

**Department of Business Operations and Partnerships**

**Director: Louise Pringle**

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

Phone: 0141 577 3000

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

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When calling please ask for: Barry Tudhope (Tel: 0141 577 3023)

Email: [barry.tudhope@eastrenfrewshire.gov.uk](mailto:barry.tudhope@eastrenfrewshire.gov.uk)

TO: Councillors O O'Donnell (Chair); A Anderson (Vice Chair); D Devlin; and K Pragnell.

## **CABINET**

A meeting of Cabinet will be held in the Council Chamber, Council Headquarters, Eastwood Park, Giffnock, G46 6UG on **Thursday 30 May 2024 at 10.00am.**

The agenda of business is as listed below.

Yours faithfully

*Louise Pringle*

**LOUISE PRINGLE**

**DIRECTOR OF BUSINESS OPERATIONS AND PARTNERSHIPS**

## **AGENDA**

### **1. APOLOGIES FOR ABSENCE**

### **2. DECLARATIONS OF INTEREST**

Members are requested to give notice of any declarations of interest in respect of items of business on the Agenda.

### **3. INVESTMENT FOR THE FUTURE RESERVE – INITIAL UTILISATION PROPOSALS**

Report by Head of Accountancy (Chief Financial Officer) (copy attached, pages 3 – 8)

### **4. LOCAL GOVERNMENT BENCHMARKING FRAMEWORK – 2022/23 PERFORMANCE**

Report by Chief Executive (copy attached, pages 9 – 28)

### **5. COVID RESERVE – PROGRESS AND IMPACT OF FUND**

Report by Director of Business Operations and Partnerships (copy attached, pages 29 – 44)

**6. DOMESTIC ABUSE COUNCIL HOUSING POLICY**

Report by Director of Environment (copy attached, pages 45 – 60)

**7. ELECTRIC VEHICLE CHARGING INFRASTRUCTURE – GLASGOW CITY REGION**

Report by Director of Environment (copy attached, pages 61 – 74)

**8. NEIGHBOURHOOD TRAFFIC MANAGEMENT ZONES**

Report by Director of Environment (copy attached, pages 75 – 80)

**9. MINUTE OF JOINT CONSULTATIVE COMMITTEE (FIRST TIER HELD ON 15 FEBRUARY 2024)**

Submitted for approval as a correct record (copy attached, pages 81 – 82)

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

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EAST RENFREWSHIRE COUNCILCABINET30 May 2024Report by Head of AccountancyINVESTMENT FOR THE FUTURE RESERVE – INITIAL UTILISATION PROPOSALS**PURPOSE OF REPORT**

1. The purpose of this report is to agree criteria for utilisation of the Council's Investment in the Future reserve and to propose the first tranche of projects to be allocated financial support.

**RECOMMENDATION**

2. Cabinet is invited to:

- a) Agree the utilisation criteria to be adopted for draws from the reserve;
- b) Note the potential applications identified to date for the reserve;
- c) Agree the initial projects to be supported; and
- d) Note that further reports on proposed utilisation of the reserve will be brought back to Cabinet in due course.

**BACKGROUND**

3. Temporary reductions in employers' contributions to the Strathclyde Pension Fund to 6.5% are estimated to save the Council around £6.3m each year in 2024/25 and 2025/26, before rates revert to the 17.5% longer term budgeted level. This provides c£12.6m of one-off resource which can be utilised to benefit the Council in future. The HSCP, Leisure Trust and Housing Revenue Account budgets will also benefit from reductions in their employer contributions over these two years.

4. In setting its 2024/25 budget, East Renfrewshire Council established a new Investment in the Future reserve to hold these funds, with officers working with the Budget Strategy Group to bring forward proposals to Cabinet during the year for utilisation which will benefit the Council in future.

**REPORT**

5. In April 2024 the Budget Strategy Group considered how the new reserve might best be utilised to benefit the Council in the coming years.

6. The Council faces serious financial challenges in the short to medium term, with estimated gross budget gaps of £15m, £5m and £5m for the years from 2025/26 to 2027/28. As such, it was recognized that the Council may have to consider using some of the Investment in the Future reserve to assist with short term budget pressures, thereby allowing more time to put in place future recurring savings plans.

7. The aim of the fund is to support the Council to deliver on future plans and so utilisation proposals must align with our Vision for the Future Plans. To support prioritization of any requests for utilization of the fund, criteria have been developed. These are:

- Proposals should be sustainable (i.e. there must be an exit strategy)
- Proposals should not reverse any previously agreed savings
- Proposals should be aligned to the Council's Vision for the Future
- Projects should support Spend to Save (pay for themselves) or should support investing in and developing our people

8. Projects meeting the above criteria and proposed for immediate focus are listed below, together with indicative costs. Additional details are provided in Annex 1 to this report.

- a) HSCP - closing the financial gap (£700k)
- b) Child & Family Poverty – closing the poverty related attainment gap & using data to drive support for families experiencing poverty (£350k)
- c) Introduction of Parking Charges and Review of Council/HSCP Fleet utilisation and maintenance arrangements (£400k)
- d) Investing in Developing Our People (£400k)

9. Further reports will be brought to Cabinet for approval as new spending proposals are identified. Potential future areas for consideration may include

- Community wealth building
- Housing/homelessness/family poverty
- ICT infrastructure
- Digital development/Artificial Intelligence for productivity

## **FINANCE AND EFFICIENCY**

10. The proposed approach to utilisation of the Investment for the Future reserve will assist the Council in addressing its future budget challenges.

## **CONSULTATION**

11. The Corporate Management Team and Budget Strategy Group have been consulted on this matter and assisted in the compilation of proposals.

## **PARTNERSHIP WORKING**

12. Departments will continue to work with a variety of existing partners to deliver the projects set out in this report and to measure and monitor the impact of spend.

## **CONCLUSIONS**

13. The report sets out the criteria to be used to guide utilisation of the new Investment in the Future reserve. Initial proposals for immediate investment have been identified and further reports will be submitted as subsequent spending options are confirmed.

## **RECOMMENDATIONS**

14. Cabinet is invited to:

- a) Agree the utilisation criteria to be adopted for draws from the reserve;
- b) Note the potential applications identified to date for the reserve;
- c) Agree the initial projects to be supported; and
- d) Note that further reports on proposed utilisation of the reserve will be brought back to Cabinet in due course.

Report Author: Margaret McCrossan, Head of Accountancy, ext 3035  
[Margaret.mccrossan@eastrenfrewshire.gov.uk](mailto:Margaret.mccrossan@eastrenfrewshire.gov.uk)

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**INVESTMENT IN THE FUTURE RESERVE****DETAIL OF PROPOSALS (MAY 2024)**

DEPARTMENT	PROPOSAL	FOCUS AREAS	REQUIRED ACTIONS	£ (INDICATIVE) £'000
HSCP	Close the Financial Gap	<ul style="list-style-type: none"> <li>• Improve staffing levels</li> <li>• Review of care packages</li> <li>• Child to adult transitions</li> <li>• Fair charging</li> </ul>	<ul style="list-style-type: none"> <li>• Additional HR/comms resource to support recruitment, retention &amp; absence management</li> <li>• Significantly increase care package review team capacity</li> <li>• Increase Social Worker capacity to support transition reviews/care packages</li> <li>• Provide capacity to progress financial assessment and charging</li> </ul>	700
EDUC/BOP	Reduce Child/Family Poverty, raising attainment for all while closing the poverty related attainment gap	<ul style="list-style-type: none"> <li>• Early years intervention to support readiness to learn/ closing the attainment gap</li> <li>• Enhance data use to identify families in/at risk of poverty</li> <li>• Joined up approach to co-ordinated support</li> </ul>	<ul style="list-style-type: none"> <li>• Staff coaching to improve support in Early Learning &amp; Childcare (ELC) settings</li> <li>• Use data to identify financially vulnerable households</li> <li>• Share data between MART/SWF to extend support &amp; advice where there are gaps in provision</li> <li>• Increase frontline staff awareness of poverty to widen support for intervention</li> </ul>	350
ENVT	Future Income/Savings Opportunities	<ul style="list-style-type: none"> <li>• Develop Parking Strategy</li> <li>• Review Vehicle Fleet</li> </ul>	<ul style="list-style-type: none"> <li>• Additional resource expertise to develop a plan and deliver an associated work programme that will inform policy and approach to the introduction of parking charges. The plan will be developed for approval by Cabinet.</li> <li>• Additional post to support review of the Council and HSCP fleet to maximise utilisation and efficiency. The work will also consider current maintenance arrangements and develop more efficient options. Both reviews will inform future preparedness for transition to EV for the fleet.</li> </ul>	400
CORP	Invest/Develop Our People	<ul style="list-style-type: none"> <li>• Employer of Choice</li> <li>• Learning Organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Health &amp; wellbeing support, maximise attendance, occupational health, counselling</li> </ul>	400 (This supplements

		<ul style="list-style-type: none"><li>• People Strategy Priorities</li></ul>	<ul style="list-style-type: none"><li>• Leadership development, management networks, succession planning, coaching/mentoring</li><li>• Talent management, improved policies on recruitment, retention &amp; wellbeing</li><li>• Explore apprenticeships/graduate opportunities</li><li>• Staff engagement, survey findings actions, recognition</li></ul>	the existing Employee Wellbeing & Development Fund)
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EAST RENFREWSHIRE COUNCILCABINET30 May 2024Report by Chief ExecutiveLOCAL GOVERNMENT BENCHMARKING FRAMEWORK: 2022/23 PERFORMANCE**PURPOSE OF REPORT**

1. The purpose of this report is to update Cabinet on the national Local Government Benchmarking Framework (LGBF) and present a high level comparative overview of the Council's performance against the LGBF indicators for 2022/23. Data tables are attached at Annex 1.

**RECOMMENDATIONS**

2. It is recommended that Cabinet:

- (a) Scrutinise the Council's performance against the comparative information; and
- (b) Consider whether any aspect of the Council's performance is in need of further exploration.

**BACKGROUND**

3. Since 2010, the Society of Local Authority Chief Executives (SOLACE)<sup>1</sup>, and the Convention of Scottish Local Authorities (COSLA)<sup>2</sup>, have worked with the Improvement Service (IS)<sup>3</sup> to develop and review a set of benchmarking indicators on behalf of Scottish councils. The key criterion of the indicators is that they are generally comparable across all 32 councils.

4. Benchmarking data from the LGBF has been recorded and publicly reported by all Scottish councils as a statutory requirement since 2010/11. All data is accessible via the Improvement Service online LGBF dashboard tool, which can be accessed [here](#). The dashboard provides the capability to compare and visualise council performance against the national context, family groupings, Scottish average performance levels and trend and ranking data.

5. The LGBF dataset is split across 9 key service areas: Adult Social Care, Children's Services, Corporate Services, Culture and Leisure, Economic Development, Environmental Services, Financial Sustainability, Housing and Tackling Climate Change. One measure on cost of museums per visit is excluded as it is not relevant to the Council.

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<sup>1</sup> Solace is a members' network for local government and public sector professionals throughout the UK

<sup>2</sup> COSLA is a councillor-led, cross-party organisation who champions councils' work to secure the resources and powers they need

<sup>3</sup> The Improvement Service (IS) was set up to deliver improvement support to help councils to provide effective community leadership, strong local governance and deliver high quality, efficient local services

6. Three new indicators under the Tackling Climate Change service area have been added to the LGBF dataset. The indicators relate to Council Transport Emissions, Council Electricity Emissions and Council Natural Gas Emissions.

7. There is a time lag on the publication of the LGBF data and therefore the data in this report is for **financial year 2022/23**. The data is therefore not new, and some of the information will have been publicly reported at the East Renfrewshire level already as part of the Council's performance management arrangements, however the added value of this report is the comparative data insight provided.

## NATIONAL OVERVIEW REPORT

8. The Improvement Service published a [National Overview Report for 2022/23](#) on 1 March 2024. This report provides commentary on the national operating environment for local government and high-level analysis of Councils' performance. Five key pressure points for councils across Scotland are identified and these are summarised below:

- **Local Government Financial & Workforce Pressures**

The state of council finances worsened in 2022/23. Local government has endured a decade of austerity and funding has failed to match growing demand, needs, and rising costs. Financial challenges have coincided with new burdens and additional policy commitments, with the funding for these sometimes being ring fenced and eroded by inflation. Increasingly, councils have had to rely on strategies to reduce costs, reduce non-statutory service delivery and use temporary reserves to balance budgets. Inflation, cost and wage pressures have created new demands on councils to respond to growing inequality and financial hardship. Councils are tasked with managing a growing national reform agenda, including plans for a National Care Service, education reform, and meeting climate change targets, underscoring the urgency of advancing the joint Scottish Government and Local Government Verity House Agreement. An urgent solution is needed for sustainable council funding and increased local financial flexibility to safeguard essential frontline community services.

- **Poverty, Financial Hardship & the Cost-of-Living Crisis**

Levels of poverty in Scotland have increased over the past decade and the impact of both the Covid-19 pandemic and ongoing cost-of-living crisis has exacerbated the financial hardship experienced by low-income households. The most vulnerable in communities have been the most severely affected, and the deepening fiscal, workforce and demand pressures facing councils pose real risks to the vital services in tackling poverty, one of the three shared priorities within the Verity House Agreement.

- **Health & Social Care Pressures**

The biggest short-term and long-term pressure for council budgets is adult social care. Social care is the area where councils and their partners face significantly growing demands due to an ageing population and the increasing complexity of needs experienced by older and people with disabilities. Long-term underfunding has put the sector into crisis, with further pressures coming from the pandemic and the crisis in workforce recruitment and retention. Despite a successful shift towards home-based support amid these pressures, LGBF data shows capacity issues resulting in reduced home care hours, fewer recipients of personal care, and a national increase in delayed discharges.

- **Education for Children & Young People**

Recent LGBF data provides evidence that some key outcomes including educational attainment and positive destinations are showing continuing strong improvement, and in some cases moving beyond pre-pandemic levels. Others, however, such as attendance and the development of pre-school children lag behind pre-Covid levels and continue to show significant challenges. These trends should be understood in the context of increasing rates of mental health issues in children and young people which were growing pre-Covid and have accelerated in the last three years. There has also been a growth in support needs in relation to social, emotional and behavioural difficulties, and a particularly stark increase in speech, language and communication concerns, which will be important in future education trends.

