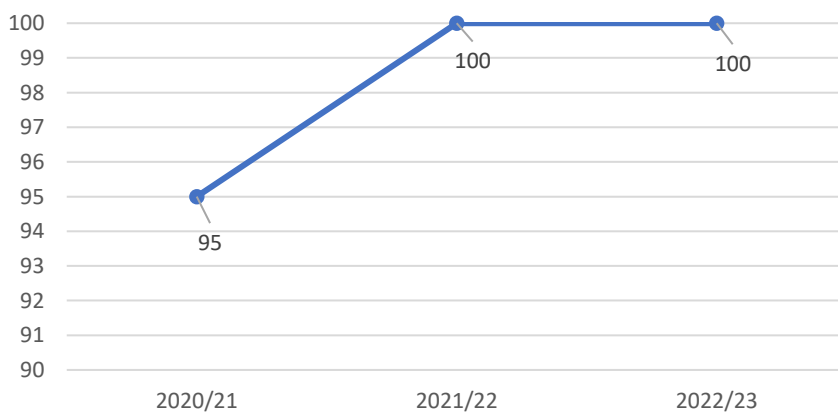
No. of families accessing MART financial wellbeing advice



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

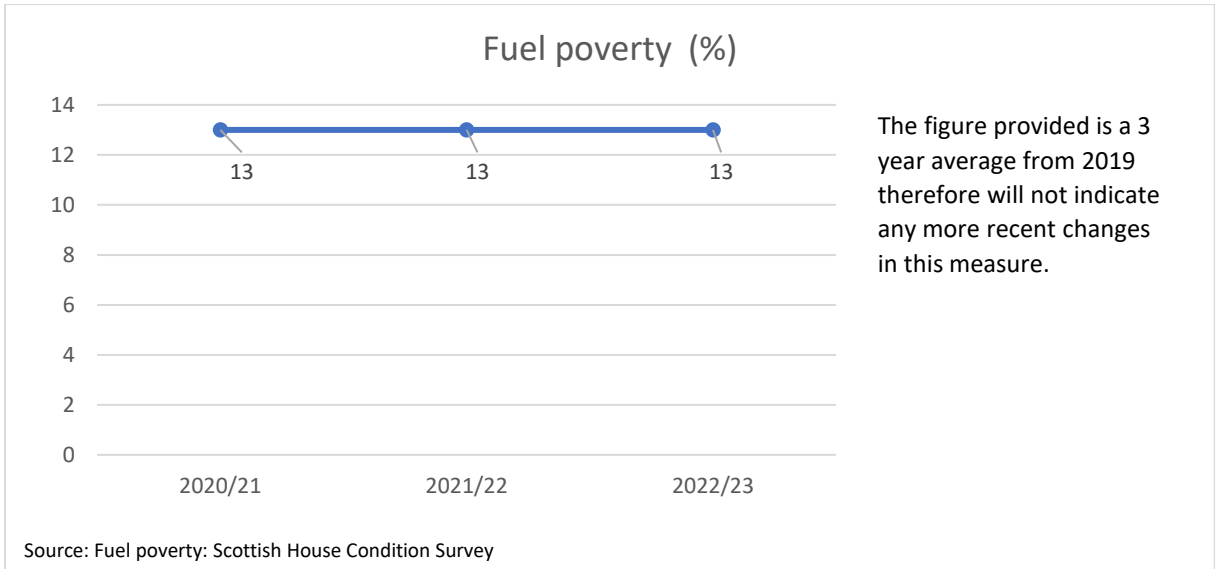
Source: Local data.

Uptake of funded early learning and childcare entitlement (%)



All eligible 3-4 year olds continue to be registered for their funded early learning and childcare place providing parents with affordable childcare options to enhance their employment opportunities.

Source: Scottish Government Schools



Strategic Outcome 2: Learning, Life and Work



The outcome we want is...







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

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

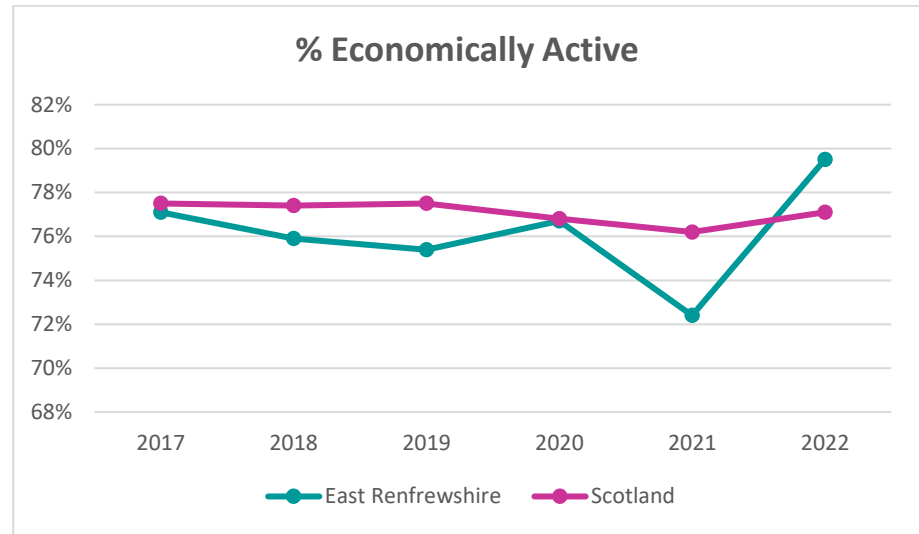
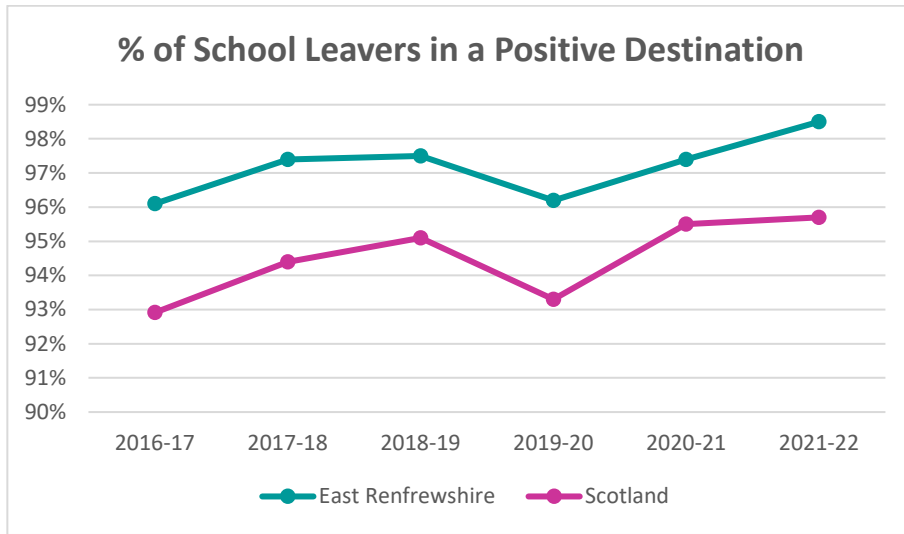
- Residents have the right skills, learning opportunities and confidence to secure and sustain work*
- Children and young people are included
- Children and young people raise their educational attainment and develop the skills they need
- Residents are as healthy and active as possible

*Fairer East Ren outcome

Community Plan Indicators

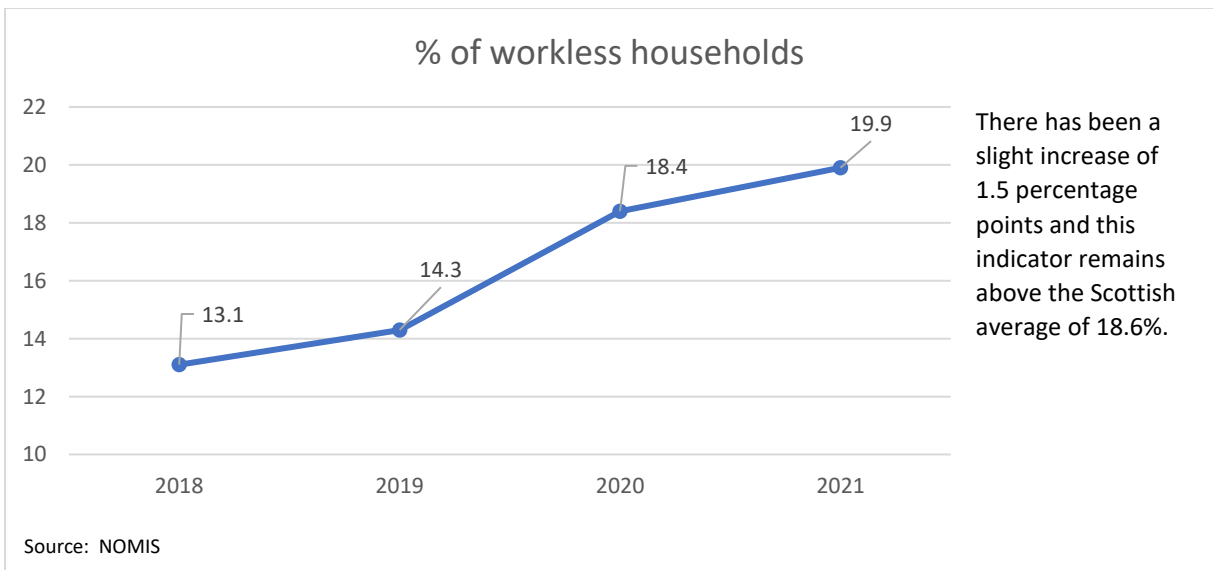
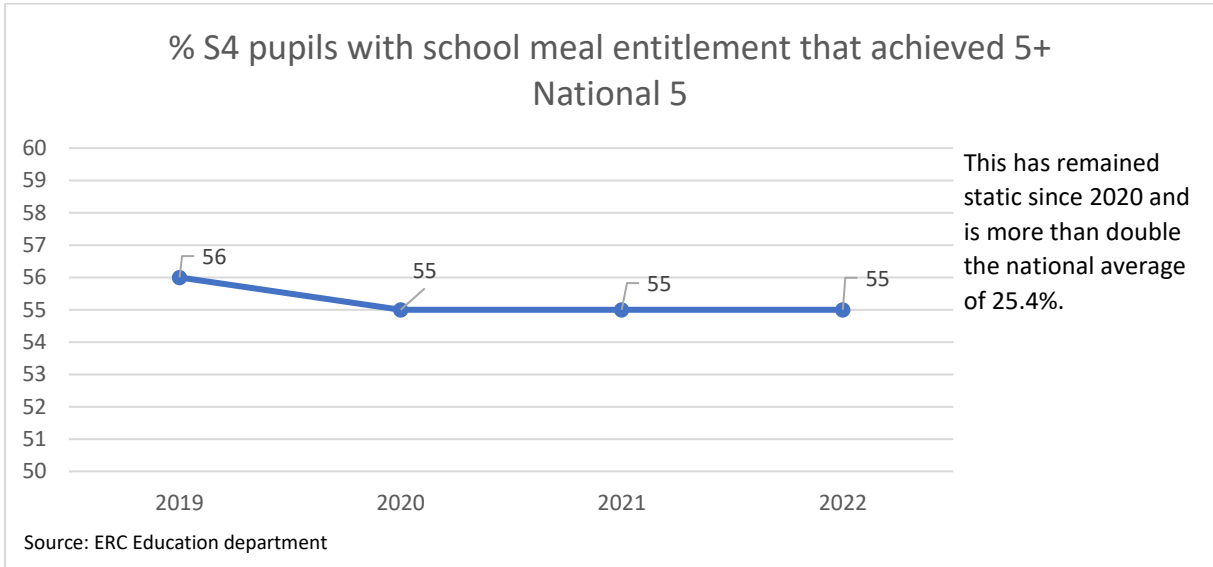
Learning, Life and Work							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<p>% of School Leavers in a Positive Destination</p> <p>*CPOP Indicator (Scottish Government)</p>	<p>To help raise attainment and support school improvement, information is gathered annually on the attainment and destinations of school leavers across Scotland. East Renfrewshire generally has high levels of positive School Leaver Destinations. This will now be tracked rather than setting targets against this.</p>		<p>96.6% (2016/17)</p>	<p>97.4% (2020/21)</p>			<p>In 2022, Positive Destinations increased by 1.1% and compared favourably with the Scottish average of 95.7%.</p>
<p>% of East Renfrewshire's population who are economically active</p> <p>(NOMIS, Annual Population Survey)</p>	<p>Proportion of 16-64 year olds in employment or actively seeking employment. East Renfrewshire requires an active working age population to provide the goods and services demanded by our residents.</p>		<p>75.9% (2018)</p>	<p>72.4% (2021)</p>			<p>2022 saw an increase of 4.1% from the previous year taking to total to 79.5%. This puts East Renfrewshire 3.7% higher than the Scottish average of 76.2%.</p>

