

A young child with blonde hair, wearing a vibrant rainbow-striped hooded jacket and blue jeans, is being held by an adult in a red jacket. The child is pointing their right hand towards a vast, open landscape filled with numerous wind turbines under a clear sky. The scene is captured from a slightly elevated perspective, showing the child's back and the adult's arms supporting them. The ground is covered in dry, brownish grass, suggesting an autumn or winter setting.

East Renfrewshire
COMMUNITIES
TOGETHER
Stronger & fairer communities

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

Contents

Executive Summary	3
Introduction	5
About East Renfrewshire Community Planning Partnership (CPP)	6
Our Community Planning Outcomes	6
Data Summary	7
Strategic Outcome 1: Early Years and Vulnerable Young People	8
Community Plan Indicators.....	9
Strategic Priority 1 Charts	11
Fairer East Ren Progress	13
Strategic Outcome 2: Learning, Life and Work	16
Community Plan Indicators.....	17
Strategic Priority 2 charts.....	18
Fairer East Ren progress	19
Strategic Outcome 3: Economy and Environment	21
Community Plan Indicators.....	22
Strategic Priority 3 Charts	24
Fairer East Ren Outcome 3: East Renfrewshire’s transport links are accessible, attractive, and seamless.....	26
Strategic Outcome 4: Safe, Supportive Communities	27
Community Plan Indicators.....	28
Strategic Priority 4 Charts	29
Fairer East Ren Progress	30
Strategic Outcome 5: Older people and People with Long Term Conditions	31
Community Plan indicators.....	32
Strategic Priority 5 Charts	33
Fairer East Ren Progress	34
Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank	36
A selection of case studies to demonstrate good practice and partnership working	38

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

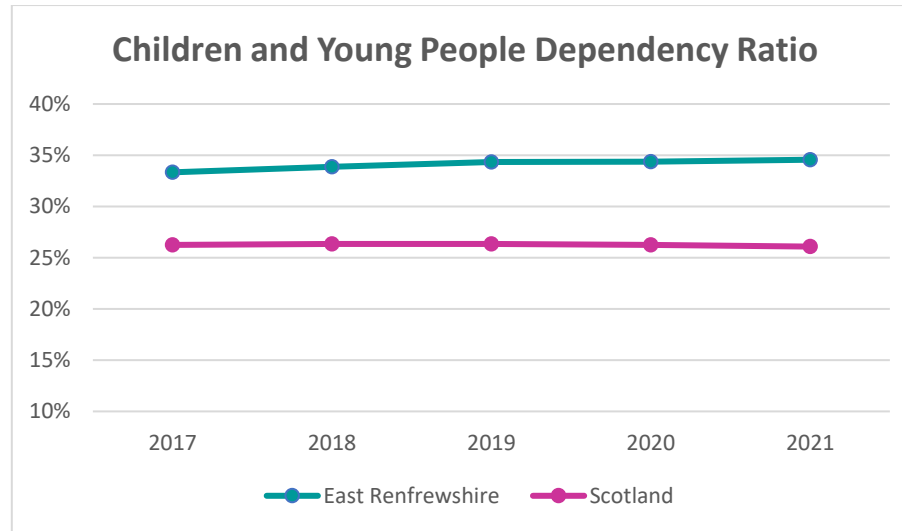
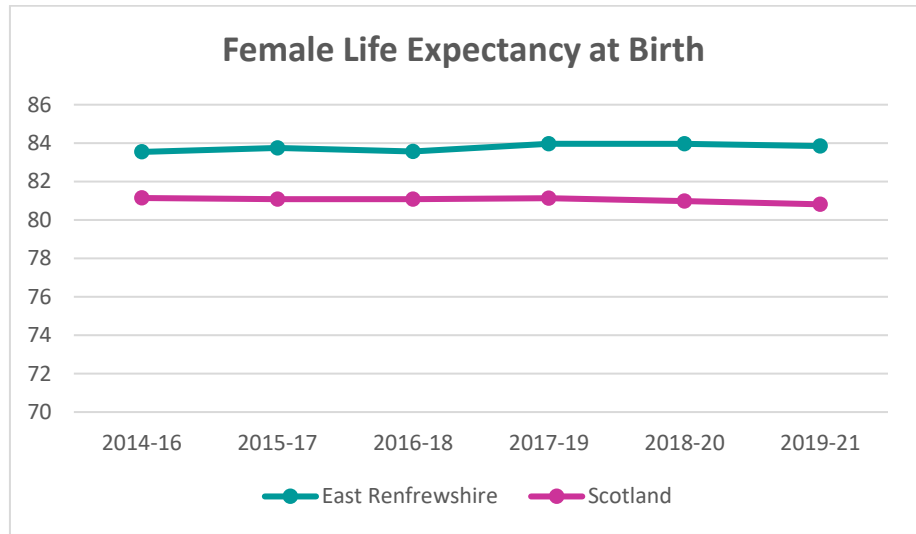
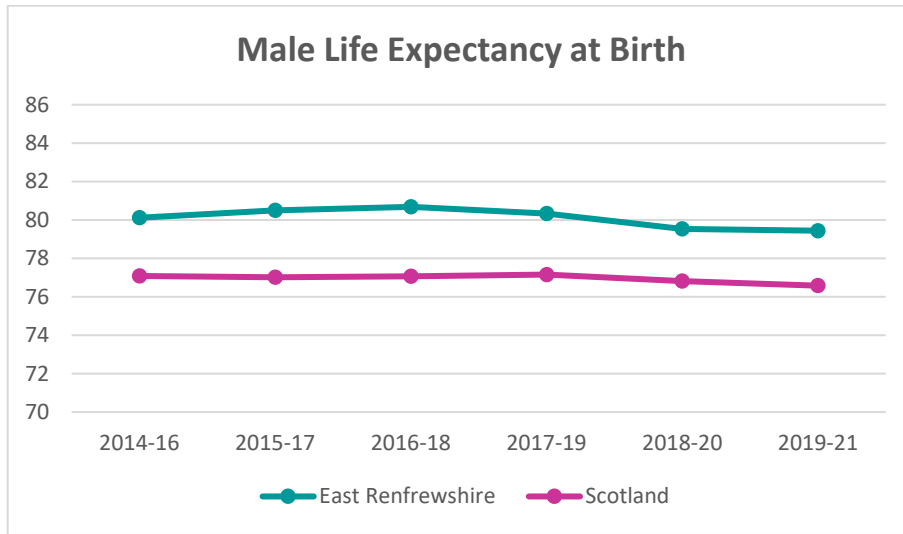
Early Years and Vulnerable Young People							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
Male life expectancy at birth (NRS)	This indicator provides an estimate of 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.

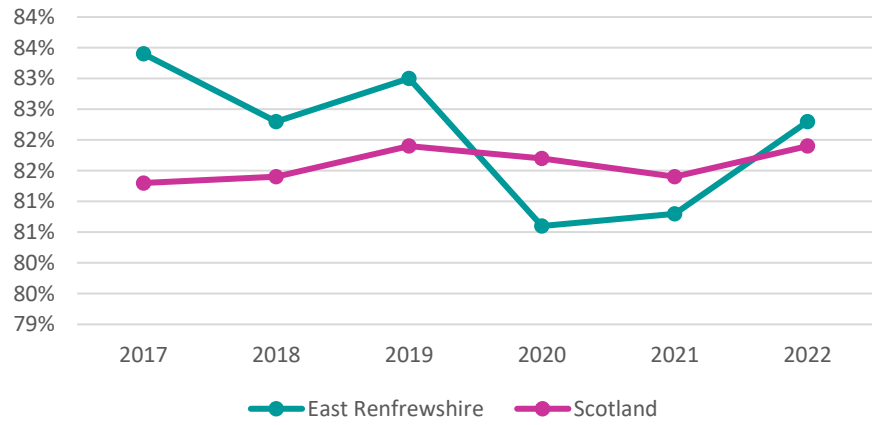
Early Years and Vulnerable Young People							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
Children and Young People Dependency Ratio (NRS)	This is the ratio of children 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.