- **Performance of Local Government Services**

Council service performance has improved across the last decade despite the challenging financial context. However, there is evidence of performance improvement slowing in recent years across all local authorities regardless of resources or policies, indicating system-wide causes. The long-term picture of council service performance remains positive, with 66% of performance indicators within the LGBF showing improvement since the base year. Yet, in 2022/23, for the first time, the rate of decline has overtaken the rate of improvement (45% and 43% respectively).

### SERVICE SATISFACTION DATA

9. The LGBF dataset includes service satisfaction data from the Scottish Household Survey (SHS). A note of caution must be added when considering this data. The SHS responses are based on a lower sample size than the Council's citizen's panel satisfaction data. The Improvement Service uses aggregates of Scottish Household Survey data for the indicators below. These results can be contextualised using the Council's citizen's panel data which asks broadly comparable questions. The panel membership is drawn from a higher and more representative sample (bases of 570+). The SHS results for East Renfrewshire are based on a lower number of respondents (around 250). The table below shows significantly higher levels of satisfaction were recorded across schooling, libraries and leisure facilities in the citizens' panel, with satisfaction with parks and open spaces sitting at broadly the same level.

<b>LGBF (SHS data) (2020-23 aggregate)</b>	<b>Value</b>	<b>Citizen's Panel data (2022)</b>	<b>Value</b>
<b>Satisfaction with service</b>		<b>Rating service – very good/good</b>	
Proportion of adults satisfied with local schools	79%	Primary education Secondary education	91% 94%
Proportion of adults satisfied with libraries	61.3%	Libraries	86%
Proportion of adults satisfied with parks and open spaces	89.75	Public parks and open spaces	86%
Proportion of adults satisfied with leisure facilities	64%	Sport and leisure facilities	92%
Proportion of adults satisfied with refuse collection	81%	Wheeled bin refuse collection	83%
Proportion of adults satisfied with street cleaning	65%	Street cleaning/litter control	65%

10. The LGBF dataset can be regarded as a useful 'can opener' in flagging up issues worthy of further investigation (rather than viewing the data as a 'league table'). For example, high costs for one indicator may reflect investment to affect a policy change rather than inefficient spend and a trade-off between cost and performance can be expected. When considering the data, it is also important to be aware of intended/expected levels of performance, rather than focusing on rank alone.

## OVERVIEW OF COUNCIL PERFORMANCE

11. Of 95 measures (indicators with 22/23 updates and three new climate change indicators) analysed for ERC, 16 were ranked top in Scotland with 3 ranked bottom - proportion of procurement spend spent on local enterprises, the weekly cost of "children looked after" in residential services and gross value added per capita. In terms of performance value, the overall picture is positive; the Council has performed better than the Scottish average on 64% (61) of the measures, and was below the Scottish average on 36% (34) of the measures.

12. A more streamlined approach has been taken to reporting on LGBF data this year with less contextual and narrative information on performance provided. If further detail is needed, last year's report can be accessed [here](#). Annex 1 lists each indicator for 2022/23 and performance change against previous year's value, Scottish average and rank. Some key areas of performance are highlighted below by service area.

### Children's Services

- East Renfrewshire remained the top-ranking council in a number of children's services indicators including the percentage of P1, P4 and P7 pupils achieving the expected Curriculum for Excellence level in literacy (87.6%) and numeracy (91.2%), and the council performed better than the Scottish average for both (72.7% and 79.6%, respectively).
- The percentage of pupils gaining 5 or more awards at Levels 5 and 6 remained the same (89% and 70%, respectively). These figures were higher than the Scottish average and East Renfrewshire was ranked top in both indicators.
- While the percentage of pupils from deprived areas gaining the same awards was also higher than the Scottish average, performance had dropped. At Level 5 the percentage reduced from 73% to 65% (rank remained at 2) and from 49% to 38% at Level 6 (rank dropped from 1 to 2). It should be noted that, due to the change in assessment methodology driven by the pandemic, including the implementation of the alternative certification model, comparisons between years at the senior phase should continue to be treated with some caution.
- East Renfrewshire was also top in school attendance rate (per 100 pupils), despite performance dropping slightly from 94.6% to 93%.
- The proportion of funded early year's provision which is graded good/better rose from 91.2% to 94.1%, and East Renfrewshire's rank increased from 14 to 7.
- The attainment gap between pupils in SIMD quintiles 1 and 5 stood at 26.6% in literacy and 22.4% in numeracy, both of which fell below the Scottish average of 20.5% and 17%, respectively. East Renfrewshire ranked 25/32 for gaps in literacy attainment and 26/32 for gaps in numeracy attainment.
- Rank fell from 3 to 9 in the percentage of adults satisfied with local schools, with satisfaction falling from 86% (2019-22) to 79% (2020-23), although note the higher Citizens' panel satisfaction ratings of over 90% highlighted above in paragraph 9 for satisfactions with local schools.

- The percentage of child protection re-registrations within 18 months increased from 0% to 12.5%. The Scottish average was 5.6% and rank fell from 1 to 31. Note this indicator relates to a very small number of children in East Renfrewshire and is impacted by the re-registration of sibling groups.
- The gross cost of "children looked after" in residential services per child per week reduced from £9,633 to £8,742. However, this was significantly higher than the Scottish average of £4,804 and rank remained the lowest in Scotland. Our costs are higher as we spot purchase provision as we do not have internal residential units. We also have a significant number of children with complex need and disabilities and these placements are more costly.

## Adult Social Care

Overall there was a positive picture in the Adult Social Care indicators, with six out of seven indicators performing better than the Scottish average:

- The proportion of adult care services graded 'good' or better improved from 78.9% to 87%, leading to an improved rank from 16 to 1.
- Rates of readmission to hospital within 28 days per 1,000 discharges improved from 76.8 to 67.8. This was better than the Scottish average of 101.7 and placed East Renfrewshire second top in Scotland.
- Home care costs per hour for people aged 65 or over rose from £32.81 to £33.21 and were above the Scottish average of £31.85. This was the only indicator in this service area where East Renfrewshire's performance was below the Scottish average. However, East Renfrewshire rose slightly in rank, from 16 to 15.

## Corporate Services

- While the gender pay gap reduced from 5.7% to 4.6%, it remained above the Scottish average of 2.5%. The council slightly improved in rank from 27 to 25 in 2022/23, and positive trend data showed the pay gap had reduced from 9.3% in 2015-16.
- Despite sickness absence levels for teachers increasing from 4.6 days to 5.5 days lost this remained better than the Scottish average of 6.8 days. Rank dropped slightly from 4 to 5. East Renfrewshire's rank for sickness absence days amongst all other staff, excluding teachers dropped from 11 to 21, with absence days increasing from 11.2 days to 14.2 days lost.
- The percentage of invoices sampled that were paid within 30 days improved from 86.6% to 89.3%, and rank improved from 25 to 23.
- While the cost per dwelling of collecting council tax in East Renfrewshire reduced from £19.06 to £12.37, the Council remained above the Scottish average £6.84 and ranked 30/32. This is principally due to costs of implementing a new Council Tax and Benefits ICT system, however it is expected that this cost will reduce from 2024/25 as a result of a significant restructure to achieve a budget saving later this year.
- The proportion of SWF Crisis Grant decisions within 1 day improved from 97.8% to 99.3%, and East Renfrewshire's rank increased from 13 to 5.
- Proportion of Scottish Welfare Fund spent grew from 98.9% to 129.9% bringing it broadly in line with the Scottish average of 130%. Rank improved from 20 to 15.

## Culture & Leisure

- Cost per library visit dropped significantly from £12.68 to £4.84. The Scottish average was £2.81 and East Renfrewshire ranked 24/32 overall.

- Satisfaction with libraries dropped amongst adults from 72% (2019-22, against the Scottish average of 74%) to 61.3% and East Renfrewshire ranked 28/32. Satisfaction with leisure facilities dropped from 71.3% (2019-22, against the Scottish average of 72.3%) to 64%. Rank dropped from 20 to 29 in this period. Although note the higher citizens' panel satisfaction ratings highlighted above of 92% for sports and leisure facilities and 86% for libraries.

## **Economic Development**

There was a mixed level of performance across the economic development indicators with seven indicators improving and four showing a reduction in performance compared to 2021/22:

- Cost of planning and building standards per planning application decreased from £4,849 to £4,743 (below the Scottish average of £5,538) and rank improved from 17 to 9.
- East Renfrewshire had the lowest proportion of procurement spend spent on local enterprises in Scotland at 11.9%, a 1.8% decrease from 2021/22. The Scottish average for 2022/23 was 29.6%. Ranking on this indicator will always be comparably low for the Council given factors such as the existing supplier base and size and location of Council area.
- East Renfrewshire remained the top ranked council for claimant counts as a percentage of 16-24 population at 1.7%, the Scottish average was 3.5%.
- The proportion of properties receiving superfast broadband was 97.2%, a rise from 96.5%. This placed East Renfrewshire above the Scottish average of 95.5%. However, rank dropped from 13 to 18.
- Gross value added per capita increased from £11,203 to £11,472 but this remained significantly lower than the Scottish average of £27,039. Rank remained at 32.

## **Environmental Services**

Overall, there was improving performance across 12 out of 15 indicators relating to environmental services, despite various fluctuations in rank:

- The percentage of total household waste that was recycled reduced from 58.1% to 56% and ranked from first to third, but performance remained above the Scottish average of 43.3%. The service continues to balance cost and quality of the recycling provision in an operating environment that is impacted by national government policy and legislative decisions.
- The net cost of waste collection per premises improved from £76.28 in 2021/22 to £74.97, sitting below the Scottish average of £75.64. This placed the council at a rank of 16.
- Despite a reduction in the overall costs of roads per km in East Renfrewshire from £30,483 to £25,017, costs remained almost twice the Scottish average of £12,844 and the Council remained at a rank of 31.
- Satisfaction with refuse collection dropped from 82.3% (2019-22) to 81% (2020-23), the Scottish average was 78%. Rank dropped from 13 to 19 in this period, although note the higher Citizens' panel satisfaction ratings highlighted above.

## **Financial Sustainability**

There was a mixed picture in terms of ranking across the five financial sustainability indicators. One improved, one remained the same and three dropped:

- Uncommitted General Fund balance as a percentage of council annual budgeted net revenue dropped from 4.4% to 2.3% (the Scottish average was 3.2%). This led to a rank drop of 5 to 14. The council policy is to hold between 2% and 4% of uncommitted reserves as a percentage of the budget and the 2022/23 drop was within Council limits
- Actual outturn as a percentage of budgeted expenditure dropped from 98.7% to 96.1% (against the Scottish average of 98.6%). Rank dropped from 17 to 26. The reason for this drop is because our reserves increased year on year due to the introduction of the Service Concession reserve which enabled us to write off PPP/PFI debt over the life of the asset instead of the life of the contract.

## **Housing Services**

Improvements in ranking and performance were achieved across the four housing indicators:

- The percentage of rent due in the year that was lost due to properties being empty (voids) improved from 1.4% to 1.0% in 2022/23, against the Scottish average of 1.7%. Additionally, the council's rank improved from 15 to 5.
- The percentage of council dwellings meeting Scottish Housing Standards improved from 49.5% in 2021/22 to 59.2%, however this remained lower than the Scottish average of 70.9%. Rank rose from 20 to 17.
- Gross rent arrears (all tenants) as a percentage of rent due for the reporting year improved from 10% to 7.4%. The Scottish average was 9.6% and East Renfrewshire's rank increased from 17 to 8.

## **Tackling Climate Change**

These are new indicators on Climate Change that relate to Council Transport Emissions, Council Electricity Emissions and Council Natural Gas Emissions. Note most recent data for these indicators is from 2021-22.

- In CO2 emissions from transport per capita, East Renfrewshire's emissions grew from 14.74 (2020-21) to 16.44 (2021-22), with the Scottish average standing at 26.8. The council's rank nonetheless improved from 7 to 4.
- In CO2 emissions from electricity per capita, the council's emissions dropped from 50.43 to 45.65, taking it closer to Scottish average of 46.05. East Renfrewshire's rank improved from 28 to 18.
- CO2 emissions from natural gas per capita dropped from 116.42 to 86.91, this figure remained above the Scottish average of 57.22. This was due to East Renfrewshire's estate running primarily on natural gas boilers. East Renfrewshire ranked at 27/32.

## **PRE-COVID COMPARATIVE ANALYSIS**

13. Further analysis has been carried out comparing the 2022/23 data with the position in 2019/20, prior to the pandemic. Some key points are highlighted below. Annex 2 lists indicators where the Council's rank has changed by five or more positions since the onset of the pandemic.

14. Of 95 measures (indicators with 22/23 updates and three new climate change indicators) analysed for ERC, performance improved in 52 (55%), remained the same in three (3%) and dropped in 40 (42%) when compared with its pre covid position. In terms of rank, improvements occurred in 41 indicators, with six of these improvements seeing East Renfrewshire become the top performing council in Scotland. East Renfrewshire remained in the same position in 19 indicators, with nine of these at the top, and one at the bottom (gross value added per capita). The Council dropped in rank in 35 indicators, two of which were to

the bottom position (procurement spend spent on local enterprises and the weekly cost of "children looked after" in residential services).

15. In Education, attainment remained at a sector-leading position across the majority of educational attainment indicators when compared with the 2019/20 position. However, given the changes in assessment methodology over recent years due to the impacts of the pandemic, most notably through the alternative certification model, any direct comparisons at the senior phase to pre-2020 should be treated with caution.

16. In Corporate Services, East Renfrewshire improved in ranking and performance for most indicators, on comparison with the pre-Covid position. Positive highlights include an increase in rank from 11 to 6 for the proportion of the highest paid 5% employees who are women, reflecting an improvement in performance from 59.3% to 62.6%. There was also a reduction in the gender pay gap from 6.3% to 4.6%, although rank only improved from 27 to 25 in this indicator. An indicator which dropped in performance was sickness absence days per council staff (excluding teachers) which increased from 13 to 14.2 days lost, despite rank improving from 26 to 21. Finally, the percentage of invoices sampled that were paid within 30 days improved from 75.3% in 2019/20 to 89.3%, and rank improved from 32 to 23.