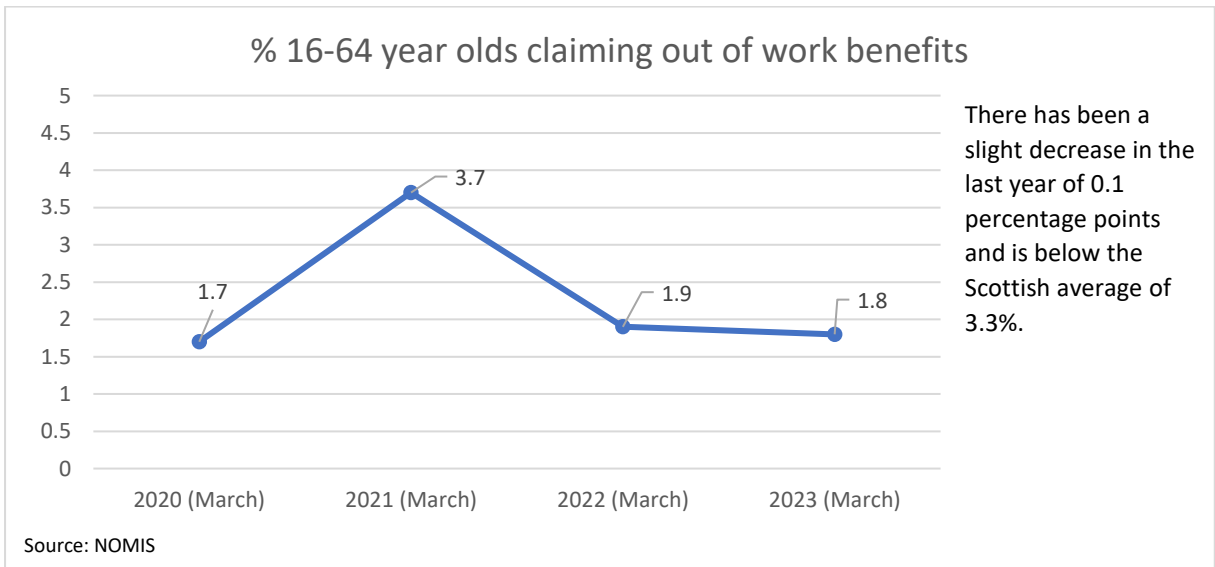
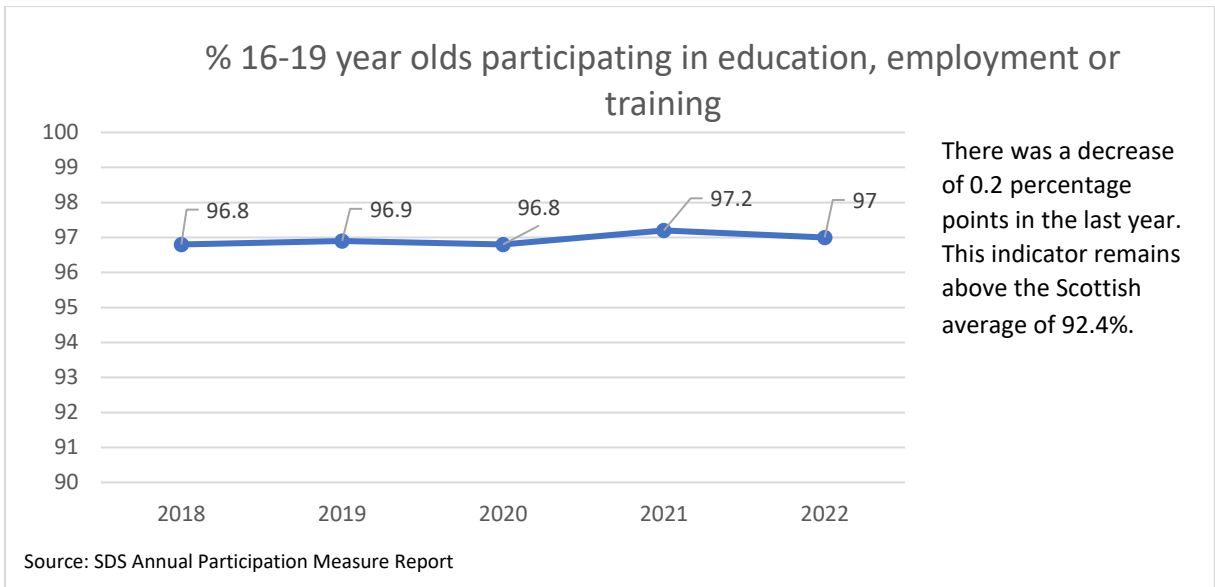
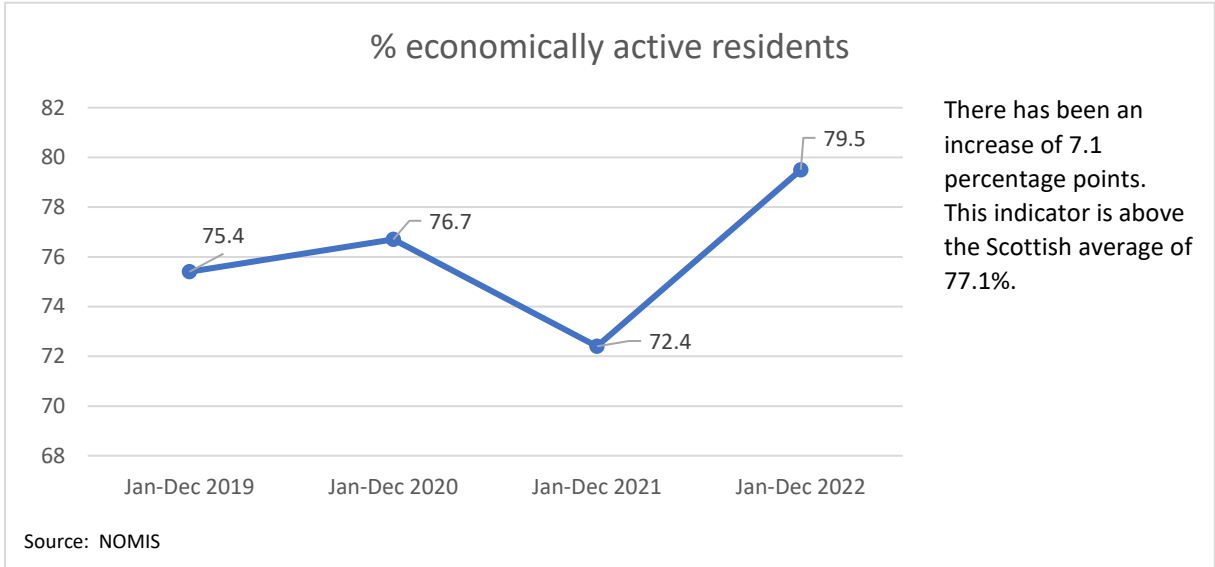
Strategic Priority 2 charts



Fairer East Ren progress

The following indicators provide an update on how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Residents have the right skills, learning opportunities and confidence to secure and sustain work.**





Strategic Outcome 3: Economy and Environment



The outcome we want is...