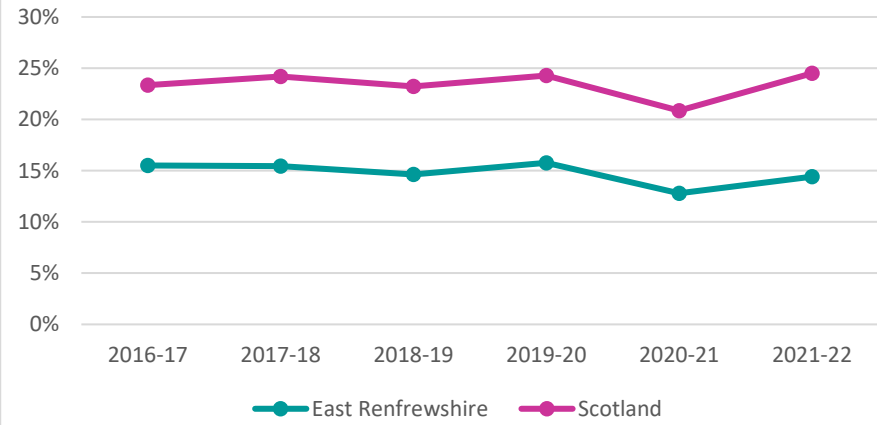
Strategic Priority 1 Charts



Healthy Birthweight

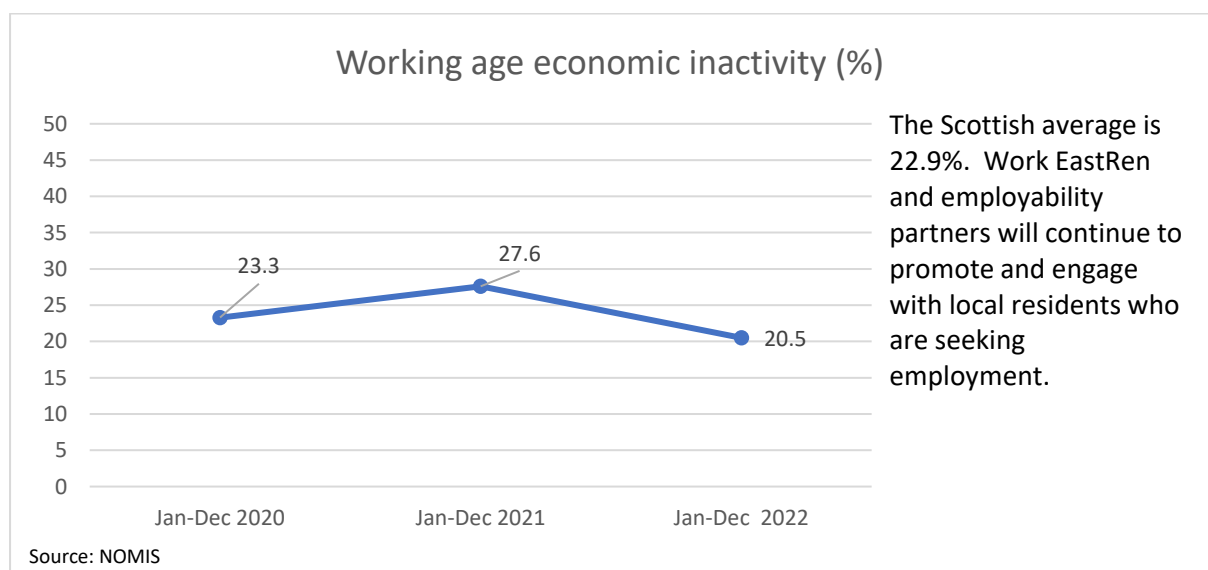
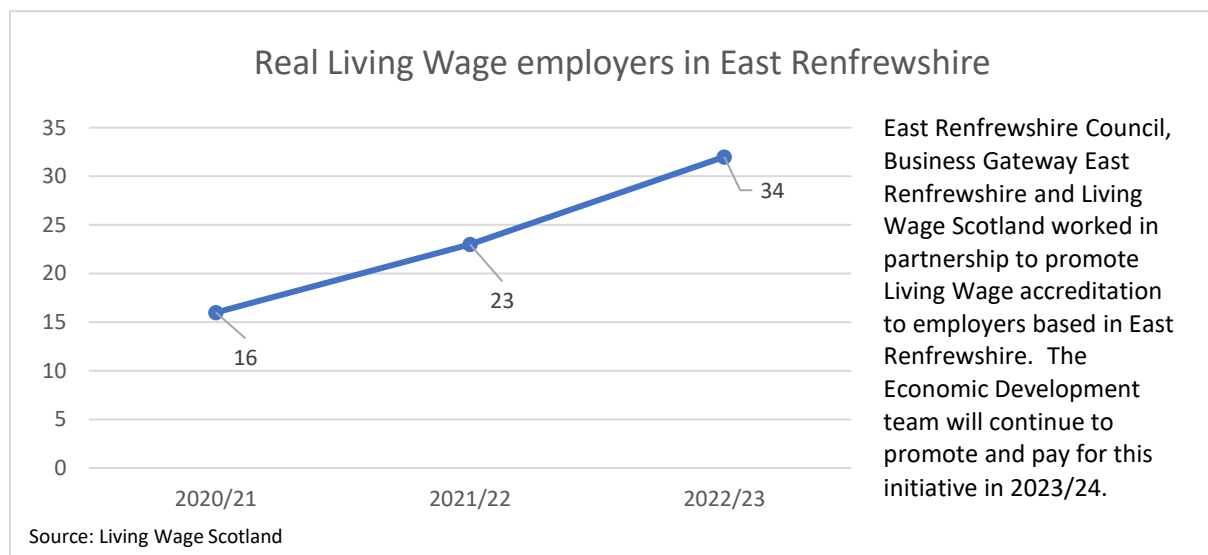


Children Living In Poverty

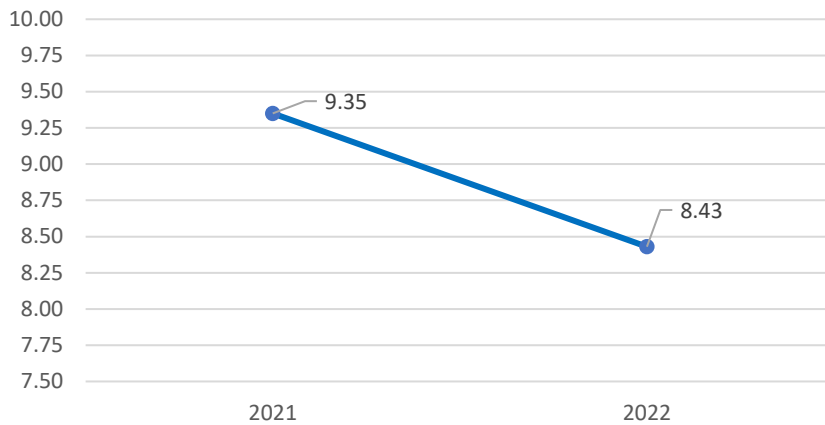


Fairer East Ren Progress

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.**



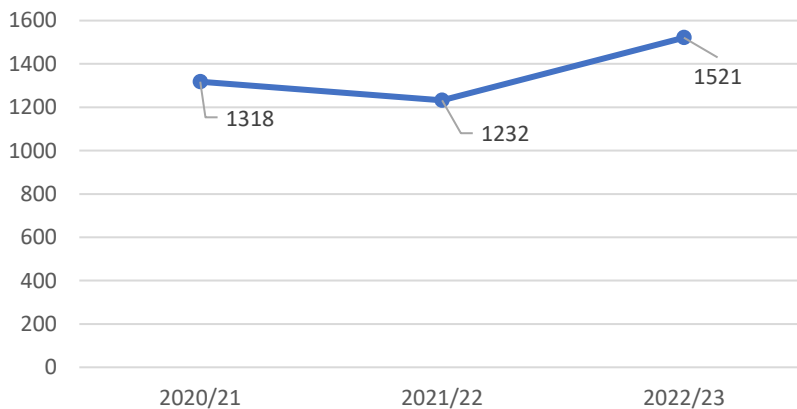
Free School Meal uptake at Primary School (%)



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

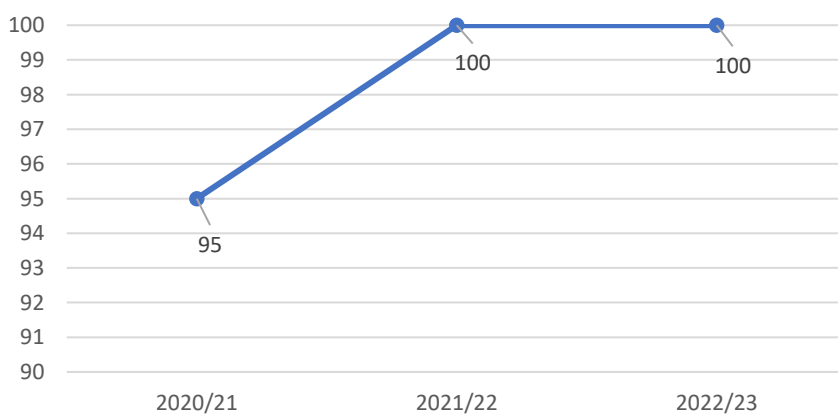
No. of families accessing MART financial wellbeing advice



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

Source: Local data.