17. On comparing Environmental Services measures with the pre-Covid position, performance improved in the net cost of waste collection per premise, with costs reducing from £77.84 to £74.97. Rank increased from 26 to 16. However, the proportion of total household waste arising that was recycled decreased from 68% to 56%, with rank dropping from 1 to 3.

18. In Housing, the proportion of rent due in the year that was lost due to voids reduced from 1.8% in 2019/20, to 1% in 2022/23, and rank improved from 22 to 5. The proportion of council dwellings meeting Scottish Housing Quality Standards (SHQS) dropped from 97.9% to 59.2%, with rank falling from 5 to 17. This drop is due to a reduction in the timeframe from ten to five years for the completion of electrical surveys as part of the SHQS. Performance has improved in 2023/4 to 77.3%.

19. In Economic Development the Council improved its performance in eight of the twelve indicators, remaining the same in one and dropping in three. It improved in rank for seven, remained the same for one and dropped in four. A highlight includes growth in the percentage of unemployed people who were assisted into work from council operated/funded employability programmes. Performance on this indicator increased from 13.4% to 17%, and rank improved from 17 to 12. However, there was a significant increase in the average time per business and industry planning application between 2019/20 and 2022/23, with weeks taken increasing from 7.8 to 17.6. Rank dropped from 9 to 27. Business and industry planning applications relate to a very small proportion of total applications (3% in 2022/23). Indicative figures on this indicator for 2023/4 show improved performance with timescales reducing to around 10 weeks.

## **PERFORMANCE REPORTING ARRANGEMENTS**

20. Within the Council, performance on the indicators is scrutinised in services and Departments and monitored as part of our performance management arrangements.

## **FINANCE AND EFFICIENCY**

21. There is a small annual charge paid by all councils to participate in the LGBF which is covered within existing budgets. Participation in the framework is mandatory.



## CONSULTATION

22. There is an ongoing review and development of the LGBF in consultation with councils and partners. We continue to work closely with the IS on the validation of the LGBF data and have contributed feedback as part of reviews of the dataset.

## PARTNERSHIP WORKING

23. The Council participates in a range of LGBF Benchmarking learning events, where colleagues from services come together to collaborate to share practice and learn together. Benchmarking activity helps the Council to identify and learn from good practice in other councils. The use of LGBF and other benchmarking data to support service improvement is ongoing within the Council.

## IMPLICATIONS OF THE PROPOSALS

24. As this report is primarily a progress and performance update, there are no implications in terms of staffing, property, legal, IT, equalities, and sustainability.

## CONCLUSION

25. Despite the ongoing financial challenges faced by the Council, this high-level analysis shows that we continue to perform comparatively strongly in key outcome areas where we are making a positive impact on people's lives and the local environment. Performance, on the whole has also held firm when compared with pre-covid (2019/20) levels. There remains an understanding of where there is scope for improvement and services are working hard to affect change. Where our costs are above the national average, we have clear policy intentions underpinning our investment decisions.

26. The LGBF indicator set is only one means of recording and measuring the Council's performance. There is a wide range of performance information scrutinised and reported at Council and to Education committee providing detailed information on performance throughout the year. To achieve a balanced picture, the outcomes we report on through our Community Plan, incorporating Fairer East Ren, Outcome Delivery Plan and through various audits and inspections should continue to be considered.

## RECOMMENDATIONS

27. It is recommended that Cabinet:

- (a) Scrutinise the Council's performance against the comparative information; and
- (b) Consider whether any aspect of the Council's performance is in need of further exploration.

## REPORT AUTHORS

Aidan Holligan, Strategic Services Assistant [aidan.holligan@eastrenfrewshire.gov.uk](mailto:aidan.holligan@eastrenfrewshire.gov.uk)  
Morag Brown, Strategic Services Lead Officer [morag.brown@eastrenfrewshire.gov.uk](mailto:morag.brown@eastrenfrewshire.gov.uk)

**BACKGROUND PAPERS**

[Local Government Benchmarking Framework: 2021-22 Performance, Cabinet, 11 May 2023](#)

## Annex 1 – 2021-22 v 2022-23 LGBF Data Comparison

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Children's Services								
Cost Per Primary School Pupil	£6,275	£6,229	Improving	£6,863	Better	Improving (top)	3	1
Cost per Secondary School Pupil	£8,466	£8,311	Improving	£8,482	Better	Improving	19	12
Cost per Pre-School Education place	£10,944	£11,539	Dropping	£11,008	Worse	Dropping	15	19
% of Pupils Gaining 5+ Awards at Level 5	89%	89%	Same	66%	Better	Same (top)	1	1
% of Pupils Gaining 5+ Awards at Level 6	70%	70%	Same	38%	Better	Same (top)	1	1
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	73%	65%	Dropping	50%	Better	Same	2	2
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	49%	38%	Dropping	22%	Better	Dropping	1	2
The gross cost of "children looked after" in residential base services per child per week	£9,633	£8,742	Improving	£4,804	Worse	Same (bottom)	32	32
The gross cost of "children looked after" in a community setting per child per week	£427	£433	Dropping	£422	Worse	Dropping	15	19
Proportion of children being looked after in the community	93.8%	92.2%	Dropping	89.2%	Better	Dropping	5	8
Proportion of Adults Satisfied with Local Schools	86% (2019-22)	79% (2020-23)	Dropping	73.7%	Better	Dropping	3 (2019-22 rank)	9 (2020-23 rank)
Proportion of Pupils Entering Positive Destinations	98.5%	98.7%	Improving	95.90%	Better	Improving (top)	3	1
Overall Average Total Tariff	1455	1446	Dropping	915	Better	Same (top)	1	1
Average Total Tariff SIMD quintile 1	1006	1037	Improving	658	Better	Same	2	2
Average total tariff SIMD quintile 2	1245	1140	Dropping	781	Better	Same (top)	1	1
Average total tariff SIMD quintile 3	1264	1286	Improving	905	Better	Same (top)	1	1
Average total tariff SIMD quintile 4	1492	1400	Dropping	1051	Better	Same (top)	1	1
Average total tariff SIMD quintile 5	1589	1612	Dropping	1264	Better	Same (top)	1	1

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
% of P1, P4 and P7 pupils achieving expected CFE Level in Literacy	85.8%	87.6%	Improving	72.7%	Better	Same (top)	1	1
% of P1, P4 and P7 pupils achieving expected CFE Level in Numeracy	89.6%	91.2%	Improving	79.6%	Better	Same (top)	1	1
Literacy Attainment Gap (P1,4,7 Combined)	27.8 pp	26.6 pp	Improving	20.5 pp	Worse	Improving	26	25
Numeracy Attainment Gap (P1,4,7 Combined)	25.2 pp	22.4 pp	Improving	17.0 pp	Worse	Improving	27	26
% of children meeting developmental milestones	83.6%	83.0%	Dropping	82.1%	Better	Dropping	12	13
Proportion of funded early years provision which is graded good/better	91.2%	94.1%	Improving	90.1%	Better	Improving	14	7
School exclusion rate (per 1,000 pupils)	1.2 (2020-21)	3.2	Dropping	16.6	Better	Dropping	1	2
School attendance rate (per 100 pupils)	94.6% (2020-21)	93%	Dropping	90.2%	Better	Improving (top)	4	1
Participation rate for 16-19 year olds (per 100)	97%	97.7%	Improving	94.3%	Better	Same (top)	1	1
The % of child protection re-registrations within 18 months	0.00%	12.5%	Dropping	5.6%	Worse	Dropping	1	31
The % of looked after children with more than 1 placement in the last year (Aug-July)	19.80%	14.4%	Improving	17.20%	Better	Improving	22	13
<b>Corporate Services</b>								
Support services as a % of total gross expenditure	4.50%	4.30%	Improving	4%	Worse	Improving	24	23
Proportion of the highest paid 5% employees who are women	61.9%	62.6%	Improving	58.9%	Better	Dropping	4	6
The gender pay gap (%)	5.70%	4.60%	Improving	2.50%	Worse	Improving	27	25
The cost per dwelling of collecting council tax	£19.06	£12.37	Improving	£6.84	Worse	Improving	31	30
Sickness absence days per teacher	4.6	5.5	Dropping	6.8	Better	Dropping	4	5
Sickness absence days per employee (non-teacher)	11.2	14.2	Dropping	13.2	Worse	Dropping	11	21
% of income due from council tax received by the end of the year	96.8%	97.6%	Improving	96.2%	Better	Improving	9	7
% of invoices sampled that were paid within 30 days	86.6%	89.30%	Improving	90.6%	Better	Improving	25	23

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Proportion of SWF Crisis Grant decisions within 1 day	97.8%	99.3%	Improving	91.8%	Better	Improving	13	5
Proportion of SWF Community Care Grant decisions within 15 days	99.5%	99.0%	Dropping	87.3%	Better	Dropping	3	5
Proportion of SWF Budget Spent	98.9%	129.9%	Improving	130.0%	Better	Improving	20	15
Proportion of DHP Funding Spent	83.4%	80.5%	Dropping	94.4%	Worse	Dropping	26	27
% of operational buildings that are suitable for their current use	84.8%	84.8%	Same	86.1%	Worse	Dropping	19	22
% of internal floor area of operational buildings in satisfactory condition	84.1%	86.6%	Same	89.7%	Worse	Improving	26	24
<b>Adult Social Care</b>								
Home care costs per hour for people aged 65 or over	£32.81	£33.21	Dropping	£31.85	Worse	Improving	16	15
Self-Directed Support (Direct Payments + Managed Personalised Budgets) spend on adults 18+ as a % of total social work spend on adults 18+	8.9%	9.3%	Improving	8.7%	Better	Same	7	7
% of people aged 65 and over with long-term care needs receiving personal care at home	64.40%	62.50%	Dropping	61.50%	Better	Improving	13	12
Residential costs per week per resident for people aged 65 or over	£452	£452	Same	£684	Better	Same	2	2
Rate of readmission to hospital within 28 days per 1,000 discharges	76.8	67.6	Improving	101.7	Better	Improving	3	2
Proportion of adult care services graded 'good' or better	78.90%	87%	Improving	75%	Better	Improving (top)	16	1
Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)	342	415	Dropping	919	Better	Improving	7	6
<b>Culture &amp; Leisure</b>								
Cost per attendance at sports facilities	£9.19	£5.14	Improving	£4.89	Worse	Improving	26	24
Cost per library visit	£12.68	£4.84	Improving	£2.81	Worse	Improving	30	24
Cost of parks & open spaces per 1,000 population	£6,588	£10,427	Dropping	£23,311	Better	Dropping	3	4

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Proportion of adults satisfied with libraries	72% (2019-22)	61.3% (2020-23)	Dropping	71% (2020-23)	Worse	Dropping	21 (2019-22 rank)	28 (2020-23 rank)
Proportion of adults satisfied with parks and open spaces	92% (2019-22)	89.7% (2020-23)	Dropping	87.30%	Better	Dropping	6 (2019-22 rank)	9 (2020-23 rank)
% of adults satisfied with leisure facilities	71.3% (2019-22)	64% (2020-23)	Dropping	71%	Worse	Dropping	20 (2019-22 rank)	29 (2020-23 rank)
Environmental Services								
Net cost of waste collection per premise	£76.28	£74.97	Improving	£75.64	Better	Improving	18	16
Net cost of waste disposal per premise	£92.74	£89.31	Improving	£95.28	Better	Dropping	10	11
Net cost of street cleaning per 1,000 population	£11,068	£10,333	Improving	£16,068	Better	Dropping	8	9
Street Cleanliness Score	89.80%	89.90%	Improving	90.60%	Worse	Dropping	16	19
Cost of roads per kilometre	£30,483	£25,017	Improving	£12,844	Worse	Same	31	31
% of A Class roads that should be considered for maintenance treatment	20.5% (2020-22)	18.7% (2021-23)	Improving	27.4% (2021-23)	Better	Improving	9 (2020-22)	6 (2021-23)
% of B Class roads that should be considered for maintenance treatment	23.8% (2020-22)	21.8% (2021-23)	Improving	31.5% (2021-23)	Better	Improving	10 (2020-22)	6 (2021-23)
% of C Class roads that should be considered for maintenance treatment	33.4% (2020-22)	28.7% (2021-23)	Improving	32.7% (2021-23)	Better	Improving	20 (2020-22)	15 (2021-23)
% of unclassified Class roads that should be considered for maintenance treatment	42.3% (2018-22)	41.2% (2019-23)	Improving	36.4% (2019-23)	Worse	Dropping	25 (2019-22)	26 (2019-23)
Cost of Trading Standards and environmental health per 1,000 population	£18,429	£16,929	Improving	£22,302	Better	Improving	10	6
Cost of Trading Standards, Money Advice & Citizens Advice per 1000	£9,432	£9,020	Improving	£7,060	Worse	Improving	26	23
Cost of environmental health per 1,000 population	£8,994	£7,911	Improving	£15,239	Better	Same	2	2
Proportion of total household waste arising that is recycled	58.10%	56%	Dropping	43.30%	Better	Dropping	1	3
Proportion of adults satisfied with refuse collection	82.3% (2019-22)	81% (2020-23)	Dropping	78% (2020-23)	Better	Dropping	13 (2019-22)	19 (2020-23)