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

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

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

*Fairer East Ren outcome

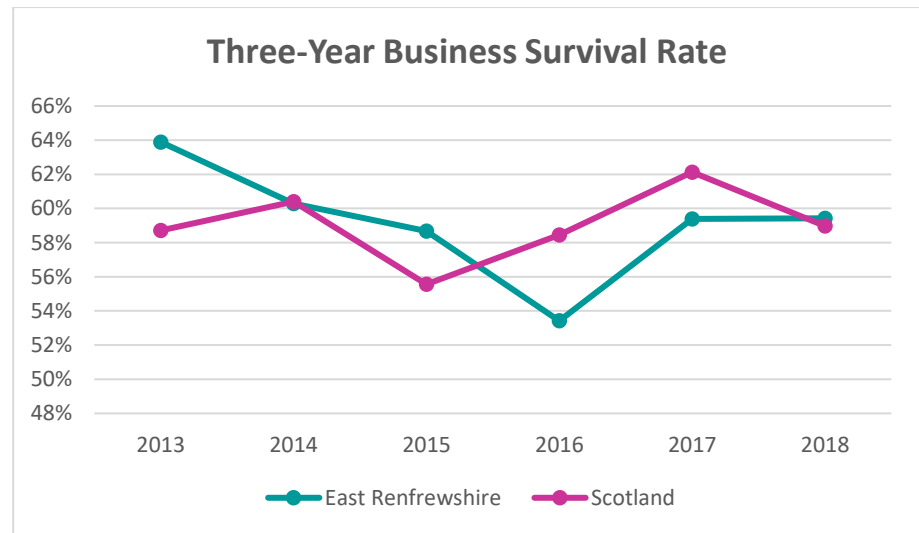
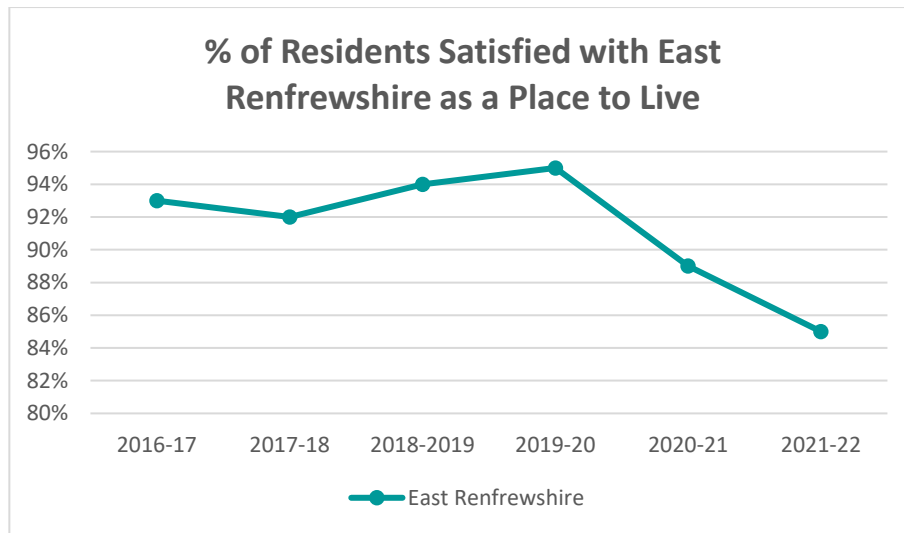
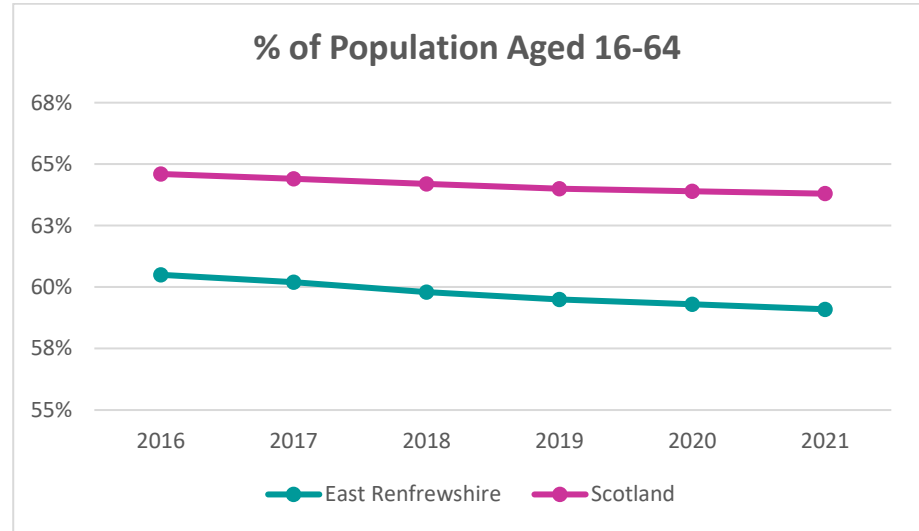
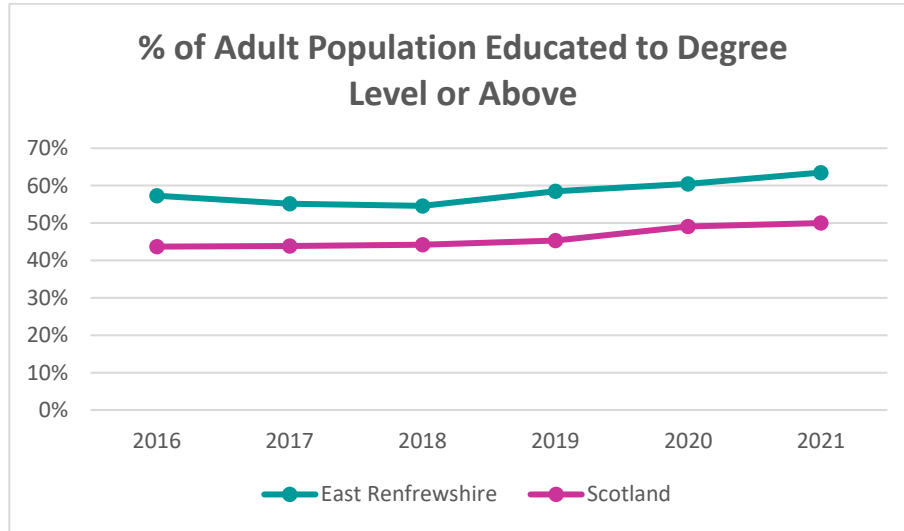
Community Plan Indicators

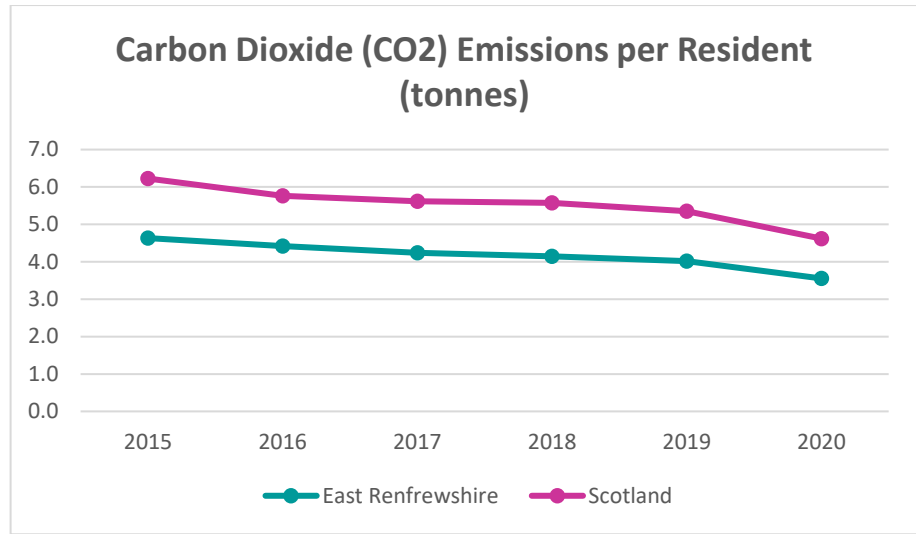
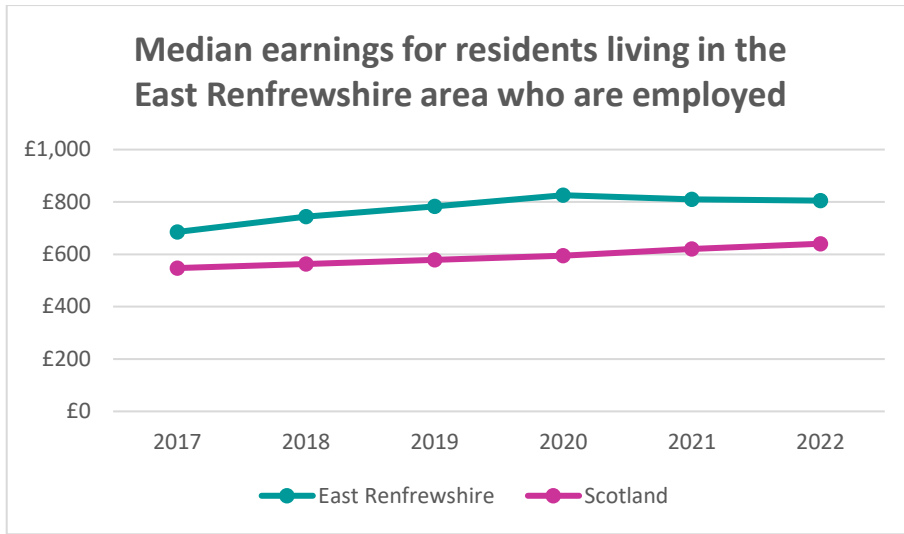
Economy and Environment							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<p>% of adult population with qualifications at NVQ level 4 (HND/Degree) and above</p> <p>(NOMIS, Annual Population Survey)</p>	<p>Gives an indication of how skilled our working age population is.</p>		<p>54.6% (2018)</p>	<p>63.5% (2021)</p>	<p>N/A³</p>		<p>The latest rate of 63.5% is higher than the Scottish average of 50.1%. East Renfrewshire has seen an increase in this figure every year since 2019.</p>
<p>% of population aged 16-64</p> <p>(NOMIS, Annual Population Survey)</p>	<p>East Renfrewshire relies on its working age population to contribute to the production of the local economy as well as providing vital services for our children, young people and older people.</p>		<p>59.8% (2018)</p>	<p>59.3% (2020)</p>			<p>The working age population is showing a very slight decline over the last few years and the latest figure of 59.1% is lower than the Scottish average of 63.8%.</p>
<p>% of residents who are satisfied or very satisfied with East Renfrewshire as a place to live</p> <p>(Citizens Panel)</p>	<p>Gives a general sense as to how residents feel about living in the East Renfrewshire area.</p>		<p>94% (2018)</p>	<p>85% (2021)</p>		<p>N/A</p>	<p>Satisfaction with East Renfrewshire as a place to live is 85%, the lowest value since 2013. As the Citizens Panel survey is bespoke to East Renfrewshire, there are no national comparisons available.</p>

³ Currently awaiting the release of the latest statistics.

Economy and Environment							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
Business Survival Rates (Scottish Government)	A ratio of the number of businesses still trading after 3 years against the number of new business set up at the same time	↑	60.29 (2014-17)	59.38% (2018-21)	↔	●	The 3-Year business survival rate for 2018 is 59.42%, i.e. 59.42% of businesses that were 'born' in 2018 were still active in 2021. This puts East Renfrewshire above the Scottish average of 58.97%.
Median Earnings for residents living in the East Renfrewshire area who are employed *CPOP Indicator (Office for National Statistics – Annual Survey of Hours and Earnings)	Provides a measure of median earnings for full-time workers who are resident in the area.	↑	£590.70 (2017/18)	£809.40 (2021)	↓	●	The current median earnings has reduced to £804.90 since last year but is still significantly higher than the Scottish average of £640.
Carbon Dioxide (CO2) Emissions per Resident *CPOP Indicator (Department for Business, Energy & Industrial Strategy)	In recent years, increasing emphasis has been placed on the role of regional bodies and local government in contributing to energy efficiency improvements, and reductions in carbon dioxide emissions.	↑	4.6 tCO2e (2015-16)	4.0 tCO2e (2019)	↓	●	The number of CO2 emissions per resident has been decreasing steadily since 2015.