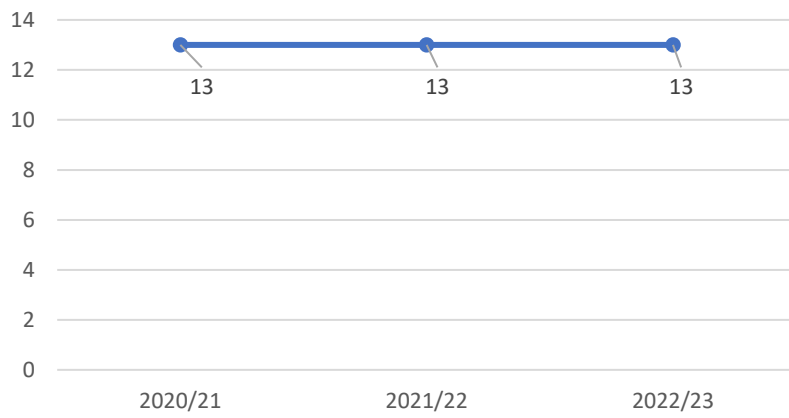
Uptake of funded early learning and childcare entitlement (%)



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

Fuel poverty (%)



The figure provided is a 3 year average from 2019 therefore will not indicate any more recent changes in this measure.

Source: Fuel poverty: Scottish House Condition Survey

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...

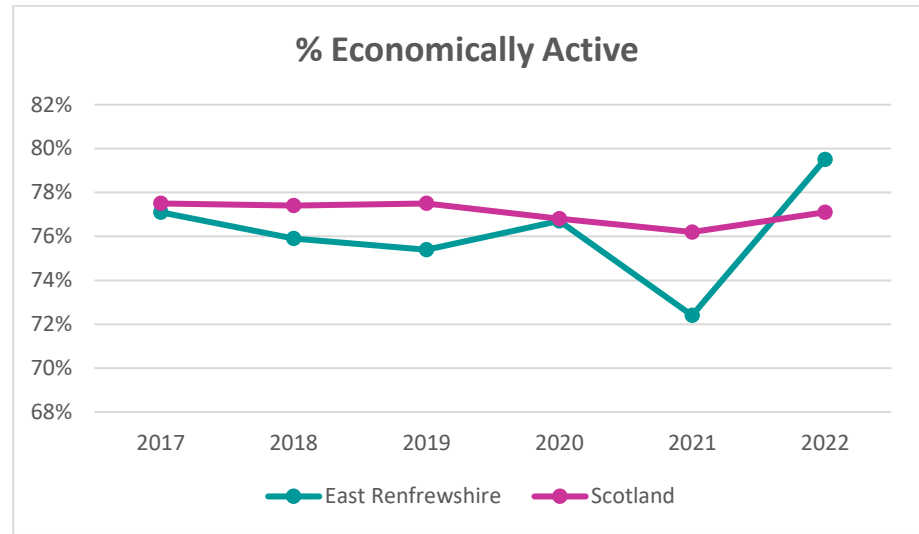
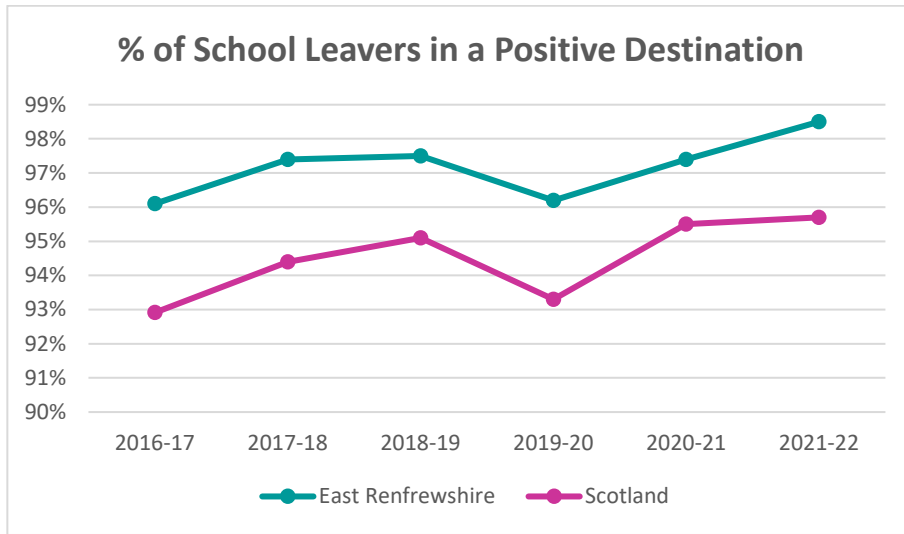
- Residents have the right skills, learning opportunities and confidence to secure and sustain work*
- Children and young people are included
- Children and young people raise their educational attainment and develop the skills they need
- Residents are as healthy and active as possible