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Proportion of adults satisfied with street cleaning	66.3% (2019-22)	65% (2020-23)	Dropping	58.3% (2020-23)	Better	Same	10 (2019-22)	10 (2020-23)
Housing Services								
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	10%	7.4%	Improving	9.6%	Better	Improving	17	8
Proportion of rent due in the year that was lost due to voids	1.4%	1%	Improving	1.7%	Better	Improving	15	5
Proportion of council dwellings meeting Scottish Housing Standards	49.50%	59.20%	Improving	70.90%	Worse	Improving	20	17
Average number of days taken to complete non-emergency repairs	8.3	7.1	Improving	9.7	Better	Improving	12	8
Economic Development								
% of unemployed people assisted into work from council operated / funded employability programmes	17.50%	17%	Dropping	12.90%	Better	Improving	16	12
Cost of planning and building standards Per Planning Application	£4,849	£4,743	Improving	£5,538	Better	Improving	17	9
Average time per business and industry planning application (weeks)	18.5	17.6	Improving	12	Worse	Improving	28	27
Proportion of procurement spend spent on local enterprises	13.70%	11.90%	Dropping	29.60%	Worse	Dropping (bottom)	30	32
No of business gateway start-ups per 10,000 population	19.7	18.1	Dropping	14.3	Better	Dropping	12	13
Investment in of Economic Development & Tourism per 1,000 Population	£31,759	£55,187	Improving	£109,349	Worse	Improving	32	28
Proportion of properties receiving superfast broadband	96.50%	97.20%	Improving	95.50%	Better	Dropping	13	18
Town Vacancy Rates	4.50%	7%	Dropping	12%	Worse	Dropping	3	6
Immediately available employment land as a % of total land allocated for employment purposes in the local development plan	100%	100%	Same	22.80%	Better	Same (top)	1	1
Gross Value Added (GVA) per capita	£11,203	£11,472	Improving	£27,039	Worse	Same (bottom)	32	32
Claimant Count as a % of Working Age Population	2.60%	1.70%	Improving	3.20%	Better	Improving	3	2

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Claimant Count as a % of 16-24 Population	2.80%	1.70%	Improving	3.50%	Better	Same (top)	1	1
Tackling Climate Change								
CO2 emissions from Transport per capita (new indicator – latest data from 2021-22)	14.74 (2021-22)	16.44 (2021-22)	Dropping	26.81 (2021-22)	Better	Improving	7 (20-21 rank)	4 (21-22 rank)
CO2 emissions from electricity per capita (new indicator – latest data from 2021-22)	50.43	45.66	Improving	46.05	Better	Improving	28 (20-21 rank)	18 (21-22 rank)
CO2 emissions from Natural Gas per capita (new indicator – latest data from 2021-22)	116.42	86.91	Improving	57.22	Worse	Improving	29 (20-21 rank)	27 (21-22 rank)
Financial Sustainability								
Total useable reserves as a % of council annual budgeted revenue	21.80%	22.30%	Improving	24.50%	Worse	Improving	23	20
Uncommitted General Fund Balance as a % of council annual budgeted net revenue	4.40%	2.30%	Dropping	3.20%	Worse	Dropping	5	14
Ratio of Financing Costs to Net Revenue Stream - General Fund	7.20%	7.20%	Same	5.40%	Worse	Dropping	23	24
Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account	31.30%	31.50%	Dropping	21.30%	Worse	Same	21	21
Actual outturn as a percentage of budgeted expenditure	98.70%	96.10%	Dropping	98.60%	Worse	Dropping	17	26



## Annex 2 – Pre Covid v 2022-23: LGBF indicators with changes in rank greater than, or equal to, five positions. (up or down in ranking)

LGBF Indicator	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	Rank performance	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Children's Services						
Cost Per Primary School Pupil	£5,874	£6,229	Dropping	Improving (top)	7	1
The gross cost of "children looked after" in residential based services per child per week	£4,585	£8,742	Dropping	Dropping (bottom)	21	32
The gross cost of "children looked after" in a community setting per child per week	£249	£433	Dropping	Dropping	4	19
Proportion of children being looked after in the community	94.9%	92.2%	Dropping	Dropping	3	8
Proportion of Adults Satisfied with Local Schools	84.3% (2017-20)	79% (2020-23)	Dropping	Dropping	4	9 (2020-23 rank)
Literacy Attainment Gap (P1,4,7 Combined)	20.4 pp (2018-19)	26.6 pp	Dropping	Dropping	10 (2018-19)	25
Numeracy Attainment Gap (P1,4,7 Combined)	13.1 pp (2018-19)	22.4 pp	Dropping	Dropping	1 (2018-19)	26
The % of looked after children with more than 1 placement in the last year (Aug-July)	18.8%	14.4%	Improving	Improving	22	13
Corporate Services						
Proportion of the highest paid 5% employees who are women	59.30%	62.6%	Improving	Improving	11	6
Sickness absence days per employee (non-teacher)	13	14.2	Dropping	Improving	26	21
% of invoices sampled that were paid within 30 days	75.3%	89.3%	Improving	Improving	32	23
Proportion of SWF Crisis Grant decisions within 1 day	96.8%	99.3%	Improving	Improving	18	5
Proportion of SWF Budget Spent	97.5%	129.9%	Improving	Improving	21	15
Adult Social Care						
Home care costs per hour for people aged 65 or over	£29.94	£33.21	Dropping	Improving	21	15
% of people aged 65 and over with long-term care needs receiving personal care at home	57%	62.50%	Improving	Improving	23	13

LGBF Indicator	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	Rank performance	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Proportion of adult care services graded 'good' or better	84.40%	87%	Improving	Improving (top)	17	1
<b>Culture &amp; Leisure</b>						
Cost per attendance at sports facilities	£6.25	£5.14	Improving	Improving	32	24
Cost per library visit	£2.15	£4.84	Dropping	Dropping	11	24
Cost of parks & open spaces per 1,000 population	£18,199	£10,427	Improving	Improving	23	4
Proportion of adults satisfied with libraries	75.3% (2017-20)	61.3% (2020-23)	Dropping	Dropping	13 (2017-2020)	28 (2020-23 rank)
Proportion of adults satisfied with parks and open spaces	90.5% (2017-20)	89.7% (2020-23)	Dropping	Dropping	2 (2017-2020)	9 (2020-23 rank)
% of adults satisfied with leisure facilities	67.3% (2017-20)	64% (2020-23)	Dropping	Dropping	23 (2017-2020)	29 (2020-23 rank)
<b>Environmental Services</b>						
Net cost of waste collection per premise	£77.84	£74.97	Improving	Improving	26	16
% of A Class roads that should be considered for maintenance treatment	15.5% (2018-20)	18.7% (2021-23)	Dropping	Dropping	1	6
% of B Class roads that should be considered for maintenance treatment	26.3% (2018-20)	21.8% (2021-23)	Improving	Improving	13	6
Proportion of adults satisfied with refuse collection	79.9% (2017-20)	81% (2020-23)	Improving	Dropping	14 (2017-2020)	19 (2020-23 rank)
<b>Housing Services</b>						
Proportion of rent due in the year that was lost due to voids	1.80%	1%	Improving	Improving	22	5
Proportion of council dwellings meeting Scottish Housing Standards	97.90%	59.20%	Dropping	Dropping	5	17
<b>Economic Development</b>						
% of unemployed people assisted into work from council operated / funded employability programmes	13.40%	17%	Improving	Improving	17	12

LGBF Indicator	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	Rank performance	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Cost of planning and building standards Per Planning Application	£4,698	£4,743	Dropping	Improving	16	9
Average time per business and industry planning application (weeks)	7.8	17.6	Dropping	Dropping	9	27
No of business gateway start-ups per 10,000 population	15.1	18.1	Improving	Improving	20	13
Proportion of properties receiving superfast broadband	96%	97.20%	Improving	Dropping	11	18
Town Vacancy Rates	11.90%	7%	Improving	Improving	20	6
Tackling Climate Change						
CO2 emissions from electricity per capita (new indicator – latest data from 2021-22)	52.3	45.66 (2021-22)	Improving	Dropping	13	18 (21-22 rank)
Financial Sustainability						
Total useable reserves as a % of council annual budgeted revenue	18.30%	22.30%	Improving	Dropping	12	20
Uncommitted General Fund Balance as a % of council annual budgeted net revenue	4.00%	2.30%	Dropping	Dropping	6	14
Actual outturn as a percentage of budgeted expenditure	99.20%	96.10%	Dropping	Dropping	19	26

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EAST RENFREWSHIRE COUNCILCABINET30 May 2024Report by Director of Business Operations & PartnershipsCOVID RESERVE – HUMANITARIAN PROGRESS AND IMPACT OF FUND**PURPOSE OF REPORT**

1. The purpose of this report is to provide Cabinet with a final update on the progress of humanitarian projects that were allocated COVID reserve funding for the **2023/2024** financial year.

**RECOMMENDATIONS**

2. It is recommended that Cabinet:
- a) Note the impact made by humanitarian projects in 2023/2024 from funding through the Covid Reserves (Annex 1).
  - b) Note the outstanding projects that will continue into the 2024/2025 financial year.
  - c) Approve the uncommitted balance of £131,672 that will be transferred to HSCP to assist with 2023/24 in-year budget pressures and COVID Related impact.

**BACKGROUND**Reserve Funding

3. From October 2022 a total of £4.69m was approved by Cabinet towards humanitarian projects. Proposals were put forward to Cabinet in [autumn 2022](#) amounting to £1.7m, in [May 2023](#) at £1.7m and the third proposal was presented in [November 2023](#) for a final amount of £1.54m which included some underspend from the previous amounts.

4. It was agreed in the November 2023 paper that any uncommitted underspend remaining in the COVID reserves at year-end 2023/24 be allocated to the HSCP to assist with 2023/24 in-year budget pressures and COVID-related impact, if HSCP was unable to bring spend back into target.

5. Additionally, the Scottish Government released funding for Local Authority Covid Economic Recovery Fund (LACER) to support local economic recovery and the cost-of-living impacts on low-income households. An update on the impact of the £1.469m fund for East Renfrewshire was presented to [Cabinet in October 2023](#).

6. This paper will outline the significant impact made through additional resources delivered in partnership across the authority. The primary focus has been to support with Covid recovery; however, it has allowed the Council and partners to mitigate some cost-of-living pressures in the short-term.

## REPORT

### Progress of 2023/2024 COVID Reserve Humanitarian Funding

7. Annex 1 outlines all the humanitarian projects that were funded for the 2023/24 period. It provides an update on spend against allocation, and the progress made by each project. It also indicates the projects that will continue into 2024/25 where funds have already been committed.

8. The humanitarian interventions outlined in the Annex demonstrate a partnership response to responding to residents' needs across a number of areas: direct financial support; advice and support services; mental health and wellbeing recovery, community capacity building and organisational recovery.

9. The combined allocation of the funds has provided significant support to residents, communities and staff throughout 2023/24 and the following outlines just a few examples of impact:

- East Renfrewshire Citizens Advice Bureau (ERCAB) received funding for five posts in total: an older persons' advisor, fuel advisor, money advisor, benefits advisor and housing advisor. During 2023/24, ERCAB assisted a total of 2,583 people with client financial gains of £1,752,213 and consolidated £1,581,728 of debt. Funding for these posts will continue into 2024/25 at a cost of £114,000. An additional £10,000 was given to CAB for 2023/2024 to support with housing related presentations.
- During winter of 2023/24, 29 community groups were funded to support residents by providing food and transport and wellbeing activities in a range of community locations. Voluntary Action East Renfrewshire (VAER) also received 123 referrals from the HSCP to provide shopping support to vulnerable residents and help to attend crucial appointments.
- Barrhead Housing Association and East Renfrewshire Council Housing (ERC) received an injection of funds to support residents experiencing financial hardship and at risk of homelessness. 53 households were supported by BHA with direct payments or purchasing assistance to furnish homes to make them warmer. ERC provided support to 36 tenants to sustain their tenancy, and with significant increases with homeless presentations, we were able to support individuals with additional associated costs related to emergency accommodation. Additionally, through the Young Persons' Housing Support worker, 28 young people were assisted with practical tasks, supporting housing applications, facilitating moves to permanent tenancies, referrals to MART and building skills in everyday household management.

- 225 carers were given additional discretionary financial support to alleviate pressures.
- Winter support payments of £100 were awarded to 2000 children at Christmas, and 211 families received shopping vouchers via Social Work.
- Alongside financial support and advice, the humanitarian funds have also been used to rebuild capacity within our communities. This investment has allowed for three Participatory Budgeting (PB) steering groups to develop in Mearns Village, Busby and Eaglesham and PB events across all 6 communities saw over 1500 residents vote and 73 projects receiving funding. An additional 12 groups were funded through the Food Growing PB event. We have also seen the reinvigoration of a community-led equalities forum with a successful launch event held on 1 May 2024.

10. Several funded projects will continue into 2024/25 to continue service delivery and support residents and families. Many of these are via the Education Department and will align with term time. These projects are outlined in Annex 1 and include: the Early Years Language & Social Communication project, Family First Early Intervention Project and youth work in Barrhead.

11. As agreed by Cabinet, the Director of Business Operations & Partnerships and Head of Accountancy, in consultation with the Leader of the Council, have exercised some flexibility in relation to a small number of areas. This has included allocating £10,000 to ERCAB for housing pressures as outlined in paragraph 9, and £40,000 to allow MART to provide discretionary payments in 2024/25, taken from in year 2023/24 underspends.

## **FINANCE AND EFFICIENCY**

12. The various streams of COVID funding from the Scottish Government have now ended. Any continued needs identified will be explored strategically through core budget setting processes.

13. Given the well-documented COVID-related service pressures affecting the HSCP and the current projected in-year overspend, it was recommended in November 2023 that any uncommitted underspend remaining in the COVID reserves at year-end be allocated to the HSCP to assist with 2023/24 in-year budget pressures in the event that HSCP was unable to bring spend back into target. The uncommitted underspend on humanitarian projects at the end of 2023/24 to be allocated to the HSCP is £ 131,672.

14. In setting the Council's revenue budget for 2023/24, £3.254m of COVID reserves was also allocated to departmental budgets to assist with operational pressures still being experienced as a result of the pandemic. Any underspends confirmed in these areas as we finalise the closure of the Council's accounts for 2023/24 will also be transferred to HSCP to assist in addressing the in-year COVID pressures they have faced during 2023/24.

## **CONSULTATION & PARTNERSHIP WORKING**

15. A strong partnership approach has continued through the life of this funding. Our multi-agency cost-of-living group will continue to meet on a periodic basis and identify any external funding opportunities that may arise and ways of working together to target resources.

16. There is also current service design work being undertaken with support from the Scottish Government Digital Academy that involves consultation with stakeholders and potential engagement with people with lived experience to assist us to identify people experiencing financial vulnerability and poverty – this will be used in our approach to alleviating the impact of poverty.