Strategic Priority 3 Charts





Fairer East Ren Outcome 3: East Renfrewshire's transport links are accessible, attractive, and seamless

While the transport strategy is in development there are no current indicators set for this outcome. The Council's draft 'Case for Change' which was launched in September 2022, is the first stage in the development of a new Local Transport Strategy and outlines the evidence base for transport and transport systems within East Renfrewshire. The report incorporates findings from the Community Transport review carried out prior to the pandemic. The report recognised the growing need for Community Transport services which are often fragmented across different service providers, thus limiting the effectiveness of current service provision. This combined with an ageing population and an increased number of concessionary passes/blue badges, is only likely to add to pressure.

In June 2023, the Council launched a public local transport consultation and is reconnecting with Community Transport stakeholders regarding the future delivery model(s) and opportunities for future development. In addition, the new Local Transport Strategy will be supported by an Equality, Fairness and Rights Impact Assessment. This will consider existing evidence, knowledge gaps and reach out to disadvantaged and minority groups, people with protected characteristics and young people to support future policy development.

The new Local Transport Strategy will subsequently consider the role of Community Transport and how future policy and plans can meet strategic outcomes, such as ensuring that transport meets the needs of our most vulnerable residents. It will also have to consider the shifting landscape due to the pandemic and the changes that this will have on travel patterns – both short-term and long-term.

Strategic Outcome 4: Safe, Supportive Communities



The outcome we want is...







East Renfrewshire residents are safe and live in supportive communities

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

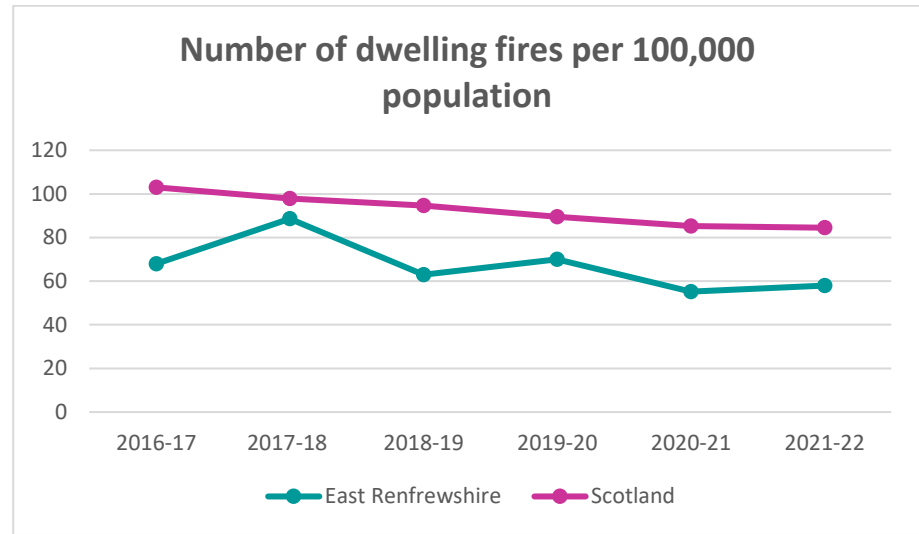
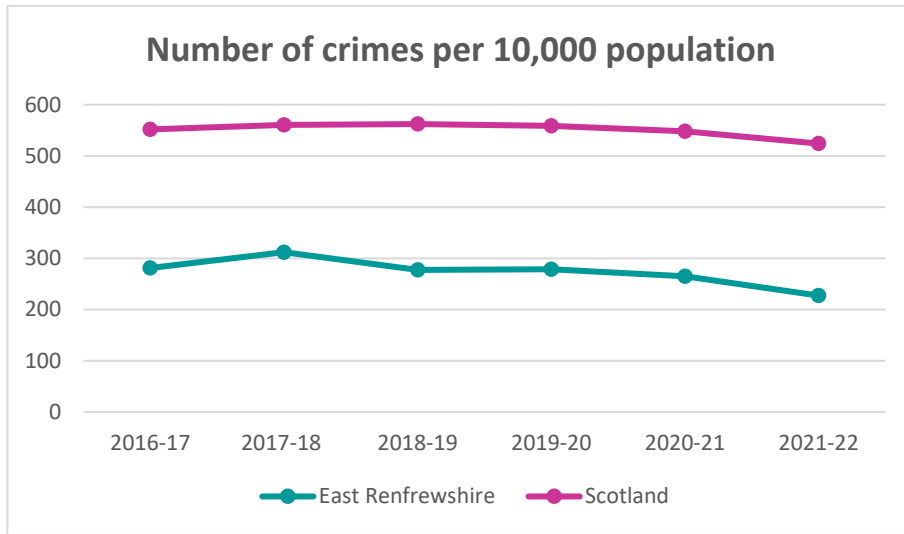
- Residents' mental health and wellbeing is improved*
- Residents live in safe communities with low levels of crime and anti-social behaviour
- Residents are protected from harm and abuse and public protection is safeguarded
- Residents live in communities that are strong, self-sufficient and resilient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

*Fairer East Ren outcome

Community Plan Indicators

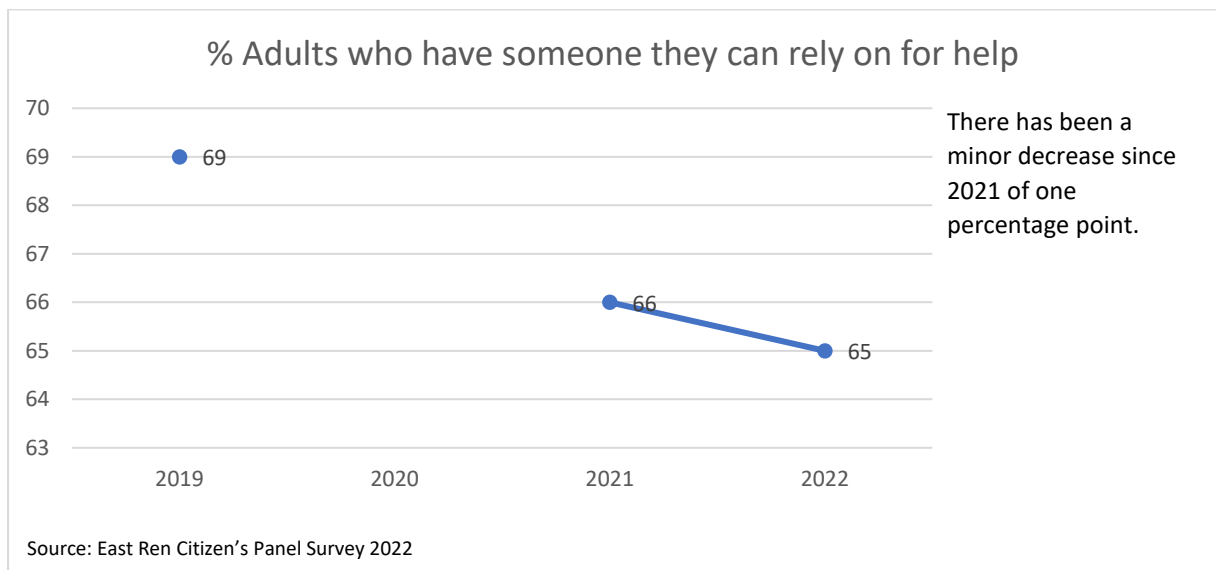
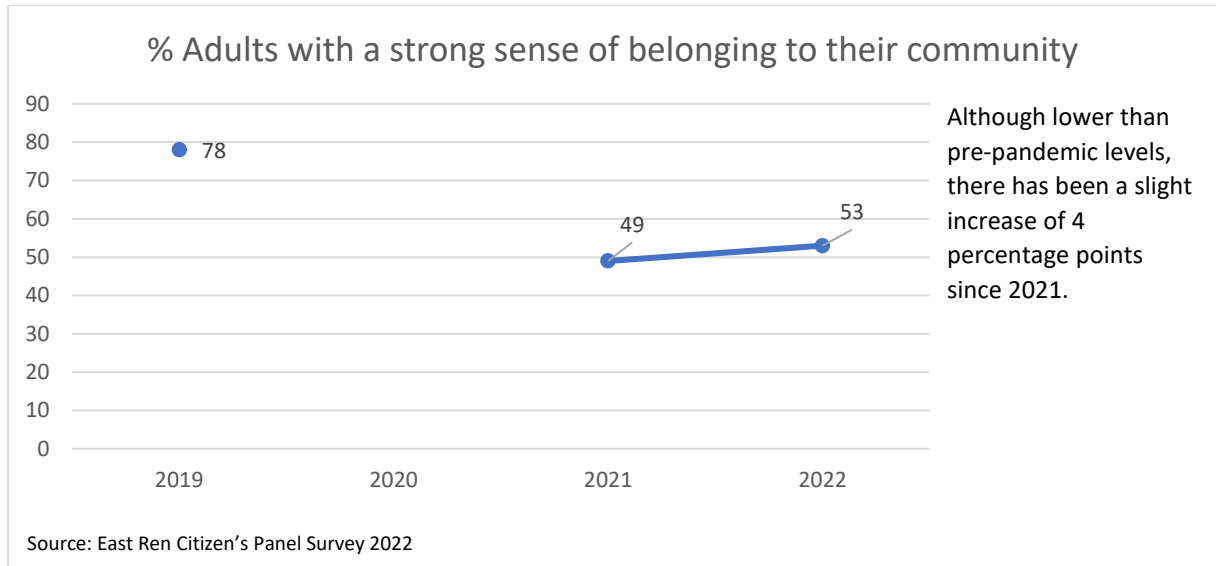
Safe, Supportive Communities							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
Number of crimes per 10,000 population *CPOP Indicator (Scottish Government (Police Scotland))	Measure of crimes taking place in the area, indicating how safe the area is to live in.		262 (2017-18)	265 (2020-21)			There has been a decrease of 38 crimes per 10,000 population to 227. East Renfrewshire remains well below the national average of 524.
Number of dwelling fires per 100,000 population *CPOP Indicator (Scottish Fire and Rescue (data provided to the CPOP))	Seeks to establish the number of deliberate fires and the work of Scottish Fire and Rescue within the CPP in reducing deliberate fires. Also supports the work of SFR education communities and making residents safer from the risks of accidental fires.		68 (2016-17)	55.2 (2020-21)			This figure has increased from 55.2 to 58.0 since the previous year, but still remains well below the national average of 84.5.
% of residents who feel crime in ERC has increased over the last two years (Citizens' Panel)	Perception measure of rates of local crime from East Renfrewshire residents.	N/A	29%	N/A	No new data available	N/A	This measure is no longer monitored in the Citizen's Panel and will not feature in future reports.