*Fairer East Ren outcome

Community Plan Indicators

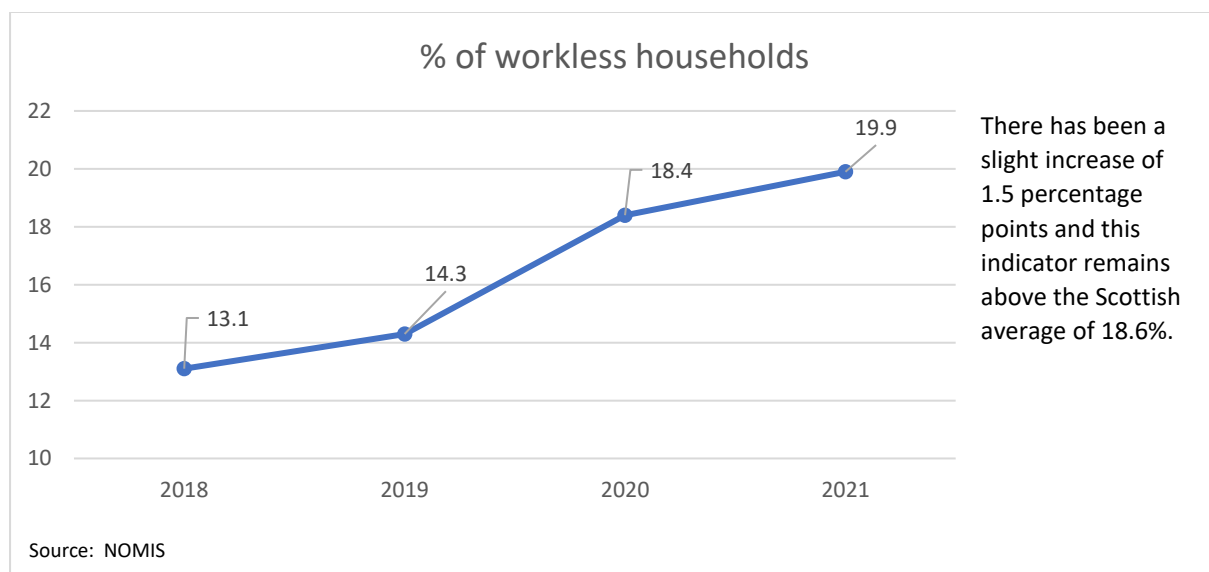
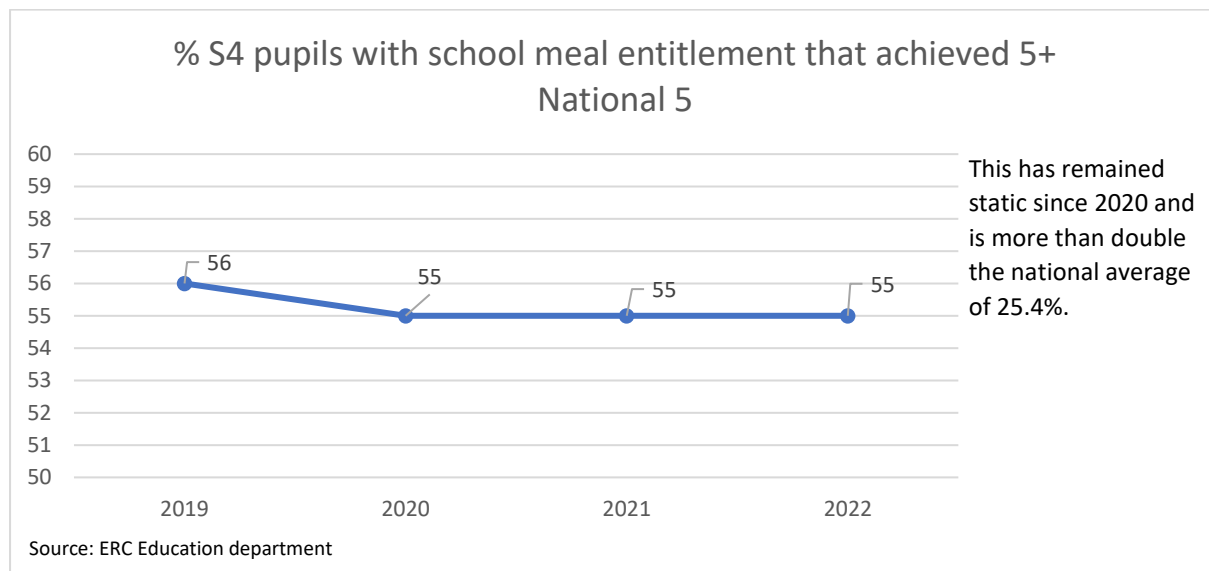
Learning, Life and Work							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<p>% of School Leavers in a Positive Destination *CPOP Indicator (Scottish Government)</p>	<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 (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

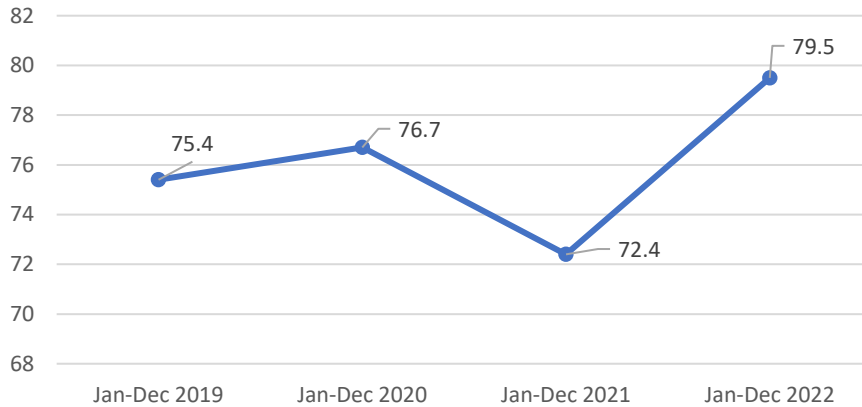


Fairer East Ren progress

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.**



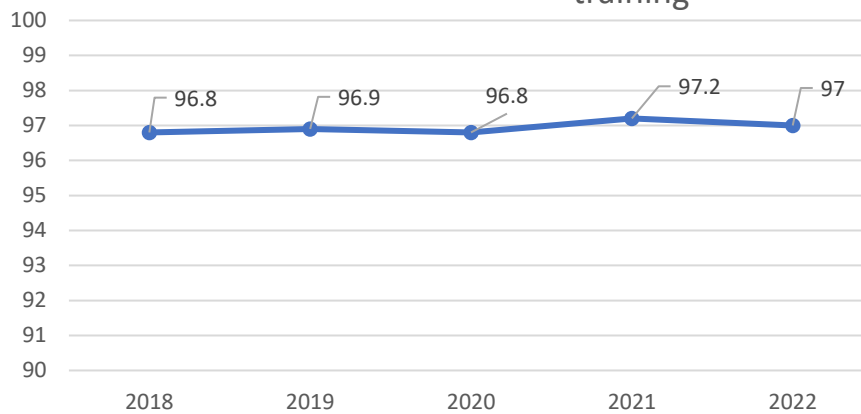
% economically active residents



There has been an increase of 7.1 percentage points. This indicator is above the Scottish average of 77.1%.

Source: NOMIS

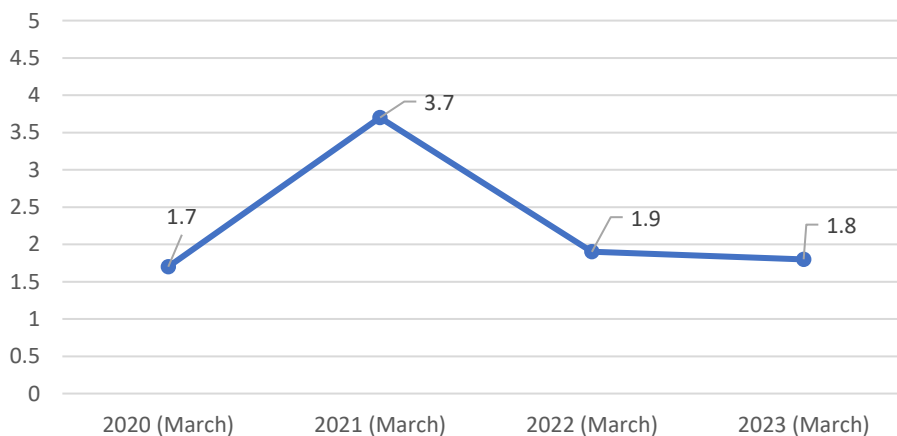
% 16-19 year olds participating in education, employment or training



There was a decrease of 0.2 percentage points in the last year. This indicator remains above the Scottish average of 92.4%.

Source: SDS Annual Participation Measure Report

% 16-64 year olds claiming out of work benefits



There has been a slight decrease in the last year of 0.1 percentage points and is below the Scottish average of 3.3%.