## IMPLICATIONS OF THE PROPOSALS

17. An [Equality and Human Rights Impact Assessment](#) was completed in May 2023 to ensure that the distribution of funds reached those most in need and this continues to apply.

## CONCLUSION

18. This report gives Cabinet a final progress update on humanitarian projects that were allocated COVID reserve funding for the 2023/24 financial year. Among other interventions, the COVID reserve has allowed us to get targeted advice and financial support to residents most in need, to recruit posts to alleviate service pressures and reduce waiting lists; and to inject much-needed capacity building supports within our communities. In line with national trends, cost of living and post-pandemic challenges and pressures continue to be felt across our communities. We will continue to work in partnership to ensure support is targeted to those most in need.

## RECOMMENDATIONS

19. It is recommended that Cabinet:

- a) Note the impact made by humanitarian projects in 2023/24 from funding through the Covid Reserves (Annex 1).
- b) Note the outstanding projects that will continue into the 2024/25 financial year.
- c) Approve the uncommitted balance of £131,672 that will be transferred to HSCP to assist with 2023/24 in-year budget pressures and COVID Related impact.

## REPORT AUTHORS

Julie Breslin, Strategy & Partnerships Manager, [julie.breslin@eastrenfrewshire.gov.uk](mailto:julie.breslin@eastrenfrewshire.gov.uk)  
Megan McIntyre, Strategic Services Officer [megan.mcintyre@eastrenfrewshire.gov.uk](mailto:megan.mcintyre@eastrenfrewshire.gov.uk)  
Louise Pringle, Director of Business Operations & Partnerships,  
[louise.pringle@eastrenfrewshire.gov.uk](mailto:louise.pringle@eastrenfrewshire.gov.uk)

## BACKGROUND PAPERS

Covid Reserve – Proposals, Cabinet 13 October 2022/ 11 May 2023/ 02 November 2023



Flexible Local Authority COVID Economic Recovery Fund, Cabinet 18 Aug/7 April 2022 & 12 October 2023

COVID-19 Humanitarian Support Community Funding, Cabinet 25 November 2021  
COVID-19 Humanitarian Support Funding 2021/22, Cabinet 3 June 2021

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## ANNEX 1

Covid Reserves 1- Allocated October 2022- progress made in 2023/24				
Category	Activity	Funds Allocated	Spend	Progress/Impact
Advice and support	CAB benefit advisor	£40,000	Full spend	Supported <b>170</b> clients with a financial gain of <b>£687,442</b> (this includes figures for 2022/23 period).
	CAB money advice and rights advisor	£40,000	Full Spend	Assisted <b>263</b> clients with a financial gain of <b>£23,136</b> and <b>£1,582,728</b> of debt consolidated.
Support for communities	Funding towards learning recovery in schools	£103,863	£33,521 carried into 24/25 to align with term time	Provided 1:1 support to <b>124</b> children and young people across <b>6</b> primary schools for numeracy and maths, <b>over 80</b> for literacy and <b>20</b> supported with their mental health and wellbeing, with a further <b>124</b> having received group support for anxiety. Project continued through May 2023 funding.
	Community capacity building and delivery of grant making Participatory budgeting	£187,500	£10,915 carried over for staffing till June	<b>£150,000</b> was given to Linking Communities to distribute across <b>6</b> community areas on behalf on the Council. Additional community capacity building supported the process.
	Detached streetwork and diversionary activity	£50,000	£16,610 carried forward to 24/25 to continue post	<b>396</b> different young people have participated in diversionary activities with <b>2727</b> interactions with young people during this programme. <b>10</b> young people have participated in the Fireskills programme and <b>96</b> in the Safer Choices Programme.
	Strategic Support to Third Sector	£50,000	Full spend	VAER led on strategic and partnership development of community hub/Talking Points, Food Dignity Network and winter planning
	Strategic and Partnership Coordination	£56,000	£15,352 underspend to HSCP	Additional capacity for strategic services to support humanitarian work.

Reducing fuel poverty	Fuel poverty officer post in MART	£44,500	£44,500 was reallocated in November 2023	Due to slippage in LACER, this post was funded through LACER in 23/24 and not Covid reserves.
	CAB Energy Advisor	£40,000	Full spend	<b>1914</b> clients have been seen, with a client financial gain of <b>£156,528</b> .
Mental Health and Wellbeing Support	Funding for one financial and mental wellbeing HR officer post	£60,000	£22,531 to be carried forward to 24/25	Supported <b>422</b> members of staff to access health checks, with nearly <b>300</b> resulting in urgent referrals for further action. Delivered <b>19</b> training sessions to <b>290</b> staff, <b>15</b> regular 1:1s and organised <b>71</b> wellbeing activities with <b>650</b> participants.

#### Covid Reserves 2 –Allocated May 2023- progress made in 2023/24

Category	Activity	Funds Allocated	Spend	Progress/Impact
Community recovery/ capacity building	Development of Talking Points	£48,000	Carry forward £27,049 to 24/25 for continued delivery	Post commenced in October 2023 to support the development and delivery of Talking Points. This added capacity, resilience and reach to the programme with the introduction of the Supporting People Framework.
	Recovery café spaces in health centres	£10,000	Full Spend	To support continued provision while contract was put in place for a Social Blend café in Eastwood Health Centre.
	Youth Work Project- Barrhead	£63,500	£24,667 Carry forward to 24/25 for continued delivery	A youth worker is now based in St Luke's High School to work with young people involved in anti-social behaviour in Barrhead. Various programmes have been delivered such as Respect ER, mental health and wellbeing, and vaping awareness
	Data analysis work- poverty,	£40,000	Full Spend	The tool has a focus on child poverty and using data to gather more profile information on financial vulnerability at a local level.

	hardship & cost of living			
	Community capacity building	£100,000	£53,641 Carry forward to 24/25 for continued delivery	Additional staffing for a community worker to support with continued PB activity. Funds were also allocated to a specific Food Growing PB initiative with <b>12</b> local groups receiving <b>3000</b> votes online. <b>3</b> new steering groups have been established with local residents being supported to plan, design and deliver grant-making PB in their local communities. In total over <b>1,500</b> residents voted with 73 projects being funded. There are ongoing developments for Community Wealth Building and a community conference for 24/25.
	Developing equalities in East Renfrewshire	£34,500	Full Spend	Outside the Box contracted to facilitate a community-led equalities network through a series of engagement workshops. The launch event in May was attended by 50+ attendees. CEMVO have worked with Council to develop an equality training resource.
COVID-19 contingency	HSCP winter staff to cover frontline service continuity	£250,000	Full spend	To address staff contingency pressures and to ensure essential frontline HSCP services could continue through winter and to the end of the financial year.
Direct financial advice and support to residents	Go-bags for domestic abuse survivors	£2,500	Full spend	<b>18</b> go-bags for Domestic Abuse Survivors including vouchers for supermarkets and other necessities were purchased and distributed to service users accessing social work and partner agencies.
	Support to fostering households	£11,000	Full spend	One-off support payments of <b>£500</b> per child were made to <b>15</b> fostering households who have been caring for children with complex needs.
	Money Advice and Rights Team (MART)- Discretionary Hardship Fund	£52,500	£52,500 reallocated in November 2023	This was funded through LACER for 23/24 due to slippage from previous financial year.
	MART- welfare liaison post for older people	£11,000	Full Spend	This post has assisted <b>300</b> older people, generating an income of <b>£750,000</b> for residents.
	Hardship payments staff	£33,000	Full Spend	This helped the service meet increased demand and process payments for residents facing financial hardship.

	Scottish Welfare Fund staff	£33,000	Full spend	This helped the service to meet increased demand and process payments for residents facing financial hardship.
	CAB older persons worker	£45,000	Full spend	<b>236</b> clients have been supported with a client financial gain of <b>£885,107</b> .
	Targeted communications on cost of living & financial hardship	£10,000	Underspend of £6,300 to HSCP	A campaign which included leaflet distribution, targeted social media and community magazine adverts was carried out and aimed at supporting mortgage repayments, energy bills and debt worries. The community magazine reached <b>20,000</b> per month, Barrhead News online <b>33,000</b> clicks and display ads <b>20,500</b> impressions
Organisational recovery	HSCP staff wellbeing programme - extension	£24,403	Full spend	Wellbeing officer in HSCP has delivered over <b>800</b> wellbeing activity sessions with over <b>1,600</b> attendees since taking up post 2 years ago. Activities included yoga, massage/reiki/reflexology and menopause support sessions.
	Council staff wellbeing programme (discretionary fund for activities)	£20,000	£7,897 Carry forward to 24/25 for continued delivery	This additional funding was used for supporting staff health checks and a menu of wellbeing activities for staff.
	Rebuilding staff Leadership Group network	£10,000	Underspend of £2,600 to HSCP	<b>2</b> cohorts of a Mental Fitness/ Positive Intelligence programme delivered to <b>70</b> senior managers. This has introduced tools to develop a growth mind-set and re-introduce networking and collaboration across leaders and managers from all departments.
	Isobel Mair School Staff Resilience / Bereavement Support	£3,300	£1497 Carry forward for 24/25 for continued delivery	<b>16 school staff</b> have been supported to recognise the signs of stress, vicarious trauma and burnout and how to support each other and the school community through bereavement.
	Justice Social Work - reducing backlog of Unpaid Work Hours	£5,100	Full Spend	The capacity of our unpaid work teams has increased significantly with the additional van, completing over <b>180 tasks</b> for the local community.

	Justice Social Work - materials for Unpaid Work Service to increase output	£4,000	Full Spend	Two Christmas markets raised a £1551 for a local charity.
	Environmental health	£59,000	Reallocated	This post was unable to be recruited and funds were reallocated to fund the additional CAB activity for £10,000 in 2023/24 and MART discretionary funds for 2024/25
Wellbeing support for individuals	Carers support	£80,000	£37,157 Carry forward to 24/25 for continued delivery	A carers dedicated social worker is in post. Staff absence has caused some impact on activity.
	Early Years Language & Social Communication	£255,410	£109,019 Carry forward to 24/25 for continued delivery	<b>40 children</b> supported across <b>14</b> early learning and childcare centres. Data from 4 children indicates they have improved their skills with a percentage rise between <b>36% and 85%</b>
	Family First Early Intervention Project	£44,422	£9,546 Carry forward to 24/25 for continued delivery	Practitioner in in post and working with families across the authority since September 2023. <b>73 families</b> supported with individual action plans.
	Young people affected by drugs and alcohol	£42,974	Full Spend	This funding has been used to support young people who have been involved in drugs and alcohol but do not meet the threshold for statutory services. There have been <b>18</b> young people supported.
	Housing Support for young people	£42,974	£16,046 Carry forward to 24/25 for continued delivery	This post started in October 2023. There have been <b>28</b> young people assisted with practical tasks, supporting housing applications, facilitating moves to permanent tenancies, referrals to MART and building skills in everyday household management.

	Mental Health Support for Children	£49,985	£20,385 Carry forward to 24/25 for continued delivery	<b>10</b> practitioners across Children's Service including CAMHS and Intensive Services are training in Sleep Counselling from Sleep Action to provide therapeutic interventions. .
	Healthier Minds Hub - Children & Young People's Mental & Emotional Wellbeing	£73,903	£31,307 Carry forward to 24/25 for continued delivery	<b>17</b> young people have been receiving additional support from an Educational Psychology Assistant and support worker, along with an evaluation of impact.
	Recovery support for Domestic Abuse Survivors	£37,271	Full spend	Both posts in place and Cedar training delivered in December. Activities delivered throughout year including a weekly wellbeing group with a focus on safety, self-care, emotional awareness and peer learning
	ASN- transition to adulthood	£90,861	Full spend	Support and assessment for transitions has been delivered to <b>156</b> young people
Funds nominally committed in May 2023 for autumn allocation	Winter support payment to those in receipt of Free School Meals and/or Clothing Grants as a result of low income	£61,440	Full Spend	Update in Table 3
	Social Work support to vulnerable families at Christmas	£10,000	Full Spend	Update in Table 3
	Winter support for local people & third sector partners	£40,957	Full spend	Update in Table 3



Covid Reserves 3 -Allocated November 2023- progress made in 2023/2024				
Category	Activity	Funds Allocated	Spend	Progress
Community recovery and capacity building	Detached youth services and skills development	£30,000	£30,000 Carry forward to 24/25 for continued delivery	To support an intensive summer intervention when children out of school are at increased risk, and continue the diversionary street work activity
	Winter support for local people and third sector partners	£9000 <b>(plus £40,957 allocated in May 2023)</b>	Full spend	<b>34</b> funding applications were received and awarded to <b>29</b> community groups to support residents over winter such as wellbeing, food and transport assistance
COVID-19 contingency	HSCP contingency support	£687,000	Full spend	Addressing significant staff contingency pressures and to ensure essential frontline HSCP services can continue through winter and to the end of the financial year.
Direct financial advice and support to residents	Winter support payment to families in receipt of free school meals and/or clothing grants due to low income	£168,560 <b>(Plus £61,440 Committed in May 2023)</b>	£17,800 Underspend to HSCP	Over <b>2000</b> children that receive free school meals and clothing grants received a payment of <b>£100</b> at Christmas.
	Support to vulnerable families at Christmas	£2000 (plus £10,000 committed in May 2023)	Full Spend	<b>211</b> families received vouchers for supermarkets at Christmas time through social work. The average voucher spend per family was around <b>£50</b> , with <b>15</b> more vulnerable families receiving up to <b>£150</b> .
	Carers Discretionary fund	£25,000	Full spend	<b>225</b> carers received discretionary payments which helped alleviate financial pressures.