Strategic Priority 4 Charts



Fairer East Ren Progress

The following indicators provide an update on how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Residents’ mental health and wellbeing is improved.**



In 2020 a thematic survey on climate change replaced the annual Citizens’ Panel survey therefore no data is presented for that year in the above two charts.

For 2021-22 some new critical indicators were added which reflect priorities at a national level with the Scottish Government’s ‘A *Connected* Scotland’ Plan highlighting the role of connected communities in tackling social isolation and loneliness. This includes providing digital devices (123 people received in 2022/2023) and digital support (572 individuals), supporting volunteering opportunities (155 individuals) and connecting residents to the Community Hub managed by Voluntary Action East Renfrewshire (1,004 calls received).

Strategic Outcome 5: Older people and People with Long Term Conditions



The outcome we want is...










Older people and people with Long Term Conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives

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

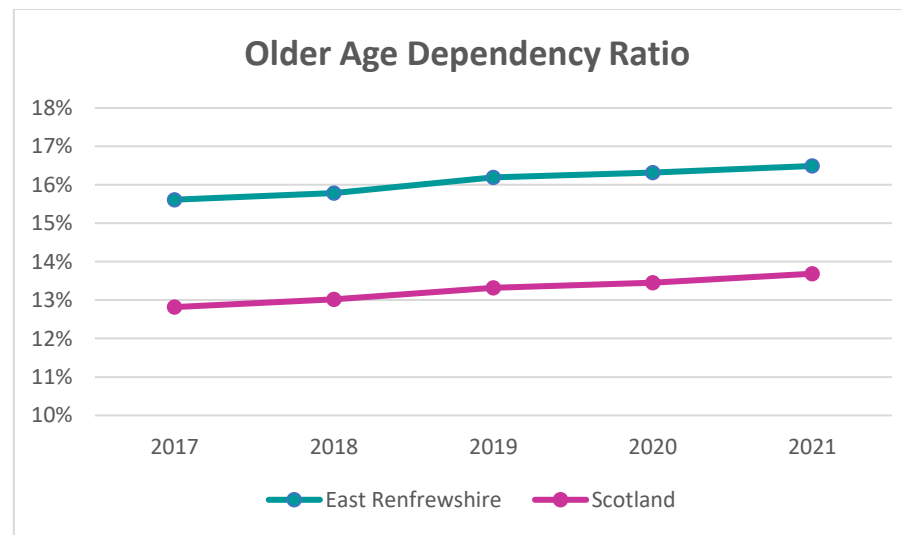
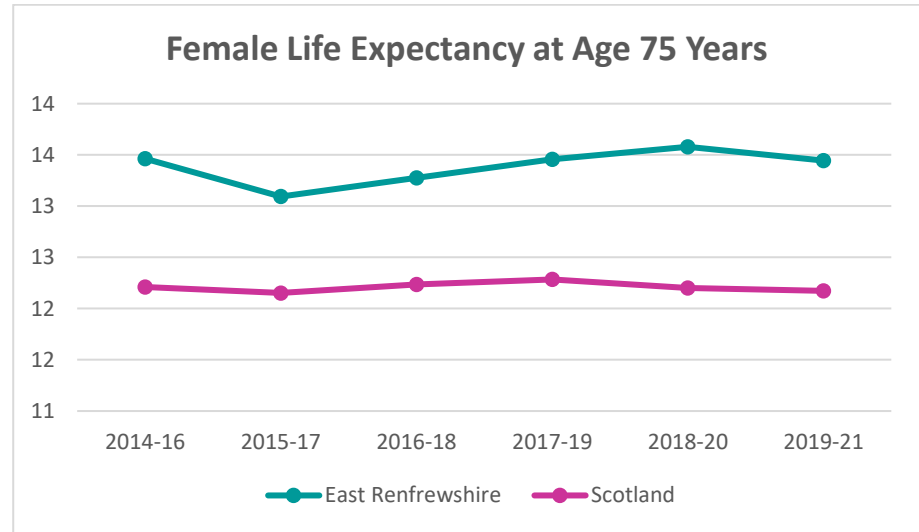
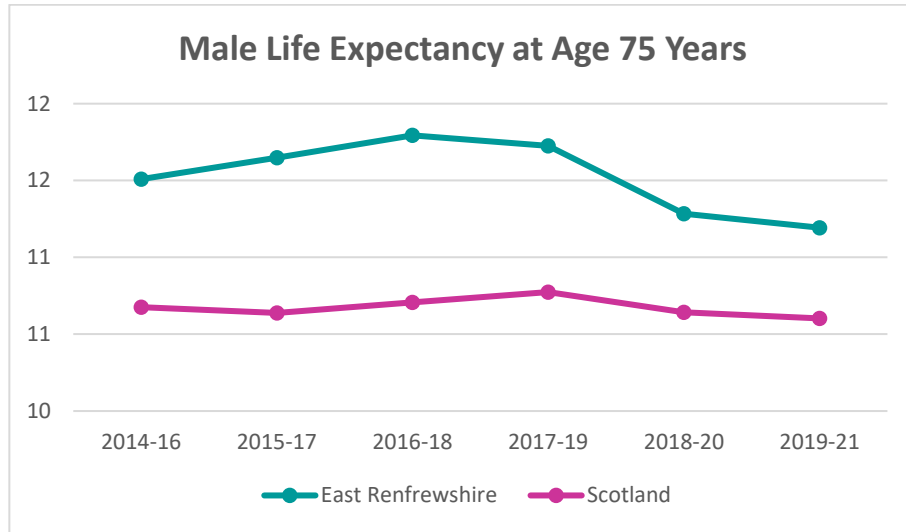
- Residents are safe and more socially connected within their communities*
- Older people and people with Long Term Conditions stay as healthy as possible
- Older people and people with Long Term Conditions live safely and independently in the community
- Carers are valued and can maintain their own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

*Fairer East Ren outcome

Community Plan indicators

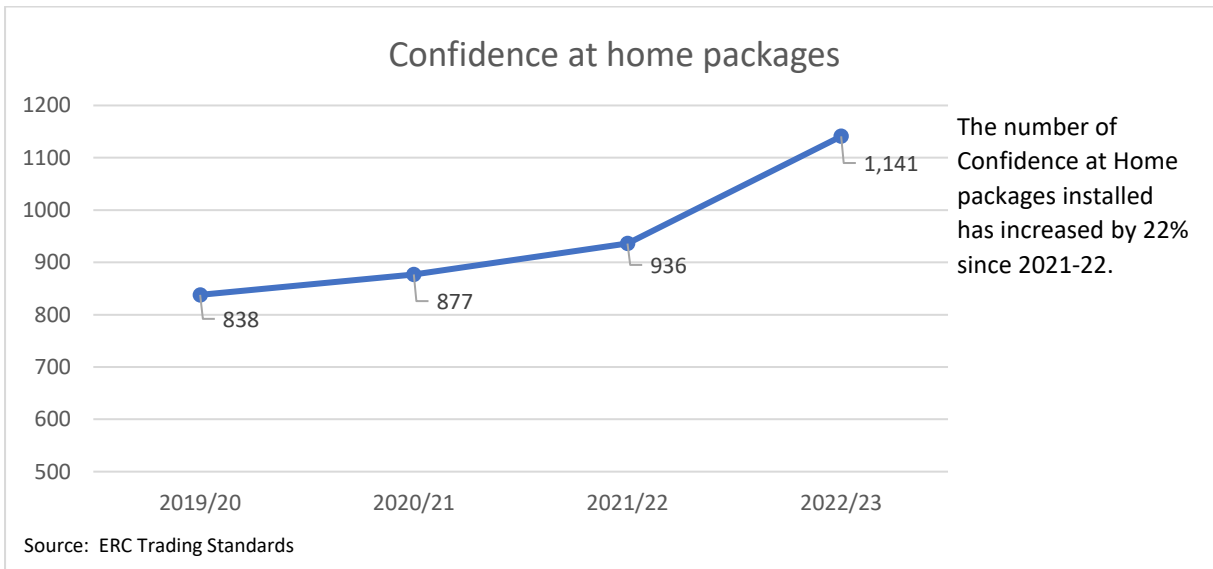
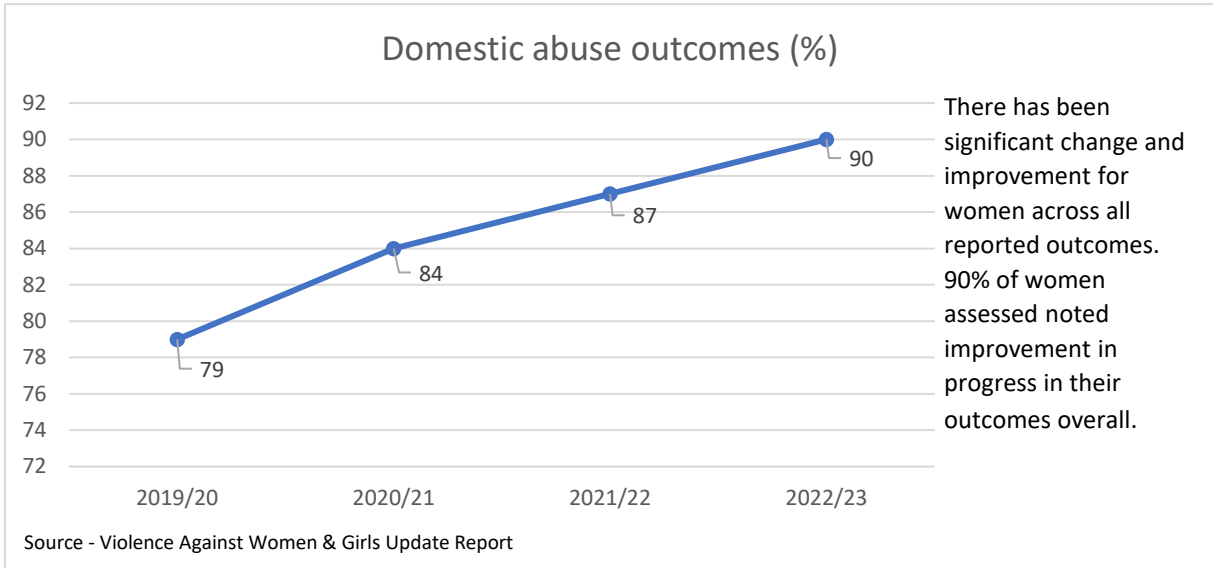
Older People and People with Long Term Conditions							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
Older Age Dependency Ratio (Ratio of people aged 75+ to the working age population aged 16-64) (NRS Population Estimates)	Ratio of older people 75+ to the working age population (16-64). A rise in this ratio, coupled with the cost of care for older people, indicates that the CPP may have a greater challenge in providing care for its older population.		15.8 (2018)	16.3 (2020)			Ratio of older people 75+ to the working age population has risen every year since 2018. This is a national trend, but East Renfrewshire remains higher than the national average.
Male Life Expectancy at age 75 Years (NRS)	Provides an estimate of how many further years a 75 year old male residing in East Renfrewshire today can expect to live. Based on mortality rates at the time.		11.7 (2015-17)	11.3 (2018-20)			Male life expectancy at age 75 like life expectancy at birth shows a very slight decline which reflects a national trend. East Renfrewshire has a higher life expectancy rate than the Scottish average.
Female Life Expectancy at age 75 Years (NRS)	Provides an estimate of how many further years a 75 year old female residing in East Renfrewshire today can expect to live. Based on mortality rates at the time.		13.1 (2015-17)	13.6 (2018-20)			Female life expectancy at age 75 like life expectancy at birth shows a very slight decline which reflects a national trend. East Renfrewshire has a higher life expectancy rate than the Scottish average.