Source: NOMIS

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

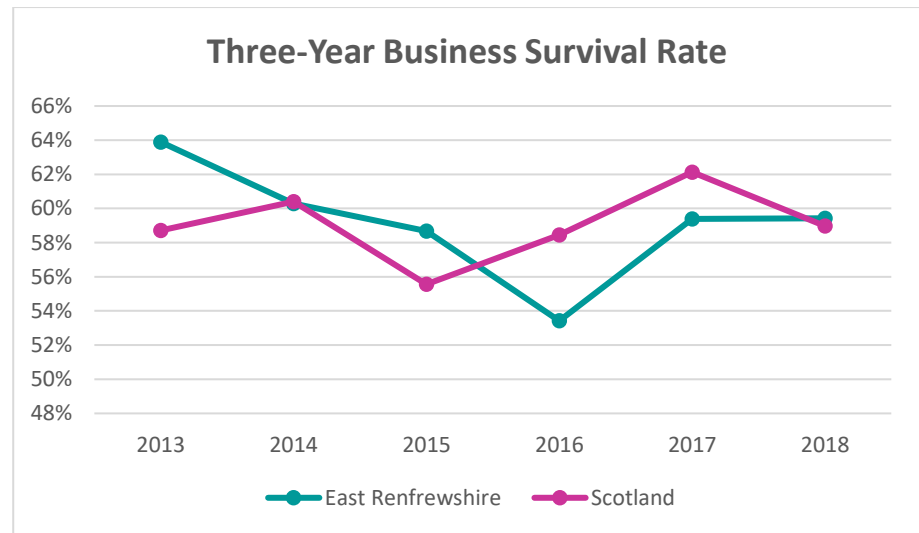
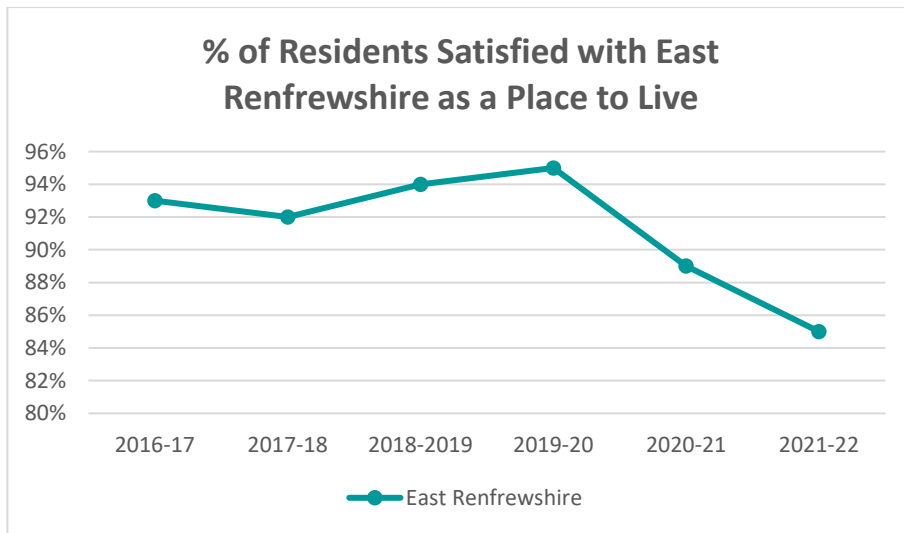
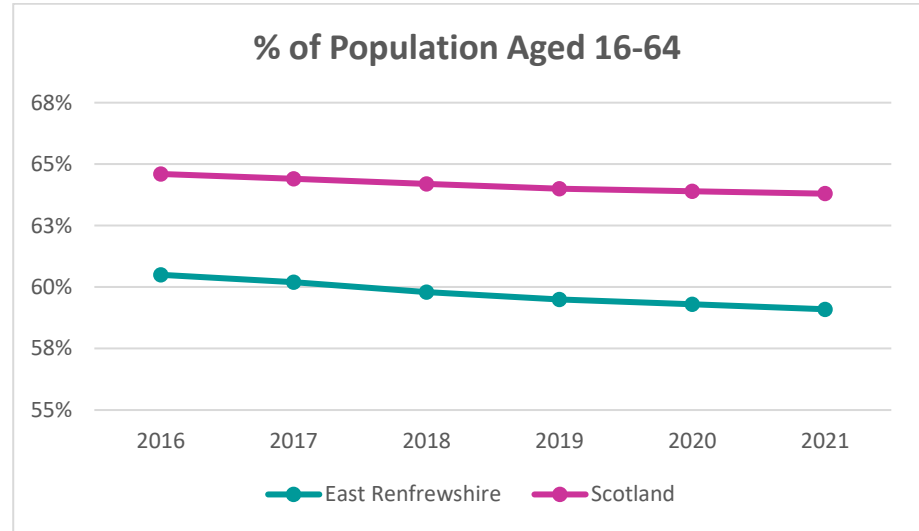
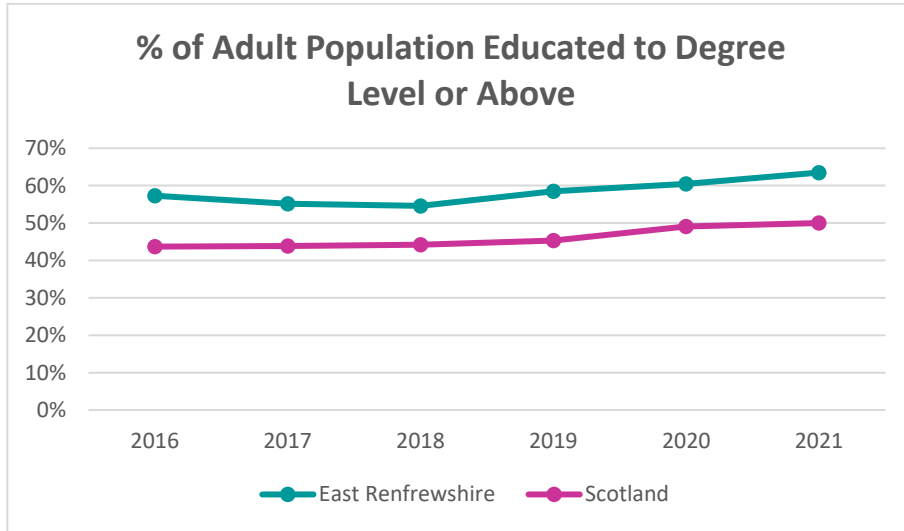
Community Plan Indicators

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 (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 (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 (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>

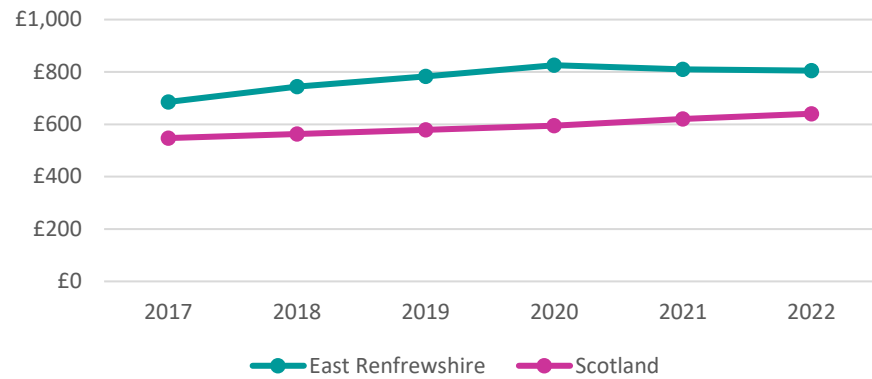
³ Currently awaiting the release of the latest statistics.

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.

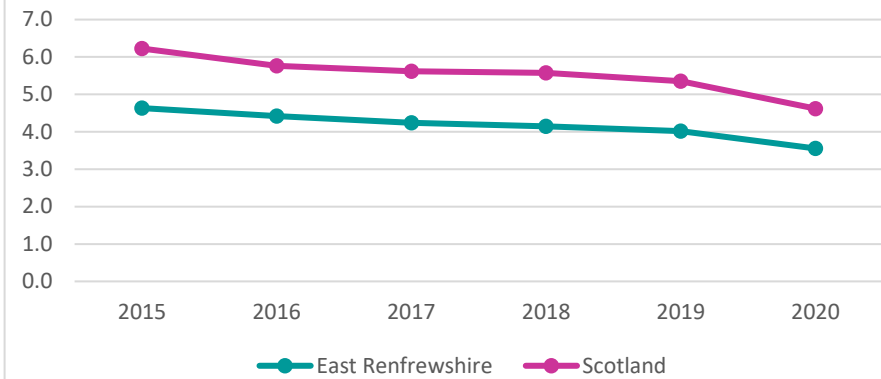
Strategic Priority 3 Charts



Median earnings for residents living in the East Renfrewshire area who are employed



Carbon Dioxide (CO2) Emissions per Resident (tonnes)



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...