	Food Dignity provision via food dignity network	£60,000	Full Spend	<b>23</b> funding applications from <b>20</b> community groups were processed as part of the Food Fund via the Food Dignity Network.
	Young people in aftercare Christmas support	£8,500	Full spend	<b>94</b> care experienced young people were given a gift, attended a Christmas dinner or support to attend a social event.
	Back to School Bank	£10,000	Full Spend	Provided <b>123</b> school uniforms to children across East Renfrewshire of all ages, with an average spend of <b>£76.58</b> per child.
	ERCAB older people, fuel and housing advice and support	£114,000	Allocated for 24/25	Funding for three posts to continue throughout 24/25. Impact outlined of posts for 2023/24 in Table 1.
	ERC Tenants support fund	£50,000	Full spend	<b>36</b> tenants supported to sustain their tenancy through referrals made by a housing officer.
	Tenant support fund for Barrhead Housing Association	£30,000	Full Spend	Payments from <b>£100-£320</b> distributed to <b>53</b> households to cover either cost for carpets or direct hardship payments to residents.
Organisational recovery	VAER community intervention and support for vulnerable residents	£52,000	Full spend	VAER assisted HSCP with community intervention and support for vulnerable residents over Winter. <b>123</b> referrals received, <b>50</b> for which they coordinated winter interventions such as food shopping or wellbeing activities.
	Extension of HSCP wellbeing officer post for further 3 months	£14,500	£14,500 Carry forward to 24/25 for continued delivery	Post continued for the period of March-June 2024.

Wellbeing support for vulnerable individuals	Additional occupational therapist support for children over winter period	£45,000	£45,000 to be returned to HSCP	Unable to recruit
	Economic Development- Individual Placement Support Programme	£49,000	Full spend	Funding transferred to SAMH to deliver service from April 2024 to support people with mental health issues to access employment
	Education- Early Years Language & Social Communication	£64,000	£64,000 to be carried forward to 24/25 to continue work	Additional support to <b>40</b> children from 14 early learning centres to date
	ERC homelessness response	£100,000	Full spend	Alleviated pressures of a <b>194%</b> increase of nights spent in emergency bed and breakfast and <b>130%</b> increase in the number of placements made in 2023/24 compared to 2022/23.
	Family First intervention worker	£22,000	£22,000 to be carried forward to 24/25 to continue work	To extend the Family Intervention post to December 2024 ensuring more families access the support through this holistic service

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EAST RENFREWSHIRE COUNCILCABINET30 May 2024Report by Director of EnvironmentDOMESTIC ABUSE COUNCIL HOUSING POLICY**PURPOSE OF THIS REPORT**

1. The purpose of this report is to seek Cabinet approval for a new Domestic Abuse Housing Policy to ensure a sensitive, consistent and equitable approach to finding suitable housing solutions for Council tenants that are victims of domestic abuse.

**RECOMMENDATIONS**

2. It is recommended that Cabinet consider and approve for adoption of the Domestic Abuse Housing Policy.

**BACKGROUND**

3. Police Scotland's definition of domestic abuse is:

*"Any form of physical, verbal, sexual, psychological or financial abuse which might amount to criminal conduct and which takes place within the context of a relationship. The relationship will be between partners (married, cohabiting, civil partnership or otherwise) or ex-partners. The abuse may be committed in the home or elsewhere including online".*

<https://www.scotland.police.uk/advice-and-information/domestic-abuse/what-is-domestic-abuse>

4. The Domestic Abuse (Scotland) Act 2018 came into force 1 April 2019. This Act created a new statutory offence of engaging in a course of behaviour which is abusive of a partner or ex-partner.

5. East Renfrewshire Council have always supported those fleeing domestic abuse by using the duties set out in the Housing Scotland Act 1987. However, with the introduction of the Domestic Abuse (Scotland) Act 2018, it is appropriate to introduce a policy to complement this legislation, and ensure the council has robust measures to support those affected.

6. This policy reflects the guidance contained in the document entitled "Domestic Abuse: A Good Practice Guide for Social Landlords", which was published in August 2019, jointly by the Association of Local Authority Chief Housing Officers (ALACHO), the Chartered Institute of Housing (CIH), the Scottish Federation of Housing Associations (SFHA), Shelter Scotland, Scottish Woman's Aid, and COSLA.

7. The fundamental principle that underpins this guidance is that the victims of domestic abuse have the right to have control of their life outcomes including whether to remain in the home or move out. The wishes of the victim will remain at the centre of the council's approach.

## REPORT

8. In the past those fleeing domestic abuse were encouraged to present to the local authority as homeless. This can be a traumatic and daunting experience, especially for those with children, as this often involves moving away from their home, schools, support networks and putting themselves in a position of uncertainty. This can result in many victims remaining with the perpetrator, and therefore in danger. However many victims of domestic abuse wish to remain at home.

9. In 2020/21, 65 (17%) of 372 households cited 'Dispute within Household: Violent or Abusive' as their reason for homelessness in East Renfrewshire. However in 2022/23 we saw an increase to 21.1% with 94 of 446 applicants citing this as their reason for homelessness.

10. This policy sets out how to offer victims of domestic abuse choice in how their housing situation is progressed. With support from Housing Services, tenants that are victims of domestic abuse will be assisted to make informed choices in respect of their housing situation. This includes safety measures to allow them to remain in their own home, and accessing all housing options, such as social housing, the private rented sector and access to refuge or temporary accommodation.

11. The policy also outlines the need for a consistent systematic approach to dealing with domestic abuse, commitment to domestic abuse training for all relevant housing staff and regular oversight of the policy with monitoring and evaluation.

12. In implementing the policy, the following outcomes are anticipated:

- Increased use of a range of housing options to ensure informed choice and the best outcomes for victims of domestic abuse; and
- A more sensitive and consistent approach to victims of domestic abuse with regard to housing.

### Next Steps

13. An implementation plan will be developed to ensure that the policy is embedded across Housing Services and the Violence Against Women Partnership (VAW). East Renfrewshire's VAW Partnership is the multi-agency mechanism to deliver on Equally Safe: Scotland's strategy for preventing and eradicating violence against women and girls at a local strategic level.

14. A review of staff training will be undertaken to ensure housing staff are prepared to support tenants seeking support. Any future training needs will be identified where required and as highlighted by the Violence Against Women's Partnership.

15. Regular reports will be submitted to the Violence Against Women Partnership and the policy reviewed when required.

## FINANCE AND EFFICIENCY

16. Housing staff will need to participate in regular training, with external subject experts in order to ensure victims are appropriately supported, the cost at the time are unknown but not expected to exceed £2000.

17. There will be a financial impact for the procurement and installation of security measures to a tenant's home. The costs and scale of works at this time are unknown, it is not anticipated to exceed £3000.

## **CONSULTATION AND PARTNERSHIP WORKING**

18. The draft policy has been developed with key partners via the Violence Against Women Partnership.

19. Multiagency partners provided feedback on the initial draft policy and these included ERC Housing Services, Legal Services, Health & Social Care Partnership, including Addiction Services & Health Visitors. In addition, feedback was provided by Women's Aid South Lanarkshire & East Renfrewshire (WASLER), ER Violence Against Women Partnership (VAW) and Multi Agency Risk Assessment Conference (MARAC).

20. Housing Services also met with a group of service users who have lived experience of domestic violence and had previously approached Housing Services for assistance. The purpose of this work was to gain feedback, identify ways improve this service area and inform this policy.

## **IMPLICATIONS OF THE PROPOSALS**

21. This report has been subject to an assessment of any impacts on Equality & Diversity, Fairness & Poverty, Environment and Corporate Risk.

22. There are no implications with these proposals in terms of staffing, legal, property or sustainability.

## **CONCLUSIONS**

23. The report outlines the rationale for a Domestic Abuse Housing Policy to ensure improved outcomes in terms of safety and well-being for victims of domestic abuse.

24. This policy is designed to ensure that tenants experiencing domestic abuse have better housing options and where appropriate can remain in their family home.

## **RECOMMENDATIONS**

25. It is recommended that Cabinet consider and approve for adoption the Domestic Abuse Housing Policy.

Director of Environment

For further information contact: Suzanne Conlin, Senior Housing Manager  
[Suzanne.Conlin@eastrenfrewshire.gov.uk](mailto:Suzanne.Conlin@eastrenfrewshire.gov.uk)

May 2024

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**East Renfrewshire Council  
Domestic Abuse Housing Policy  
May 2024**

## 1. Purpose

This Policy sets out the details of East Renfrewshire Council Housing Services pro-active response in preventing and addressing domestic abuse safely and appropriately. This policy applies to East Renfrewshire Council tenants and all residents at risk of homelessness.

The policy has been developed in conjunction with service providers, women with lived experience of domestic abuse and based on recommendations from the Change, Justice, Fairness research (2017) in particular;

- 1) Domestic Abuse Guidance for Social Landlords developed by – The Association of Local Authority Chief Housing Officers (ALACHO),
- 2) the Chartered Institute of Housing (CIH),
- 3) Shelter, Scotland
- 4) Scottish Women's Aid.

Domestic abuse is the second highest reason why people approach the council for housing assistance. We know that domestic abuse disproportionately affects women and children, and is the highest cause of homeless presentations in women in Scotland.

East Renfrewshire Council Housing Services is committed to providing a proactive response to preventing and addressing domestic abuse by:

- Providing a sensitive and supportive response to victims of domestic abuse.
- Implementing an early intervention approach working collaboratively with key partners to allow victims to access a range of housing options, advice, information, and support.
- Ensuring all responses meet the needs of everyone irrespective of age, gender, race, class, culture, sexuality or disability complying with East Renfrewshire Council Equality & Diversity policy.

## 2. Definition

The Scottish Government's definition of domestic abuse is:

*'Domestic Abuse (as gender-based abuse), can be perpetrated by partners or ex-partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate women and are perpetrated against their will, including rape), and mental and emotional abuse (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviour such as isolation from family or friends).'*

<http://www.gov.scot/Publications/2003/09/18185/26440>

Domestic Abuse (Scotland) Act 2018 - this act recognises not only spouses, civil partners and cohabitants but also people in intimate personal relationships who do not live together.

Examples of Abuse (but not limited to the below):

- Emotional/Verbal Abuse: name calling, refusal to trust, stopping contact with family and friends, threats to hurt you or those you care about, blaming you for how they behave and how they treat you, telling you, you can't do anything right, cause you to doubt your parenting skills, threatening to hurt themselves.
- Physical Abuse: hair pulling, punching, kicking, slapping, preventing you from sleeping, controlling what and when you eat, hurting you with objects, forcing you to use drugs and alcohol, harming children or pets.
- Financial Abuse: not allowing you access to money or giving you money and controlling how you spend it, building up debt in your name, not contributing to household bills or stopping you from working.
- Sexual Abuse & Coercion: calling you derogatory names, pressuring you to have sex or perform sex acts, making you feel guilty or ignoring you for not wanting to have sex, involving other, people in sexual activities with you without your consent, hurting you with objects during sex, withholding or controlling your access to contraception or protection, forcing you to participate in or watch pornography, threatening to share intimate images of you with your friends, family or online community.
- Digital Abuse: Accessing and monitoring your social media accounts, tracking your movements and activities using technology, persistent messaging, insisting that you share your passwords, sending negative/insulting messages, sending explicit pictures and demanding you send some in return.

### 3. Collaborative Working

East Renfrewshire Council Housing Services are committed to delivering a collaborative approach to finding positive housing solutions for people affected by domestic abuse including, victims, survivors and perpetrators.

A multi-agency approach to housing and domestic abuse may include;

- East Renfrewshire Council –
  - Housing Services
  - Health and Social Care Partnership
  - Legal Services
  - Education
- Police Scotland
- Women's Aid South Lanarkshire and East Renfrewshire (WASLER)
- Third Sector Agencies
- NHS Greater Glasgow & Clyde
- Scottish Fire & Rescue Service

### 4. Equalities

East Renfrewshire Council Housing Service will ensure all responses meet the needs of everyone irrespective of age, gender, race, class, culture, sexuality or disability complying with East Renfrewshire Council Equality & Diversity policy.

The Equality Act 2010 places statutory duties on the Council to ensure its functions and related services offer fair access and inclusion through:

- Elimination of unlawful discrimination, harassment or victimisation
- Advancement of equality of opportunity between people who share a protected characteristic and those who do not

- Fostering of good relations between people who share a protected characteristic and those who do not.

## 5. Policy Statement – Guiding Principles

East Renfrewshire Council Housing Services will take a proactive housing response to support people experiencing or threatened with domestic abuse. The policy in the main is directed at women as in the large majority of cases they are the victims of abuse. It is important to emphasise that East Renfrewshire Council Housing Service will provide support to any victim of domestic abuse irrespective of gender or age.

In Scotland where gender information was recorded, around four in-five incidents of domestic abuse (81%) in 2021-22 had a female victim and a male suspected perpetrator

In Scotland in 2020-21, just under nine-in-ten (89%) of all domestic abuse incidents occurred in a home or dwelling.

Police Scotland recorded 64,807 incidents of domestic abuse in 2021-22

### *East Renfrewshire Context*

- In 2022-23 94 applicants cited the reason '**Dispute within household: violent or abusive**' as their reason for presenting as homeless within our local authority. 85% of those who applied were women.
- In the last 12 months, 1086 women, children and young people in East Renfrewshire have been supported through Women's Aid's core services and duty helpline.
- Last year, Women's Aid was involved in 118 multi-agency assessments for women and family members at high-risk of serious harm or suicide as a result of domestic abuse.
- In 2022-23 there were 151 referrals to the Social Work Request for Assistance Team where domestic abuse was either the presenting issue, primary concern, or additional concern.
- In 2022-23 there were referrals made for 142 children to the Social Work Request for Assistance Team where domestic abuse was either the presenting issue, primary concern or additional concern.

The priority of this policy is to ensure that victims of domestic abuse are fully supported by East Renfrewshire Council staff, and have access to a range of housing options, advice and information to enable them to make a safe and informed choice.

Our proactive approach includes:

- Reviewing key documentation such as our tenancy agreement and our Anti-social Behaviour policy to ensure they align with this policy.
- Ensuring staff are informed of legislation including the Domestic Abuse (Protection) (Scotland) Act, to establish if action can be taken against a perpetrator of domestic abuse.
- Ensuring staff are continuously trained and supported to deliver domestic abuse support, in relation to housing.
- Working collaboratively across all sectors to raise awareness of domestic abuse and to promote prevention.
- Raising awareness of our Domestic Abuse Housing policy, referencing rehousing, relationship breakdowns and where applicable the implications of joint tenancies to all new tenants/ prospective tenants should their relationship breakdown.