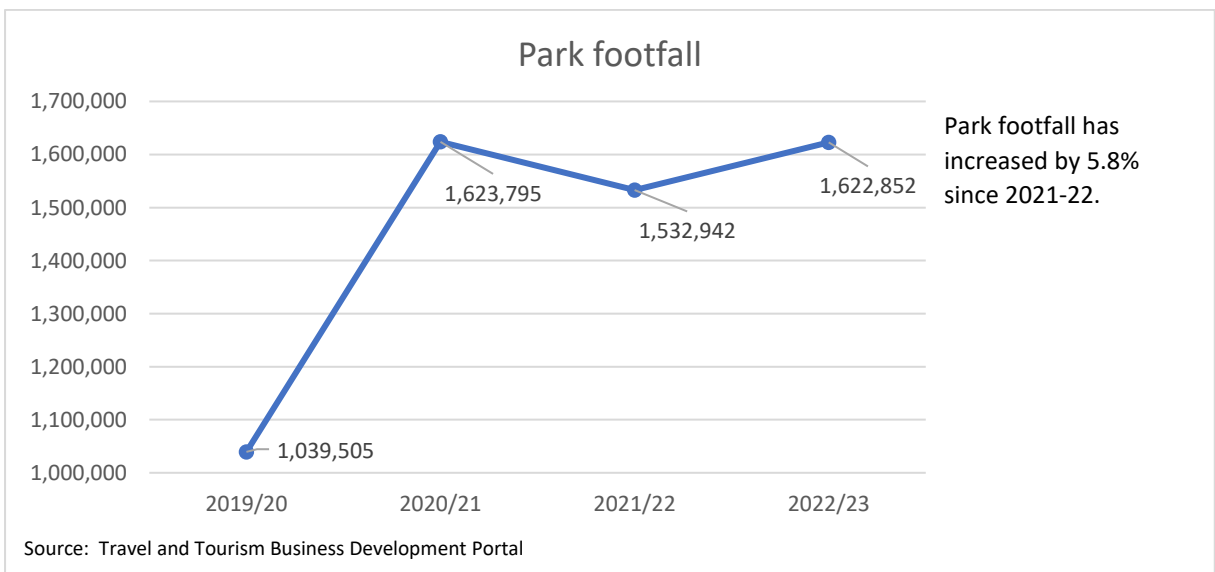
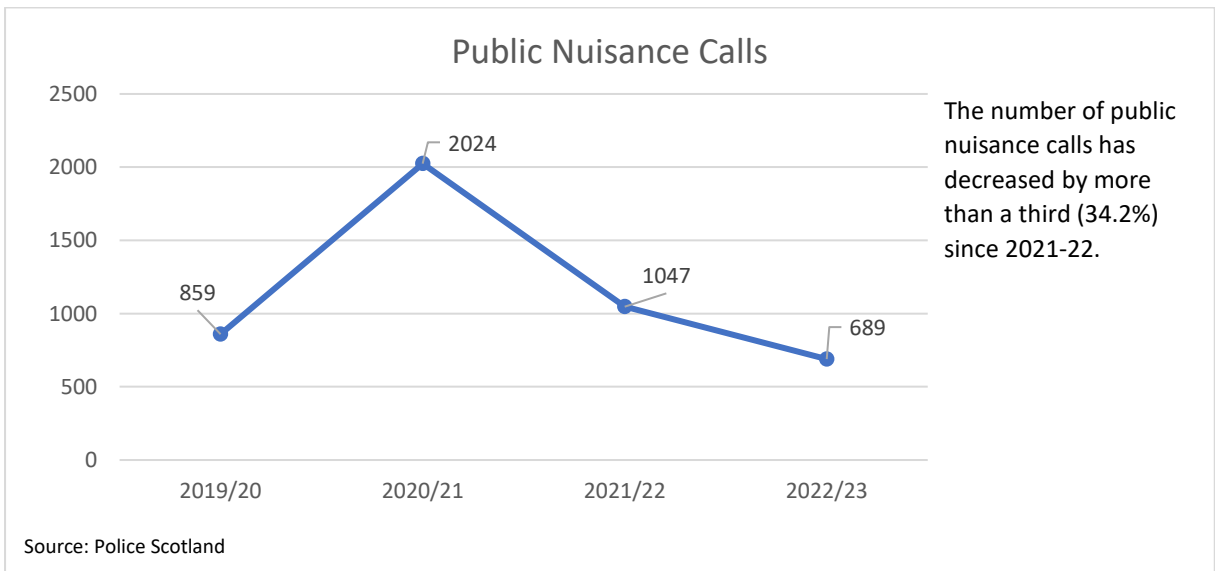
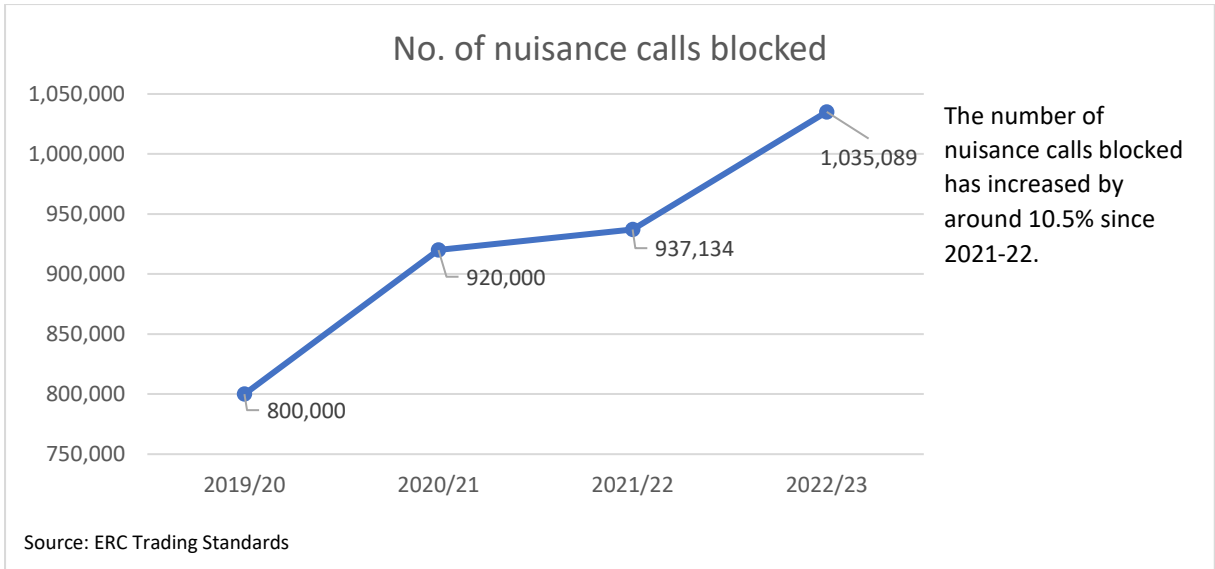
Strategic Priority 5 Charts



Fairer East Ren Progress

The following indicators provide an update on how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Residents are safe and more socially connected within their communities.**





Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank



Work continues with our Community Planning Partners to reduce the inequalities experienced by residents in areas where outcomes in health, employment, education and experience of crime can be disproportionately poorer when compared with other areas of East Renfrewshire. Within East Renfrewshire, these locality planning areas are Auchenback; Arthurlie, Dunterlie, & Dovecothall (ADD2) ; Neilston and Thornliebank.

Over the last year, five events have been held by Linking Communities within three of the Locality Planning areas – Barrhead, Neilston and Thornliebank. This resulted in 47 local groups and organisations receiving nearly £85,000 for recreation, sports and fitness; activities for older people, children and young people and activities for people with additional support needs (An additional £82,928 was carried over from the 2020/2021 allocation due to Covid and distributed to 45 local groups during the Summer of 2022).

Voluntary Action East Renfrewshire (VAER) have run two grant making PB events with £150,000 of Council Humanitarian Funding being allocated to 37 projects through 800 votes. Some of these include Dunterlie baby and toddlers; *I care about me!* (East Renfrewshire Young Carers' project); Dementia Family Support and Thornliebank Family Fun Day.

There has also been increasingly more face-to-face engagement with community groups and residents from these areas over the last year and we are building on these relationships to explore their priorities and aspirations for the communities in which they live.

In Neilston, residents were surveyed about previously identified priorities (pre-pandemic) to find out if these were still relevant today. The priorities were life-long learning, skills & rights; community pride in the built up & natural environment and accessible leisure for health & wellbeing

Almost 80% said that community pride and accessible leisure were still priorities, with half highlighting life-long learning as a goal for Neilston. In terms of other priorities which residents felt should also be addressed, the top three were the cost of living and feeling safe in their community followed by transport. The survey also gave residents the opportunity to register their interest in working alongside the Community, Learning & Development (CLD) team and being more involved in local decision-making. A community event is currently being planned for the summer aimed at getting residents and community groups involved in the locality plan and working in partnership with community partners such as Neilston Development Trust, East Renfrewshire Culture & Leisure and council departments.

Similarly, in Auchenback, community engagement has shown that priorities have changed post-pandemic and we are working with partners and the community to address these. Links have been established with community groups (e.g. the Arthurlie Women's Group) .We are also planning for an event in the Auchenback Resource Centre to bring people together to explore their priorities and how residents want to engage.