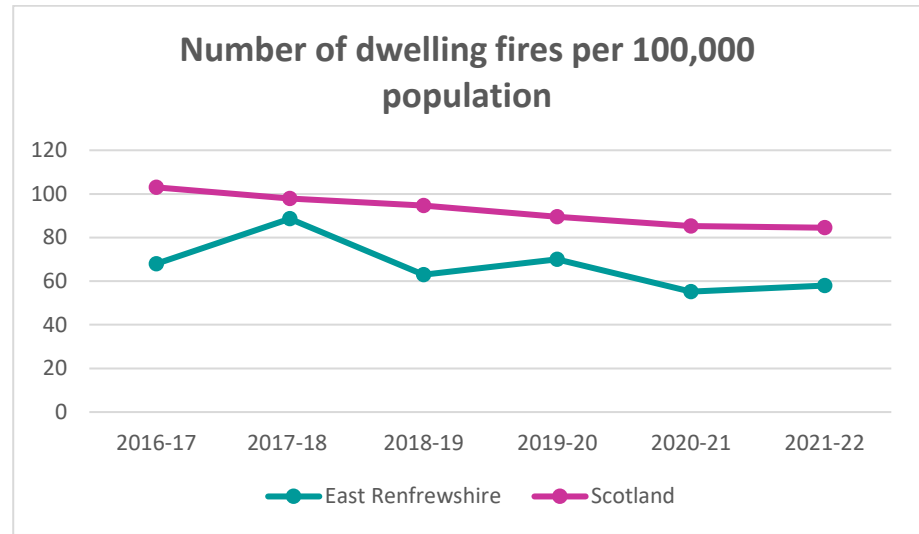
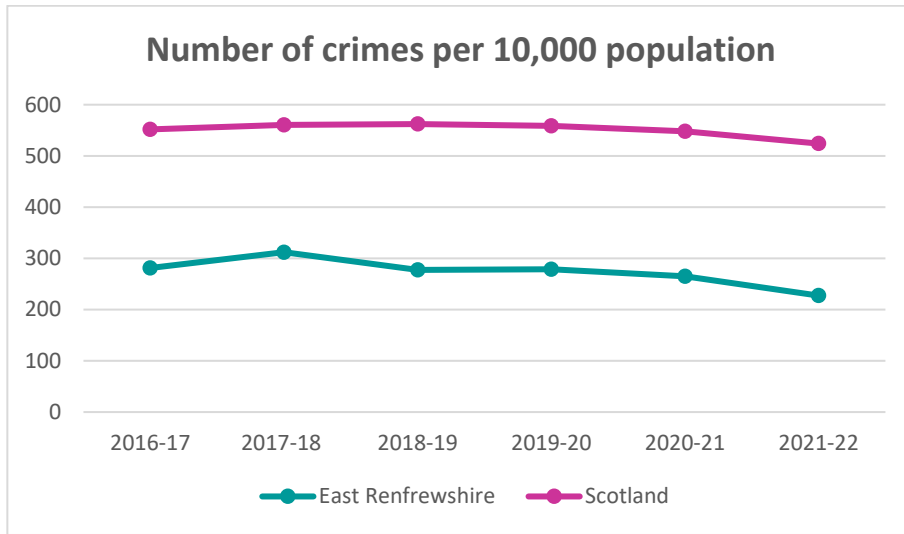
- Residents' mental health and wellbeing is improved*
- Residents live in safe communities with low levels of crime and anti-social behaviour
- Residents are protected from harm and abuse and public protection is safeguarded
- Residents live in communities that are strong, self-sufficient and resilient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

*Fairer East Ren outcome

Community Plan Indicators

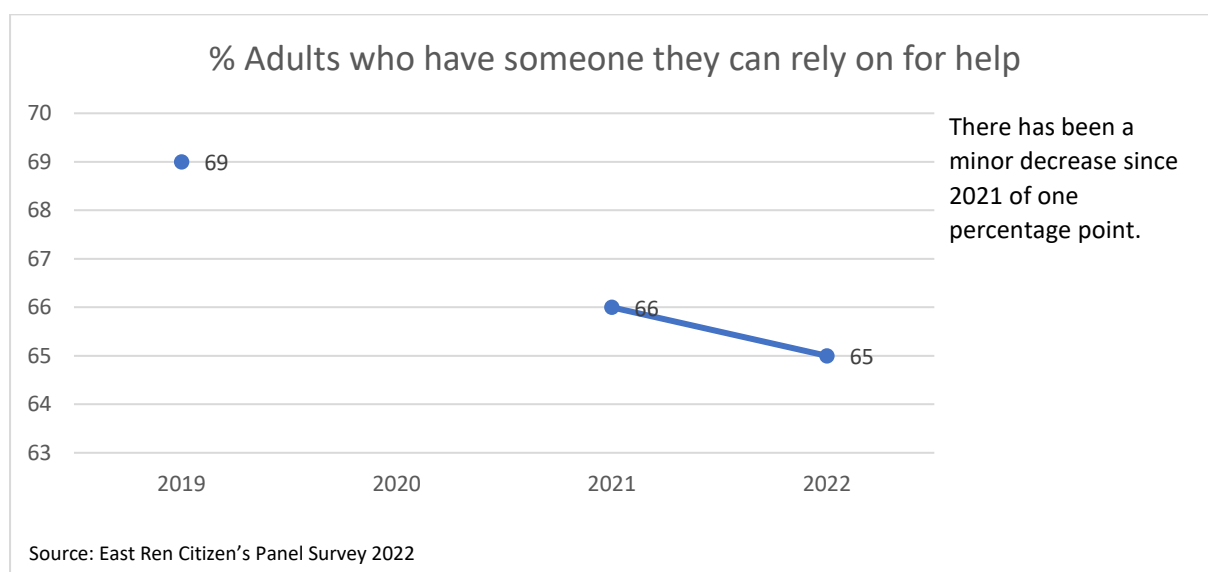
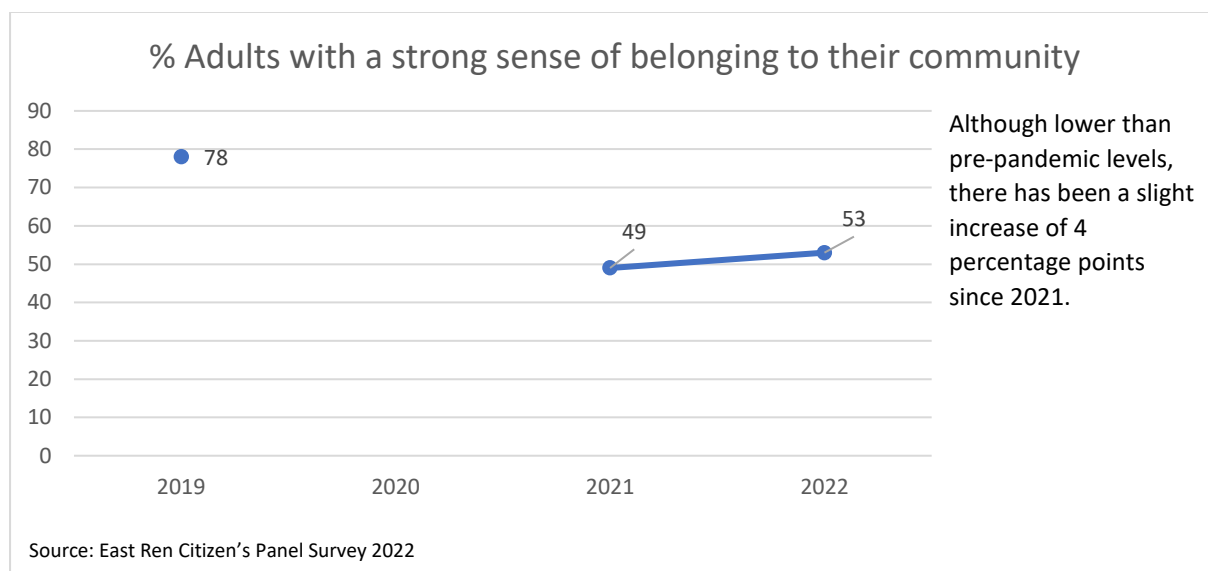
Safe, Supportive Communities							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<p>Number of crimes per 10,000 population</p> <p>*CPOP Indicator (Scottish Government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

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...