- Including information in tenancy handbooks, newsletters, East Renfrewshire Council's intranet and internet on action that will be taken against perpetrators of domestic abuse
- Raising awareness amongst residents and staff that we will take a trauma informed approach to respond safely and appropriately to incidences of domestic abuse
- Publicising our domestic abuse policy to both residents & employees.
- Providing access to information in all public offices and online.
- Treating all incidents of domestic abuse reported as 'high priority', working with victims, respecting their wishes and taking action where we have the power to do so (safeguarding concerns will be the exception to this).
- Providing improved security to a victim's home where the need is identified
- Ensuring all staff are equipped to take an 'eyes and ears' approach to identify domestic abuse, and that they are appropriately trained to do so
- Developing a domestic abuse housing pathway to provide a clear process for housing staff to follow when risk of domestic abuse is identified
- Developing positive relationships with those we support in order to build trust
- Establishing and maintaining good relationships with specialist local groups

### 5.1 Housing Options

The Housing management team will oversee the implementation of this policy on an ongoing basis. The main principles are outlined below.

Victims of domestic abuse will be offered a range of housing options and advice based on their individual assessed needs and circumstances. Options will include:

- Support for victims to remain in their own home
- Utilising our flexible Allocations Policy to prevent victims becoming homeless where at all possible
- Where applicable utilise measures provided in the Domestic Abuse (Protection) (Scotland) Act to prevent the victim becoming homeless
- If required support victims to make a homeless application
- Support victims to transfer a tenancy into their own name if it is a joint tenancy
- Support victims with regard to obtaining permanent housing
- Support victims to access legal advice
- Enable victims to access specialist domestic abuse support
- Remove the perpetrator (where possible) with support to terminate tenancy and with rehousing

### 5.2 Remain in existing home:

Where possible if a victim of domestic abuse wishes to remain in their own home, we will provide support for them to do so:

- An assessment may be required on the property – we will request the support of Police Scotland to provide recommendations on how to improve safety at the property
- Housing Services will consider recommendations and provide equipment and fitting at no charge to the victim
- Support personal safety planning
- Support rehousing of perpetrator
- Work in partnership with specialist agencies to prioritise the victims safety

### 5.3 Homelessness

Where a victim of domestic abuse feels it is not safe for them or their family to remain in their existing home East Renfrewshire Council Housing Service will;

- Provide access to emergency temporary accommodation
- Provide suitable available emergency temporary accommodation based on assessed need and risk
- Support victims to access additional support services
- Continuously monitor the temporary accommodation provided in order to review if a move to more suitable temporary accommodation is appropriate
- Ensure our Allocations Policy is flexible enough to consider a range of housing options which suit both the needs of the tenant and landlord
- Offer a comprehensive housing options service to support people into new homes either with East Renfrewshire Council, local RSLs, or within the private rented sector
- Ensure our Allocations Policy is flexible enough to give the Housing Services Manager discretion to ensure victims are not allocated housing that will put them at any further risk
- Reduce financial consequences of homelessness as a result of domestic abuse
  - Offer support to facilitate removal and storage of belongings to enable victims to keep their possessions
  - Offer financial advice or refer for financial support to ensure a victim is not placed in further financial hardship due to becoming homeless
  - Housing Services Manager will use discretion in regards to imposing charges for damages to property that may have occurred due to domestic abuse

For anyone who leaves an abusive relationship (whether victim or perpetrator) we will ensure their transition to their new home is as seamless as possible, supporting customers with all aspects of the move.

#### 5.4 Action Against Perpetrators

East Renfrewshire Council Housing Services will follow all reasonable recommendations identified at Multi Agency Risk Assessment Conference (MARAC) including, where possible, recommendations on the location of re-housing of the perpetrator. This however may be influenced by any duty owed to the perpetrator under other legislation and housing stock availability.

The overriding consideration in any intervention will be to reduce any potential risk to the victim and others. Legal action will not be pursued by the council where it is likely to increase risk to the victim. Any decision regarding council intervention will be taken in consultation with the victim, police, legal services and support services. Where there is sufficient evidence of a relevant ground for repossession we will consult with legal services and continue to work with the perpetrator throughout the process in regards to their housing options.

Perpetrators who vacate their tenancy following incidents of domestic abuse will be advised of their housing options, supported to terminate their tenancy and supported through our homeless service.

We will give regard to the victim and any children as to their housing need and informed choice. Any decision will be based on the risk posed to the victim and the suitability of the property for their housing needs.

Housing Services will adopt a joint coordinated approach in addressing domestic abuse, liaising with Police Scotland, HSCP, voluntary agencies and community groups to improve communication and promote any initiatives to protect and support victims of domestic abuse.

### 5.5 Confidentiality

East Renfrewshire Council Housing Services recognise the importance of confidentiality to victims and the potential risks. It is essential that the Domestic Abuse Housing policy is underpinned by robust information sharing with appropriate partners.

All information sharing will be compliant with GDPR Adult and Child Protection Procedures/MARAC (Multi Agency Risk Assessment Conference) information sharing protocol. The victim will be advised at the start of any meeting that if any information is shared to suggest a child or adult (including self) is at risk of significant harm then this information will be shared with police and social work. The victim will be made aware of any intention to do so and support will be provided during this process.

Sensitive information discussed at interview will be held in a secure file with limited access – only very generic information will be stored on the housing management system.

### 5.6 Support

To enable us to protect the most vulnerable people in our communities, all staff within Housing Services will be made aware of this policy, their responsibilities, and the benefits of delivering this policy.

East Renfrewshire Council Housing Services recognise that separation is a time of increased risk and it is vital victims of domestic abuse are able to access appropriate levels of suitable specialist support ensuring the victim can achieve the best possible outcome. Support may be provided by Council services or in conjunction with specialist support services. Consideration of environment and victims' safety will be given before any discussion will take place. Any arranged interviews will be offered in a location and at a time of the victim's choice where it is safe for both parties.

A same sex advisor will be facilitated if preferred and a single point of contact from the Housing Options Team will be offered to support the victim throughout their housing journey if this can be facilitated. Housing Services recognise that support may also be required during periods of transition or once permanent housing is identified, and we will ensure appropriate support is available according to the needs of the victim.

#### No Recourse to Public Funds

Immigration status can be used as a tool to control or abuse in domestic abuse relationships and the fear of authorities may prevent a victim seeking help or reporting to the police. Many victims are forced to decide between staying with a perpetrator or facing poverty and street homelessness.

If a victim is identified as having no recourse to public funds, we will work with partners particularly HSCP and Women's Aid to ensure appropriate support is offered. Where there is urgent need for an adult or family, we will consider offering interim accommodation where there is no alternative housing support available. This will be considered for the time required for HSCP to undertake relevant community care and/or GIRFEC (Getting It Right for Every Child) assessments.

Immigration law in the UK is very complex. Housing Services will provide information and contact details for JustRight Scotland to enable victims to access specialist legal advice to help them understand and assess their options.

<http://www.migrationscotland.org.uk/migrants-rights-entitlements>

#### 5.7 Consistent Systematic Approach

In order to meet these objectives, it is important this policy is delivered in a consistent way across Housing Services. Housing managers will ensure effective operation of this policy and will be responsible for making decisions about all tenancy related matters as well as ensuring their staff are adequately trained and supported to be able to work with victims of domestic abuse providing a trauma informed approach to respond safely and appropriately.

#### 5.8 Training

In support of the implementation of this policy Housing Services will ensure that domestic abuse training is mandatory for all staff who may come into contact with tenants, and residents of and applicants to East Renfrewshire Council. Ensuring our staff are adept at spotting the signs of domestic abuse is a key element of the training we require them to undertake, and we are committed to continuously updating and delivering training in this area.

We will also offer any additional training around guidance and legislation as required and will ensure that staff are provided with trauma informed training in order that victims feel comfortable sharing their stories with our staff. Domestic abuse and how we deal with it will be part of our core business and training will be ongoing and re-evaluated to ensure staff are continuously trained as domestic abuse guidance and legislation is published.

#### 5.9 Collaborative/Partnership Working

East Renfrewshire Council Housing Services acknowledges the importance of working collaboratively with other services who provide support to victims of domestic abuse, and who work with perpetrators of domestic abuse. It is important to Housing Services that we work effectively with partner agencies to ensure the safety of the victims and hold perpetrators to account.

We will share information where appropriate and in compliance with GDPR in order to provide suitable housing and support.

#### 5.10 Information & Advice

It is understood that disclosing domestic abuse can be a very difficult decision and that it is important that all information and advice provided is clear and accessible to allow victims to make an informed choice in regards to their housing options.

To enable this, we will provide clear accessible information including:

- Information describing victims housing options, relevant sources of support, private interview rooms, and the right to request either a female or male member of staff to talk to
- Ensuring where we can that we offer consistency in terms of staff members to avoid a victim having to re-tell their story
- Ensuring staff are clear and understand that not every victim will want to tell their story but they can still expect the same level of support from Housing Services staff

- Being supported by staff who are fully trained and who use a trauma informed approach to respond safely and appropriately to victims and who are able to signpost and make referrals to appropriate specialised services as required
- Providing an interpreting and translation service in accordance with good practice guidelines and national standards
- Providing information about the law, victims' rights and access to legal advice and support

#### 5.11 Risk Management

East Renfrewshire Council Housing Services in support of the implementation of this policy are committed to ensuring all housing staff who come into contact with tenants/applicants will be proficient in identifying, assessing and managing risks of those who have experienced domestic abuse.

Housing Options Officers will use the SafeLives Domestic Abuse, Stalking and Honour Based Violence Risk Identification Checklist (DASH) when assessing a victim's levels of risk. The purpose of the checklist is to give a consistent and simple tool for practitioners who work with victims of domestic abuse in order to help them identify those who are at high risk of harm and should be referred to a Multi-Agency Risk Assessment Conference (MARAC) meeting in order to manage their risk and develop a safety plan.

A domestic abuse housing pathway will be developed to provide a clear process for housing staff to follow when risk is identified and in order that they know the most appropriate way to deal with the risk depending on the seriousness of the situation.

Staff will follow relevant child protection procedures if a child is at risk of domestic abuse.

#### 5.12 Making a positive impact on our customers lives' and in our communities

We will know we are making a positive impact on our customers' lives and our communities when;

- Our communities are safer places for all, with our customers being confident in our response and feeling supported
- We are realising the values of East Renfrewshire Council of being ambitious with our Domestic Abuse Housing Policy, we are showing kindness to those affected by domestic abuse and are ensuring that our staff can be trusted to deal with all incidents of domestic abuse in a confidential and effective way.
- Our staff are confident in dealing with all aspects of domestic abuse, and being alert to signs of abuse
- We have appropriate pathways and referrals systems in place to ensure customers are getting the right support, at the right time
- Our customers affected by domestic abuse have real choice in the housing options available to them

#### 5.13 Responsibilities

Service managers across East Renfrewshire Council Housing Service are responsible for the oversight and operation of this policy.

East Renfrewshire Council Housing Service recognise the importance of consulting with frontline support services and in particular people with lived experience of domestic abuse and



will therefore continue to gather their views as to what is working well and where improvements could be made. We will also ensure that information on support that is available for victims of domestic abuse is shared within our local communities and council buildings.

## 6. Complaints

We are committed to providing high quality services, however we understand that sometimes things can go wrong. To submit a complaint and see how we handle complaints please go to the link below;

<https://www.eastrenfrewshire.gov.uk/make-a-complaint>

## 7. Review

This policy will be reviewed every three years in consultation with partners and interested parties. This will include gathering and reviewing feedback from staff and management within East Renfrewshire Council Housing Services, tenants and residents, people with lived experience and partners including organisations supporting victims of domestic abuse.

Reviews will consider any changes to legislative, performance and good practice guidance.

## 8. Support Services

East Renfrewshire Council HSCP Social Work Request for Assistance (Children & Families)	0141 577 8300
East Renfrewshire Council HSCP Social Work Request for Assistance (Adults)	0141 800 7580
Social Work Standby Out of Hours (Children & Families & Adults)	0300 343 1505
Women's Aid South Lanarkshire & East Renfrewshire (WASLER)	0141 404 0015 info@wasler.org.uk
Scottish Domestic Abuse & Forced Marriage Helpline	0800 027 1234
Forced Marriage Unit (FMU)	020 7008 0151
Scottish Women's Rights Centre	0808 801 0789
Rape Crisis	0808 800 0014
Say Women	0141 552 5803
National LGBT Domestic Abuse Helpline	0800 999 5428
Strathclyde Gay & Lesbian Switchboard	0141 847 0447
Scotland's Lesbian, Gay, Bisexual and Transgender	

Domestic Abuse Project  
[www.lgbtdomesticabuse.org.uk](http://www.lgbtdomesticabuse.org.uk)

Broken Rainbow (LGBT)

0845 604460

### ***Commercial Sexual Exploitation***

The Encompass Network- Scottish network of agencies working with people at risk of becoming involved in, who are currently involved in, or who have exited selling or exchanging sexual activity/commercial sexual exploitation. The website provides a number of resources, including the safety planning guide and information about exiting.