Once priorities have been identified in all the locality planning areas, steering groups with representation from the community and services will be set up in each area to progress the development of a locality plan for that area.

A selection of case studies to demonstrate good practice and partnership working

Outcome 1: Early Years and Vulnerable Young People - All children in East Renfrewshire experience stable and secure childhoods and succeed

Unveiling a New Chapter: A Family's Journey from Isolation to Integration with Family First

The referral

Maryam* is a mother of a three-year-old and a ten-year-old stepdaughter, living within a multi-generational household. Speaking English as an additional language and with very low self-esteem, she was trapped in a vicious cycle of isolation. A referral was made to Family First by a Health Visitor who recognised the need for support to help reduce isolation, improve confidence, and connect Maryam to appropriate community resources.

First steps

The first step was developing a comprehensive action plan in collaboration with Maryam. Lacking any knowledge of community supports or activities, Maryam was both overwhelmed by the unknown and anxious about stepping outside her comfort zone. She scored quite low in a scale that measures Family Wellbeing, reflecting her feelings of isolation and low self-worth.

The Family First Worker helped Maryam through regular visits introducing her to different community organisations and venues, providing constant support and encouragement. A trusting relationship formed as the Family First Worker showed unwavering belief in the mother's potential, giving her the push she needed to try new things and gradually gain confidence.



make these visits independently.

The process of transformation was gradual yet profound. Maryam started making weekly visits to the local library with the Family First Worker, who introduced her to the staff and helped her register her children as members. Over time, she grew comfortable enough to

“Maryam’s story exemplifies the impact Family First can have. From a position of isolation, we empowered the mother to build her confidence, connect with her community, and transform her life. As she flourishes, her children will also reap the benefits, fostering a positive cycle that goes beyond the family unit, enriching the community as a whole.”

– Family First worker

Maryam was also introduced to public transport, expanding her horizons and allowing her to explore family-friendly places like Pollok Park and the Gallery of Modern Art. The Family First Worker connected her to the Off Grid Outdoor Toddler Group and helped to secure a nursery place for her son. She also participated in small Parent/Child sessions through the Family First Loneliness Project, where she formed friendships with like-minded parents.

And now....

Maryam scored a lot higher on the Family Wellbeing Scale, highlighting her growth. More importantly, she has started participating in group activities independently and is exploring personal development and learning opportunities.

*Maryam's name has been changed to maintain anonymity and to protect privacy



"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."- Young Person

Supporting the Minds of Our Children and Young People

Healthier Minds is an innovative, multi-disciplinary emotional health and wellbeing service that has transformed the way children and young people aged 10-18 years access mental health support in East Renfrewshire. This is one of the first initiatives of its kind and offers a new way of thinking about mental health in children and young people. The service is built on a co-production approach where staff, children, young people, parents, and carers identified new approaches to successfully respond to the mental and emotional wellbeing needs of our children and young people.

Mental health support for young people was under pressure even prior to the pandemic. However, lockdown has exacerbated feelings of anxiety and stress for many young people. Through various

93% of children and young people accessing the Healthier Minds Service report improvements in their mental and emotional wellbeing, with only a small number of young people being referred to Child and Adolescent Mental Health Services (CAMHS) for specialist support.

funding streams, East Renfrewshire Council has established this multi-disciplinary team known as Healthier Minds. This service has enabled the HSCP to work with local partners to respond to the increasing demand for support in the area. This in turn has ensured that many more children, young people, and their families receive the support they need, when they need it, underpinned by the values, principles, and components of GIRFEC. (Getting it Right for Every Child).

The service has been shaped by community-led insights and a need for approaches to mental health that bridge the gap between school and home. The service delivers a blended model of support with two main areas of delivery:

- The development of school counselling provision – this includes upper Primary School and extends availability to include school holiday periods, increasing capacity by 50%.
- A new model of systemic individual and family support which works between home and school.

A multi-disciplinary screening hub model has also been developed to rapidly review referrals and to ensure that children and young people are supported within the right service for their needs. The Hub meets on a weekly basis, attended by regular stakeholder representatives from CAMHS, Social Work, Youth Counselling, Educational Psychology, and Children 1st: Family Wellbeing Service. Local partnerships have been strengthened by the establishment of the Hub. From the first meeting of the screening hub in November 2020 through to April 2023, more than 1,000 referrals have been reviewed.

From the start, communication has been a key priority, ensuring that education colleagues and partners understand the service and the referral pathway. Support continues to be offered from the service co-ordinator and principal teacher for pre and/or post referral discussions, advice, support, and guidance as well as a listening ear for staff.

This innovative approach to children and young people’s mental and emotional wellbeing has taken pressure off existing services, particularly CAMHS, and provides earlier holistic support based on the individual’s needs.

The Healthier Minds team offer 1-to-1 and whole family support, as well as group work and whole class input. A new training/information sharing network has been created to build capacity. Staff from Education, HSCP, and the third sector attend this network. 300 staff have been trained in the Healthier Minds approach.

Every parent and carer who completed an evaluation reported that they would recommend the service to others. This service has exceeded expectations and continues to have a positive impact improving the mental and emotional wellbeing of our children, young people and their families.

“The support of this service has been a significant factor in my daughter’s recent progress.”

- Parent

Outcome 2 – East Renfrewshire residents are healthy and active and have the right skills for learning, life and work

Young Peoples Guarantee- Matching Young People with the Right Opportunities

The Young Person's Guarantee (YPG) scheme brings together employers, partners, and young

"I'm really enjoying it, it's different work every day" - Josh

people. It aims to connect every 16–24-year-old to an opportunity, be it a job, apprenticeship, further/higher education, training or volunteering, or an enterprise opportunity.

Kevin Wilson, greenkeeper at Ferenze Golf Club in Barrhead was seeking a new apprentice but due to lack of resources he needed assistance with the recruitment and funding. He was looking for a school leaver with an interest in working outdoors and/or golf. A vacancy template was developed with support from a Business Liaison Officer within the Council's Economic Development Team.

The post was then advertised on the Work EastRen vacancy board and circulated to youth employment client advisors.

"Josh is doing great. I don't think there's any hurdles he's not willing to challenge or give a try."

- Kevin



Once the successful candidate, Josh, had been appointed, Employer Recruitment Incentive funding was applied to the role, amounting to £6,000 per year. The funding can be used in several ways, for example to offset against wages, for training, equipment, or uniform.

Find out more about Josh's journey to employment by clicking [here](#).

This Young Persons Guarantee Programme is committed to increasing the variety and type of job opportunities for all with enhanced services to support employers to recruit people with barriers to securing/sustaining work.

Outcome 3: Environment and Economy – East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses.

Cowan Park Gate Lodge Case Study

Cowan Park Gate Lodge is an early 20th century building that had fallen into disrepair and was on the Buildings at Risk Register for Scotland. Now, the new Hub provides a much needed home and additional spaces for Social Enterprises, community groups, and other third sector partners to operate and deliver a variety of local services and initiatives. The project is a catalyst for further local regeneration and builds on a local asset within an area of disadvantage and deprivation, ensuring it is accessible for all.



“Mia has ADHD, autism and learning disabilities and is a prime example of anything is possible, nothing should ever be a challenge.”

- Volunteer

There was interest from some local charities and social enterprises to deliver this project, with the charity Include Me 2 Club (IM2C) submitting the winning proposal to run and manage the Gate Lodge. IM2C is an award-winning charity that provides a wide range of activities and services for children, young people, adults, and families affected by additional support needs, disabilities (physical and learning), mental health conditions, or those suffering from isolation or loneliness.

From the beginning of the project, IM2C have played a key role in the design, internal and external layout, physical construction, fit out, access routes, and landscaping of the Gate Lodge. The experience and insights of IM2C have ensured that the Lodge is as accessible as possible and is designed around the needs of the local community. The Hub has seen a number of positive outcomes, including the creation of 60 training/skills development placements, 5 new permanent jobs, 20 existing jobs supported/sustained, five local community groups supported, and new activities created for the local community.

One such offer is the Bike Hub, a facility that offers bike servicing, a workshop, and cycle leader training. Mia* is a local resident who recently used the Bike Hub to become a qualified ride leader. Mia has ADHD, autism, and learning disabilities. In order for her to become a qualified cycle leader, she led a group of women cyclists from Govanhill to the Clyde Walkway.

“What an amazing transformation to a building that has been derelict for such a long time and being put back to work in the community and offering much needed services to the park that has been greatly needed for such a long time.”

- Local Resident

The IM2C Bike Hub said of Mia's success: "this is a brilliant achievement and we're very proud of all our volunteers, especially our youth volunteers."



What the Hub at Cowan Park Lodge shows is how support for a local social enterprise has brought life back to a building and increased employment training for residents with disabilities. For example, The Social Blend Coffee Shop at the Hub provides members with the opportunity to learn and develop skills involved in working in a retail and hospitality setting. The Hub's training programme teaches key skills, such as food and drink preparation, EPOS till use, stock takes, and customer

service. This initiative benefits individuals on the training program, and has received praise from local residents who visit the café:

Residents and locals have said:

"Great to see some of our young people working there"

"My friend and I went there today, for a coffee and scone in very friendly and pleasant surroundings".

The new hub will offer a number of local services, some job creation, training opportunities, and will potentially attract new investment for the future of the area and its residents. The Lodge is located within an area of Barrhead that is in the bottom 20% of the Scottish Index of Multiple Deprivation, making it accessible to residents who might benefit the most from the services on offer.

*Mia's name has been changed to maintain their anonymity and to protect their privacy

Outcome 4: Safe, Supportive Communities - East Renfrewshire residents are safe and live in supportive communities

Supporting Sam to Become Digitally Connected

"I now use the laptop every day. I don't know how I managed before I guess I wasn't really managing and that's why I came to MART to help me sort out my affairs"

Sam*, a single 48-year-old local resident living on his own, could no longer work due to poor physical and mental health. He was in receipt of Universal Credit and Personal Independence Payment, and he had contacted the Money, Advice and Rights Team (MART) as he needed help with his financial affairs. Sam said: "I felt totally lost regarding my debts and don't know where to start. I need help especially with my bank account and overdraft."

Sam had no access to digital services as he did not have a laptop and, in his words, only had "a knackered phone."

MART secured a laptop for him and showed him the basics of booting up, accessing Google, basic web awareness, as well as information about Universal Credit. Sam has now embraced the digital world – he uses his laptop to keep up to date with his online Universal Credit Journal, opened a new bank account online, and has come to an arrangement to reduce his overdraft.