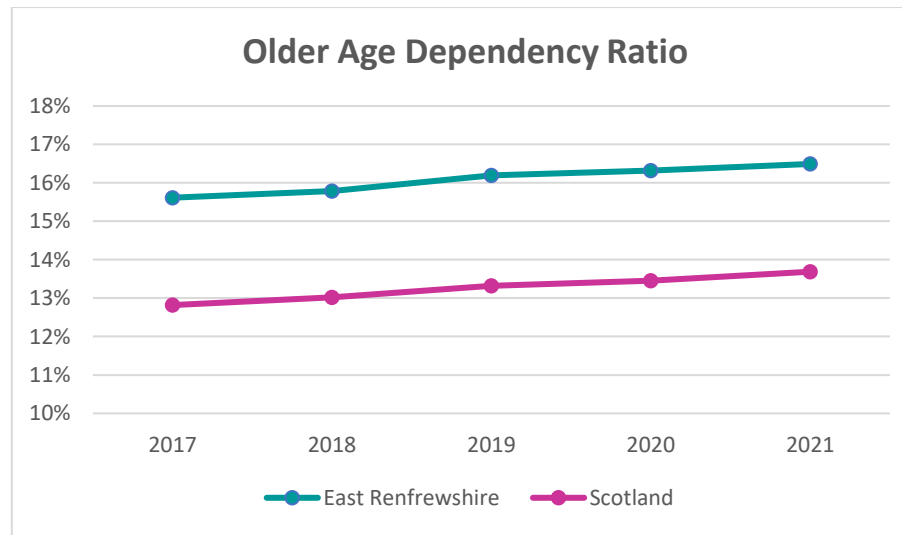
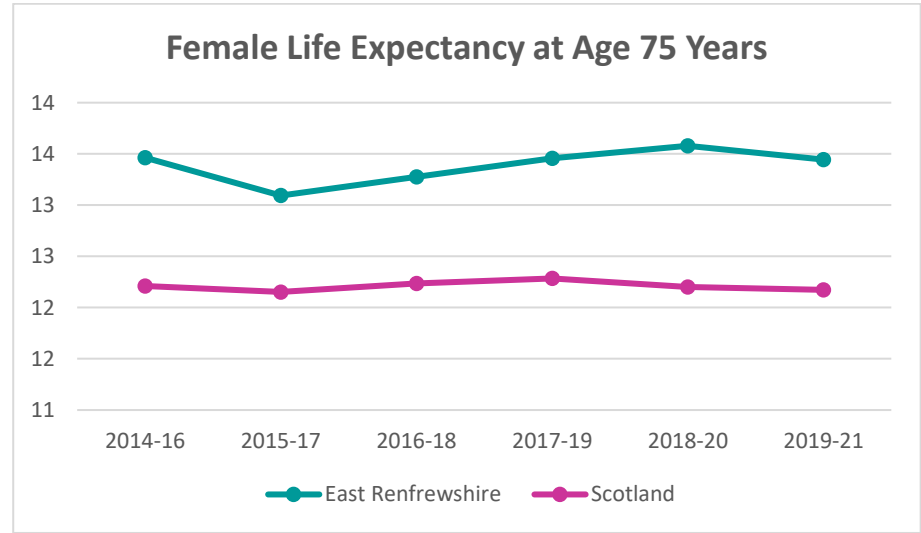
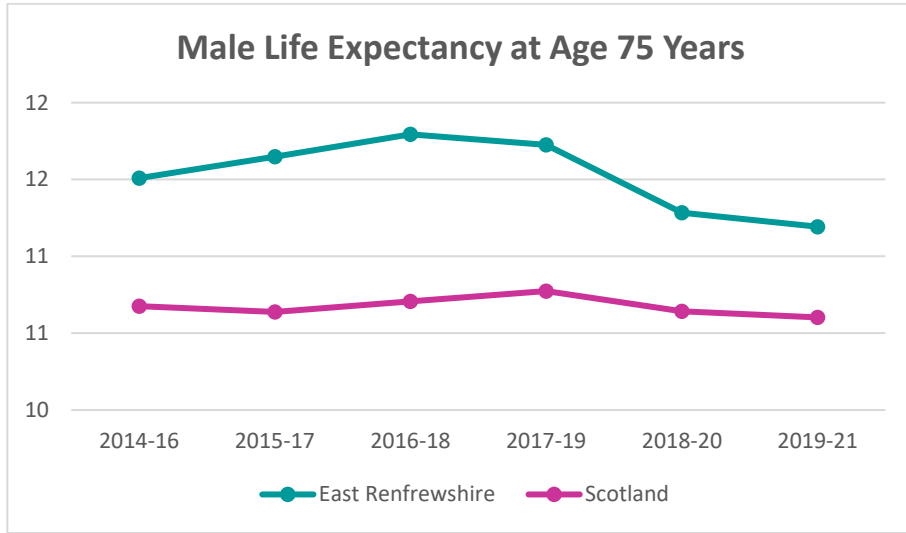
- Residents are safe and more socially connected within their communities*
- Older people and people with Long Term Conditions stay as healthy as possible
- Older people and people with Long Term Conditions live safely and independently in the community
- Carers are valued and can maintain their own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

*Fairer East Ren outcome

Community Plan indicators

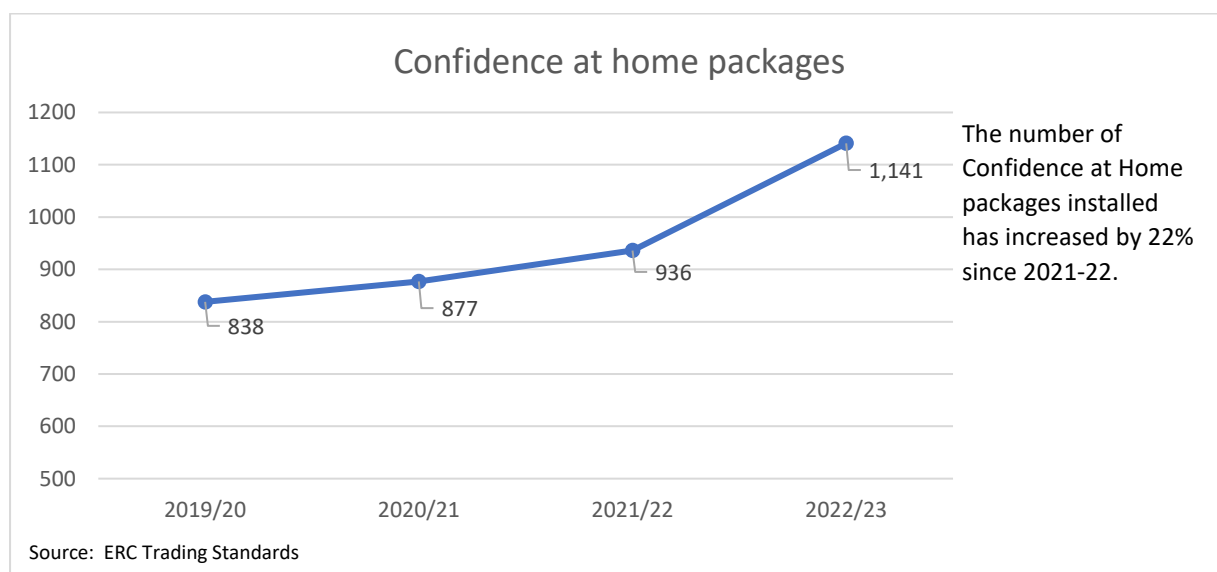
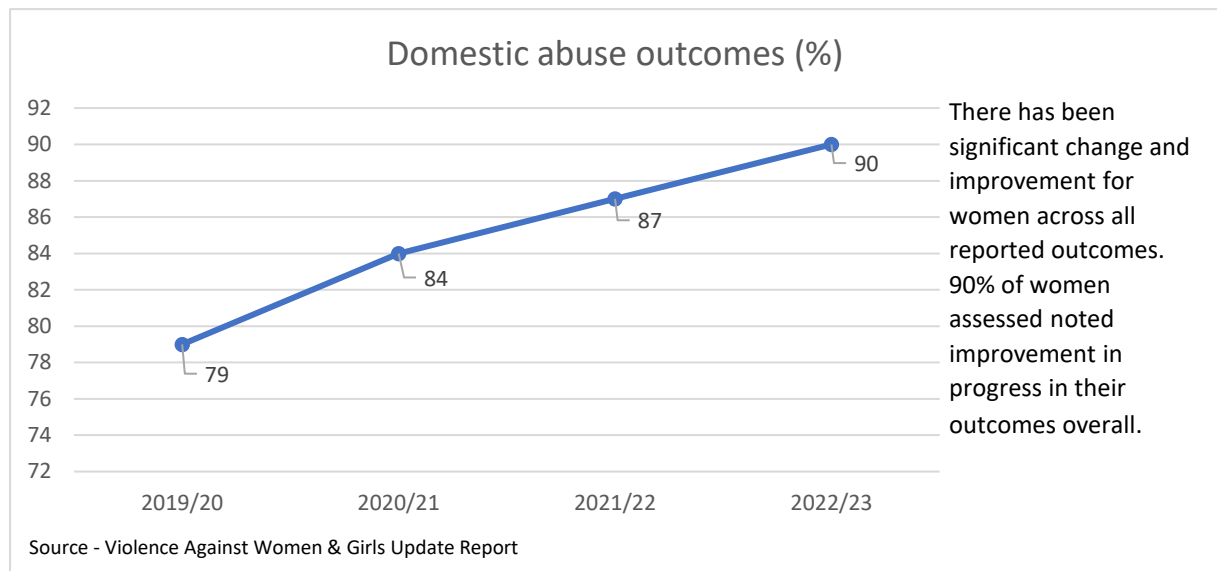
Older People and People with Long Term Conditions							
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous Figures	Direction of travel over the last year	ERC Performance against Scotland	Comments
<p>Older Age Dependency Ratio (Ratio of people aged 75+ to the working age population aged 16-64) (NRS Population Estimates)</p>	<p>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.</p>		<p>15.8 (2018)</p>	<p>16.3 (2020)</p>			<p>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.</p>
<p>Male Life Expectancy at age 75 Years (NRS)</p>	<p>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.</p>		<p>11.7 (2015-17)</p>	<p>11.3 (2018-20)</p>			<p>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.</p>
<p>Female Life Expectancy at age 75 Years (NRS)</p>	<p>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.</p>		<p>13.1 (2015-17)</p>	<p>13.6 (2018-20)</p>			<p>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.</p>

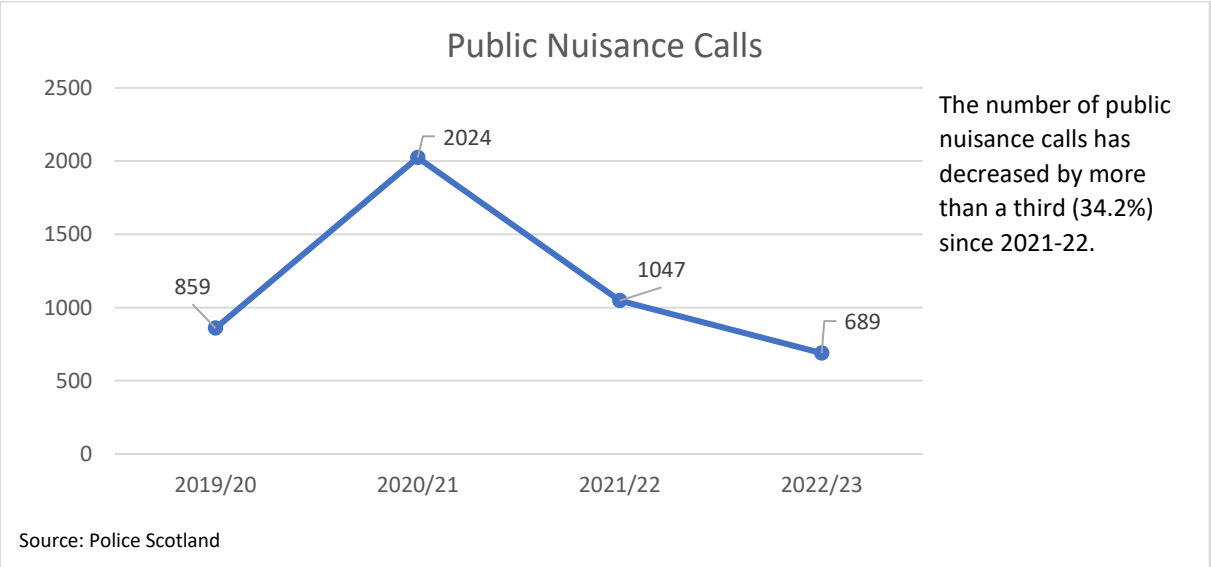
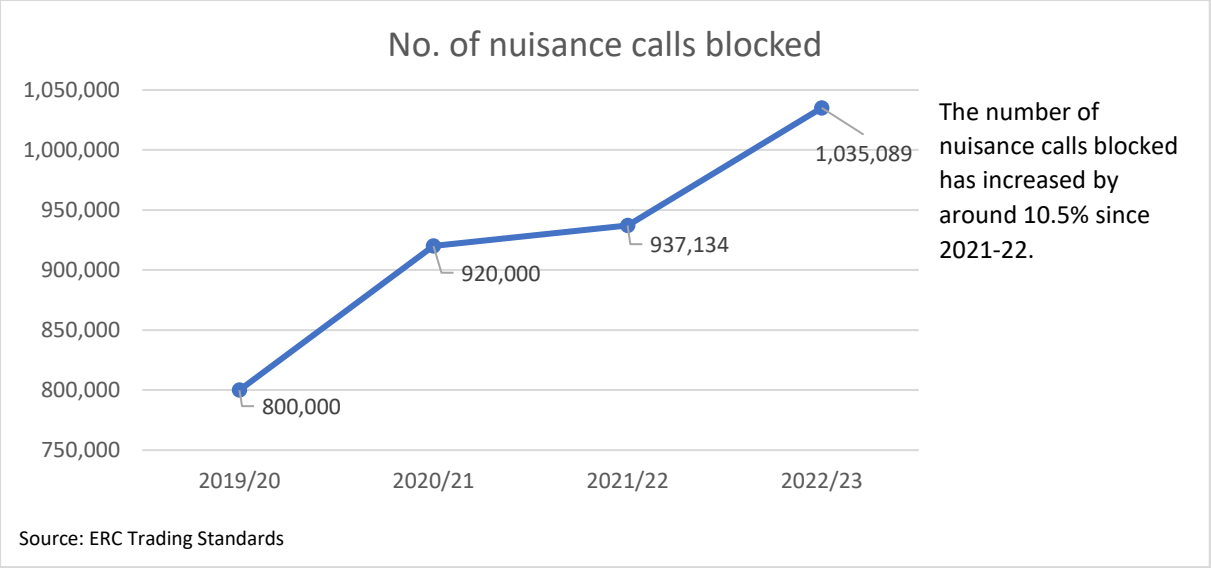
Strategic Priority 5 Charts



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.

“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



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

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.

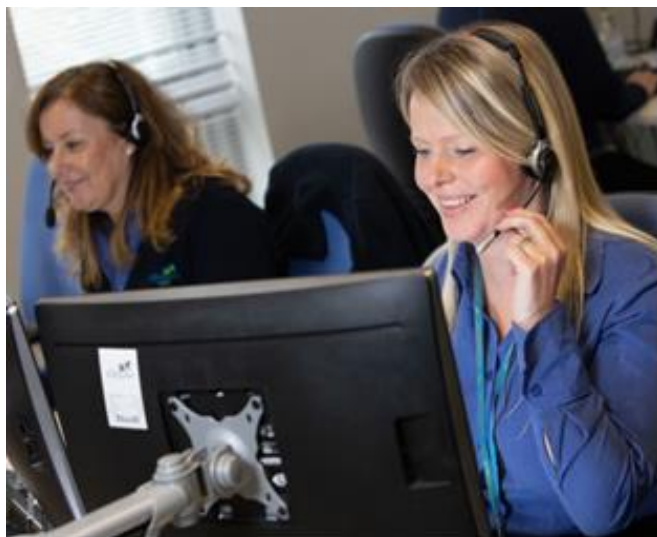
Another clear benefit for services users is the reduction in 'no speech calls'. The analogue system restricted the placement of alarms to the phone line junction box. If a resident had a fall in their bathroom, for example, the analogue alarm system would not allow for the Safety Net team to communicate 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