He can now use banking online to check he has money in his account to cover bills and avoid bank charges by staying out of his unauthorised overdraft. He uses his laptop to access services such as keeping in touch with MART and sending documentation via email, where before he would need to come into the office. Sam also uses the laptop to keep track of hospital and doctor appointments. He also uses the device for online shopping so he can shop around for the best deals and have his food shopping delivered when he finds it difficult to get out the house. The laptop has a recreational role in his life too as he can now surf the web, watch videos, and listen to music. He has set up a Facebook page to keep in touch with family and friends.



This case study demonstrates our commitment to connecting residents and communities by increasing digital participation levels throughout East Renfrewshire. In addition to the devices provided by the Council and its partners to our most vulnerable residents, we also secured over £22,000 via the Scottish Government's Connecting Scotland programme during 2022-23. This meant we were able to distribute Chromebooks, iPads, and mi-fi devices to

those most in need.

*Sam's name has been changed to maintain their anonymity and to protect their privacy

Warm and Welcome Spaces East Renfrewshire

"I've enjoyed the company immensely. Feels like a safe and secure environment"



Average energy prices have risen by 54% since early 2022, with the typical annual bill set to increase again in 2023 when the government's energy price guarantee is scaled back. While it is not unprecedented for people to face financial hardship and difficult choices over winter, the cost-of-living challenges faced by the UK have worsened these difficulties and this reality has been felt by many more homes and families this year.

Working with our partners and voluntary organisations, safe, secure, warm, and welcoming spaces for vulnerable members of our communities have provided a vital support during this challenging time. Alongside Voluntary Action East Renfrewshire and East Renfrewshire Culture and Leisure Trust (ERCLT), the Council helped to coordinate and support a community-led response to deliver Warm and Welcome Spaces and activities over the Winter period 2022/23. This approach aimed to empower communities to self-support by providing individuals and families that were struggling to heat their homes over winter a place to go, keep warm, have a hot refreshment and gain some respite from the difficulties they may be facing at home, whilst maintaining dignity and providing holistic support.

A small, multi-agency working group with VAER and ERCLT was established to define the spaces and their principles, design the Fund criteria and guidelines, and assess the



funding applications, as well as monitor the impact of this project. Through this fund, community groups operating in East Renfrewshire

have been able to access grants of up to £2,000 to provide additional services, hours, and/or capacity during winter months. In addition to offering a space, many organisations have also offered a variety of activities for residents to engage in, such as knitting groups, table tennis clubs, arts and crafts, and film viewings.

This partnership approach resulted in **33 organisations** receiving a small grant from the fund, **46 spaces** were set up across the council area, and these were visited over **3,500 times**.

A wide and diverse range of Warm and Welcome Spaces opened up across East Renfrewshire. Some examples include; Orchardhill Parish Church in Giffnock extended their café days and provided games, films, and crafts to new and regular visitors. The Iqra Learning Centre in Barrhead extended opening hours to provide a Warm and Welcome Space to the local BAME community, with special focus on women in this group.

The clearest and most positive impact Warm and Welcome Spaces have had is the effect of this initiative on loneliness and isolation for residents. Our older residents made up a significant

“People really need a warm welcome and a space where they can get a sense of connection, community and support—and where they can get help with all the issues they face not just their heating bills.”

- Community Worker

proportion of the attendees and were most likely to return to the spaces every session. Companionship was noted as the most obvious motivator for people accessing these spaces and activities have allowed residents to interact and form new connections. Post-Covid, some have found it difficult to re-engage and feel connected to their communities and these spaces have given many the opportunity to reverse this and feel a strong sense of community. The impact these spaces have had on mental health has been vital for vulnerable residents over winter by *“bringing communities together during these challenging times.”*

Many of these spaces also made connections across our partners and linked into services that could offer further support to attendees such as our Money Advice and Rights Team and East Renfrewshire Citizens’ Advice Bureau, who both attended various groups.

Through the strong working relationships across our partners and community organisations, Warm and Welcome Spaces have been safe and secure hubs of community, that have helped people to make connections and build friendships. In doing so they have created the longer-term social support networks that can sustain people all-year round.

You can watch a short video of some of the groups speaking about their Warm and Welcome Space [here](#).

**“It has been great seeing local community socialising.
We would like this to continue and it’s important for mental health and
social care.”**

- Iqra Learning Centre

Water Safety for Our Younger Residents

East Renfrewshire has a number of outdoor water places including Picketlaw Reservoir in Eaglesham which attracts a number of young people, particularly during the summer months. Unfortunately, many risks come with this, including water safety and in some cases anti-social behaviour.



Keen to address this risk, East Renfrewshire Water Safety group was established. This group is a partnership of Community Policing, East Renfrewshire Council Education Department, Scottish Water, Scottish Fire and Rescue Service. One of the first actions was to request that Scottish Water improve the ironwork around water towers to reduce the attraction of diving from the towers. The group meet regularly to tackle safety concerns and to educate young people of the dangers of cold open water swimming, particularly whilst consuming alcohol. The East Renfrewshire Water Safety group is now established within the national Partnership Approach to Water Safety (PAWS) and is attended by additional partners including Council

representatives from Environment, Community Safety and Youth Services, Scottish Ambulance service, Health Improvement, and RNLI. The PAWS group brings together a wealth of knowledge, learning experiences and a range of educational resources that are now being delivered in East Renfrewshire schools. The group is constantly adding new areas of expertise, aligning to national goals, and continuing to meet on a regular basis.

This case study demonstrates our continued commitment to working with partners to ensure our residents are safe. In 2022, water safety featured for the first time as part of East Renfrewshire's intensive swimming lessons six-week holiday programme (attended by over 1,500 young people) with drowning prevention lessons covered every Friday. Water safety awareness is now also built into the annual Learn to Swim programme and water safety awareness sessions are carried out in classrooms and assemblies across all local primary schools.

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

Switching Telecare to a Digital System



Telecare is a community alarm service that provides a link from a resident's home to East Renfrewshire Council's 24-hour response centre Safety Net. The Safety Net operators have access to the resident's details and are able to communicate with them through an alarm unit. They can also contact a family member, or a doctor or nurse, the emergency services, or even a mobile response carer to visit the resident's home. The Telecare system is designed to be used by individuals of all ages.

By 2025, telephone companies in the UK are switching off analogue telephone services and replacing them with digital internet-based technology. This means that from 2025, any system that relies on analogue phone lines will no longer function. In partnership with HSCP, East Renfrewshire Council's Analogue to Digital Project has put itself well ahead of the curve by successfully transitioning Telecare users to a modern, innovative digital service. East Renfrewshire Council is the first local authority in Scotland to switch their Telecare to an end-to-end digital service.

The new digital Telecare service has a host of benefits, both for service users and the council. For service users, the main benefit of the digital switchover is that their current service level remains uninterrupted. The challenges of such a project are vast, and yet the Analogue to Digital Project has succeeded in transitioning to digital with little to no disruption.

For the council, the new digital system allows for a more efficient allocation of resources, the ability to design bespoke care packages, and a way to respond much more quickly to the needs of service users.



The new system also reduces the

pressure on the families of service users. With the analogue system, something as small as losing a Telecare personal device would leave a resident without service. Family members would need to step in to provide additional support while the new device was replaced, a process that could take a long time. The new digital system allows for a new device to be programmed and

"A child with epilepsy using Telecare can be supported using the new system, providing reassurance overnight in relation to nocturnal seizures. Their parents can be assured they are receiving a high-level of care from outside the home."

- Mary Donlin HSCP

that could take a long time. The new digital system allows for a new device to be programmed and

sent out to the service user on the same day that the loss is reported. Such a reduction in a loss of service removes some of the pressures placed on families to unexpectedly provide additional support, and it provides service users with a much more streamlined and personal level of care.

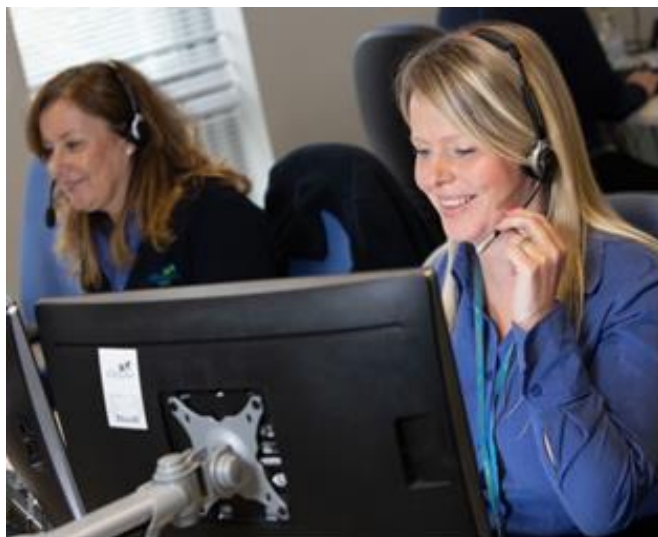
Another clear benefit for services users is the reduction in 'no speech calls'. The analogue system restricted the placement of alarms to the phone line junction box. If a resident had a fall in their bathroom, for example, the analogue alarm system would not allow for the Safety Net team to communicate with them at all. Now that alarms can be placed anywhere at all in the resident's home, the resident can communicate with Safety Net through high-quality audio, and be reassured that help is on the way.

The new digital system also offers a way to reduce the stigma of the Telecare system. The analogue system faced many restrictions with the type of hardware that could be used. The digital system can integrate modern technologies, such as digital pads and tablets, smartphones, and even more subtle devices such as movement alarms fitted to a service user's bed. The use of more modern technology will allow for the Telecare service to be marketed in a much more appealing way to younger individuals who might benefit from the service.

Equally, service users can use integrated modern technology to have a much more dynamic experience of Telecare. For example, a parent who uses the Telecare system to provide additional support for a child with epilepsy can be alerted and find updates through an app on their smartphone. This opens up the range of social activities that a child can enjoy. If a child requires constant monitoring through the night, they can now receive a reliable, high-level monitoring from multiple locations.

The switch to digital has not been easy. From massive global supply chain issues to service providers unexpectedly bringing forward their switchover dates, the staff involved in the Analogue to Digital Project have proven themselves to be resilient, innovative, and committed to delivering an excellent service in East Renfrewshire. Being the first local authority in Scotland to switch to an end-to-end digital system is also testament to how ambitious and forward thinking the staff are.

Making Telecare more streamlined, using technologies that reduce the stigma of the service, increasing the level accessibility of the service, and reducing the strain felt by family members will enable residents to increase their level of independence. Telecare can now allow for people with long-term conditions to have a much more dynamic and flexible approach to how they interact with the local community by no longer tethering their access to Telecare to their home.



assurances that help is on the way."

- Lesley Dean HSCP



Report produced by Strategic Services Team, East Renfrewshire Council

Contact:

Claire Coburn, Strategic Services Lead Officer: Claire.Coburn@eastrenfrewshire.gov.uk