[www.encompassnetwork.info](http://www.encompassnetwork.info)

[enquiries@encompassnetwork.org.uk](mailto:enquiries@encompassnetwork.org.uk)

### ***Male Victims of Domestic Abuse***

Survivors UK  
 (confidential helpline for men who have experienced rape or sexual abuse) [www.survivorsuk.org](http://www.survivorsuk.org)

0845 122 1201

Men's Advice Line

0808 801 0327

### ***BME Women Experiencing Domestic Abuse:***

Hemat Gryffe Womens Aid

0141 353 0859

Amina (Muslim Women's Resource Centre)

0808 801 0301

Shakti Womens Aid

0131 475 2399

### ***Children & Young People***

Childline

0800 11 11

Womens Aid support for Children

0141 404 0015

<https://www.wasler.org.uk/children-young-people/>

### ***Perpetrators***

Respect

0808 802 4040  
[info@respect.org.uk](mailto:info@respect.org.uk)

### ***Specialist Legal Advice (NRPF)***

JustRight Scotland  
 Legal helpline  
 Tuesday 1pm-4pm/Wednesday 10am-1pm

08088 010789

Ethnic Minorities Law Centre

0141 204 2888  
[admin@emlc.org.uk](mailto:admin@emlc.org.uk)

***Emergency accommodation for women with NRPF:***

Ubuntu Women's Shelter - This shelter can provide 72 hours to 1 week emergency accommodation for women with NRPF. Website: [www.ubuntu-glasgow.org.uk/](http://www.ubuntu-glasgow.org.uk/)

Telephone number 07570877817

Southhall Black Sisters – This fund is available to support organisations allowing them to cover women with no recourse to public funds housing and subsistence costs. The organisation would have to pay for the costs upfront and they can then apply to get reimbursed through the fund. Website: [www.southhallblacksisters.org.uk](http://www.southhallblacksisters.org.uk)

Local Scottish Women's Aid groups -Some women's aid groups may be able to provide refuge migrant women with NRPF who are fleeing abuse. However, it will depend on the women's specific situation and the funds available at the group. Check directly with your local women's aid group:

[womensaid.scot/find-nearest-wa-group](http://womensaid.scot/find-nearest-wa-group)

Telephone number  
Email

0800 027 1234  
[helpline@sdafmh.org.uk](mailto:helpline@sdafmh.org.uk)

**9. Legislative Content**

Domestic Abuse (Protection) (Scotland) 2021  
Domestic Abuse (Scotland) Act 2018  
Adult Support and Protection (Scotland) Act 2007  
Children (Scotland) Act 1995  
Children's Hearing (Scotland) Act 2011  
Protection from Abuse (Scotland) Act 2001  
Housing (Scotland) Act 1987  
Housing (Scotland Act) 2001  
Housing (Scotland) Act 2006  
Housing (Scotland) Act 2014  
Homelessness etc. (Scotland) Act 2003

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EAST RENFREWSHIRE COUNCILCABINETMay 30<sup>th</sup> 2024Report by Director of EnvironmentGLASGOW CITY REGION: ELECTRIC VEHICLE CHARGING  
INFRASTRUCTURE (EVCI) COLLABORATION**PURPOSE OF REPORT**

1. The purpose of this report is to seek the approval of the Cabinet to a report prepared by the Programme Management Office (PMO) within the Glasgow City Region (GCR), included at Appendix 1. The report provides an update on the work undertaken to develop a collaborative approach to expanding the public electric vehicle charging infrastructure (EVCI) and requires the approval of all eight City Region authorities to undertake the next steps to progress towards a shared commercial delivery arrangement.

**RECOMMENDATIONS**

2. The Cabinet is asked to:

- a) Note the report into collaboration within the City Region with respect to Electric Vehicle Charging Infrastructure (EVCI).
- b) Approve the recommendations set out in the PMO's report at Appendix 1 in their entirety, allowing the GCR authorities to collaborate with the aim of introducing a shared commercial arrangement for EVCI.

**BACKGROUND**

3. The 8 Local Authorities (LAs) that form the GCR partnership have been working collaboratively on a shared approach to expand public EVCI across the GCR. This commenced in 2022, when the Scottish Futures Trust appointed consultants to prepare studies into EVCI. This led to reports covering the City Region study and each local authority area in more detail.

4. Following on from this initial work, the GCR authorities have worked together towards the development of a proposed approach, subject of this paper, termed a 'concessionary-type commercial model'. The objective is to develop a proposal that can be fully funded by the commercial partner along with Electric Vehicle Infrastructure Funding (EVIF) awarded by Transport Scotland, with no requirement on the local authorities to fund the infrastructure and service delivery costs. A procurement Prior Information Notice procedure was published in June 2023 and attracted significant interest, giving the comfort that a planned and strategic approach involving all 8 GCR authorities is likely to be achievable.

5. Transport Scotland has made the decision not to renew the previous Charge Place Scotland contract, necessitating pressing action amongst local authorities to put in place an alternative arrangement for the back office and maintenance of their existing charge points by December 2025. It is intended that the 600 existing charge points across the GCR will be incorporated into this wider proposal.

## REPORT

6. The proposal requires the approval of East Renfrewshire Council's Cabinet to participate in working towards the engagement of a commercial partner via a 'concession-type contract' with all 8 local authorities in the GCR; followed by an 'in principle' agreement to enter into an Inter Authority Agreement (IAA); and to delegate the subsequent selection of a lead authority to the Director of Environment. The Council will also be agreeing that a proportion (level to be agreed) of its EVIF from Transport Scotland can be utilised by the GCR PMO to engage technical support to market the proposition and appoint a commercial partner. Finally, the proposal will instruct officers to provide regular and appropriate updates on progress, as well as specific reports if, at any point, the financial implications differ from the principle that there will be no, or very limited, capital or revenue costs to each Council associated with the proposal.

7. The PMO's current timeline is as follows, with the project currently at the third stage, securing local authority agreements to collaborate on EVCI:

Action/Milestone	Estimated Date/Timescale
<b>Finalise EVIF arrangements for consultancy support</b>	February 2024
<b>Engage Consultancy Support for the Procurement Stage</b>	February to April 2024
<b>Secure Local Authority Agreements to Collaborate on EV</b>	March to May 2024
<b>Appoint Consultants to Support Development of Tender and GCR Proposal</b>	May/June 2024
<b>Preparation of Tender Documents</b>	June to November 2024
<b>Commence Procurement</b>	December 2024/January to April 2025
<b>Evaluation of Tenders</b>	May to June 2025
<b>Contract Awarded to CPO</b>	July to August 2025
<b>Charge Place Scotland Transition Network Planning &amp; Mobilisation</b>	September to December 2025
<b>New Chargepoint Installations</b>	January 2026 onwards

8. The report that Cabinet is being asked to approve:

- a) Summarises the work that has been undertaken to date to make progress towards EVCI across the City Region.
- b) Identifies the range of benefits that will arise from a collaborative approach to EVCI: leveraging private sector investment, reducing commercial risks, generating an income stream, reducing duplication of effort, ensuring all communities can access the charging network, potential community and supply chain benefits and replacing the back office functions currently provided by the Scottish Government, before support ends in December 2025.
- c) Summarises research already undertaken to identify the approximate numbers of charge points needed in each local authority and identifies the need for further research into need and sites.
- d) Presents a draft timeline for the delivery of the EVCI project between February 2024 and leading to phased installations from January 2026 onwards.
- e) Sets out the proposed governance and supporting arrangements.
- f) Identifies the next steps that will be progressed if the recommendations set out are approved by all 8 authorities.
- g) Sets out the revenue implications.

- h) Sets out the legal implications.

## **FINANCE AND EFFICIENCY**

9. The financial implications are set out fully in the PMO's report, but in summary it is intended to pool a proportion of EVIF from all 8 authorities to meet the costs of developing the EVCI proposal for the GCR. The PMO will appoint the necessary advisors and develop the proposal. The intention is that this approach will leverage private sector investment so that no or minimal capital investment is required from the participating local authorities.

10. It is further intended that the long term management of the contract will be met by the collective income stream that will be generated.

11. Market appetite for the proposal will be assessed, following the procurement process. It has previously been agreed that Glasgow City Council will act as the Lead Authority for the procurement stage.

12. Specific reports will be brought forward by the PMO to inform authorities, if the arrangements diverge from the intention that the capital and revenue costs of the proposal to the participating authorities will be met through leveraging private sector investment and the operation of the contract.

13. An Inter Authority Agreement will be drafted, using external legal advisors appointed by the PMO, but involving legal colleagues from all participating authorities, formed into a 'legal support group'.

## **CONSULTATION**

14. The Scottish Futures Trust and officers from the PMO consulted with officers from the collective Councils in January 2024, holding a series of workshops that has led to the development of the current proposal.

15. All participating authorities will be consulted on the location of the charge points for the network in their area.

16. The Council's legal colleagues will be consulted and engaged in the preparation of the IAA.

## **PARTNERSHIP WORKING**

17. This proposal has arisen as a consequence of partnership working across the GCR. It will require a sustained and long term commitment to partnership to be a success.

## **IMPLICATIONS OF THE PROPOSALS**

18. East Renfrewshire Council's participation in this initiative will involve staff from the Environment Department in participating in the agreement of a potential contract for EVCI. Whilst the procurement process will be led by Glasgow City Council, there will be working groups to which ERC colleagues will participate.

19. ERC legal officers will be involved in the required legal support group.

20. The introduction of a comprehensive and reliable charge point network run by a commercial partner and at no cost to the Council should generally be regarded as a positive intervention, which will contribute towards Get to Zero targets. The availability of such a network will encourage residents' confidence that if they choose an EV, they will be able to charge it across the GCR area.

## **CONCLUSIONS**

21. A reliable EVCI network across the GCR is essential to encourage citizens to switch to EVs in the future. This proposal will take steps to ensure that such a network is planned, agreed and then rolled out in stages. The intention is to leverage private sector investment to cover the capital cost of installation of the network and then revenue arising, to cover the revenue cost of running the network. There are checks and balances built in to the process, so that if at any point it appears that the costs cannot be met in this way, all authorities will be consulted on a way forward.

## **RECOMMENDATIONS**

22. The Cabinet is asked to:

- a) Note the report into collaboration within the City Region with respect to Electric Vehicle Charging Infrastructure (EVCI).
- b) Approve the recommendations set out in the PMO's report at Appendix 1 in their entirety, allowing the GCR authorities to collaborate with the aim of introducing a shared commercial arrangement for EVCI.

Director of Environment

For further information contact: Michaela Sullivan, Head of Place  
May 2024



**East Renfrewshire Council Cabinet**

**Report by: Glasgow City Region Project Management Office**

**Contact: Michaela Sullivan, Head of Place**

**Glasgow City Region: Electric Vehicle Charging Infrastructure (EVCI) Collaboration**

**Purpose of Report:**

This report provides the Cabinet with an update on work undertaken to develop a collaborative approach to expanding the public electric vehicle charging infrastructure (EVCI) network across the 8 local authorities of Glasgow City Region, and seeks approval for the next steps required to progress towards a commercial delivery arrangement.

**Recommendations**

The Cabinet is invited to:

- a) note the content of the report and the collaborative work undertaken to date;
- b) approve the participation of East Renfrewshire Council in a collaborative procurement to engage a commercial partner via a concession type contract through a partnership with all 8 local authorities in Glasgow City Region, to deliver the benefits set out in the report (Section 3)
- c) agree in principle to entering into an Inter Authority Agreement (IAA) among the 8 local authorities, and delegate the subsequent nomination of a lead authority for the service delivery period as well as procurement and commercial decisions relating to the commencement and conclusion of the procurement process to the Director of Environment, in line with the approach set out in the report (Section 7);
- d) agree that Glasgow City Region Programme Management Office (PMO), through Glasgow City Council, will utilise local authorities Electric Vehicle Infrastructure Fund allocations to engage programme management and expert technical consultancy support, that will assist in taking a GCR proposition to market and subsequent appointment of a commercial partner; and,
- e) instruct officers to provide update reports on the progress of the work to the Cabinet as required throughout the development of the project. Such reports will be at the most appropriate frequency, but will also include specific and immediate reports if at any point the financial implications for this proposal differ from that outlined within the report - that there is no/very limited capital or revenue costs to the Council associated with the proposal.

## **1. Purpose of the Report**

- 1.1. This report provides the Cabinet with an update on work undertaken to develop a collaborative approach to expanding the public electric vehicle charging infrastructure network across the 8 local authorities of Glasgow City Region and seeks approval for the next steps required to progress towards a commercial delivery arrangement.
- 1.2. A version of this report is being submitted to each of the 8 local authorities in Glasgow City Region to secure local approval for the proposed approach of this project.

## **2. Background**

- 2.1. This section summarises the work that has been undertaken to date to support the expansion of the EVCI network across the 8 local authorities in Glasgow City Region.
- 2.2. In January 2022, the Scottish Government launched the [Electric Vehicle Infrastructure Fund](#) (EVIF) with the objective of unlocking private sector investment to expand the publicly accessible charging network on local authority land and assets.
- 2.3. Transport Scotland has engaged the Scottish Futures Trust to support local authorities in the development of their EVCI strategies and is also actively encouraging local authorities to collaborate in their strategy and delivery activity to expand the charging network.
- 2.4. In December 2021, the Glasgow City Region Cabinet agreed to progress an initial report into current electric vehicle charging provision, tariffs, and forecast future needs of the 8 Glasgow City Region (GCR) local authorities, jointly funded using the EVIF allocations from Transport Scotland for each local authority. The report was concluded in June 2022.
- 2.5. It was further agreed by the GCR Cabinet in August 2022 that the GCR Programme Management Office ('the PMO') would engage consultants on behalf of the local authorities to develop more detailed *Strategy and Expansion Plans* (SEP). Appendix A & B.
- 2.6. Building upon the SEP, presented to the GCR Cabinet in May 2023, the GCR Electric Vehicle Senior Officers' Group ('the Senior Officers' Group') was established, chaired by Colin Park, Head of Roads, Transportation and Fleet Services at South Lanarkshire Council, and with senior officer representation from each of the 8 GCR MAs.
- 2.7. The Senior Officers' Group oversaw a Prior Information Notice (PIN), published in June 2023, to engage with the Charge Point Operators (CPOs), explore market appetite and inform GCR's approach to the expansion of EVCI. There was significant private sector interest with 33 responses received and a clear preference expressed by most CPOs to engage collaboratively with all 8 GCR local authorities as part of a planned and strategic approach.
- 2.8. In August 2023, GCR Cabinet agreed that a collaboration between the local authorities to expand the EVCI network should be based upon a [clear set of agreed principles](#):
  - a) To deliver a just transition, we must **ensure equitable access to electric vehicle charging infrastructure**, with a clear recognition of geographical characteristics and the different solutions that may be applicable.
  - b) Ensure that all **residents are able to access electric vehicle charge points close to their home**.

- c) Align with the priorities of the Sustainable Travel hierarchy to **ensure that public transport, walking, wheeling and cycling options are prioritised** wherever possible.
  - d) **Collaborate across the GCR member authorities** to identify cost savings and ways to deliver a high standard of customer experience.
  - e) Work together to **identify and overcome grid capacity issues**.
  - f) **Identify opportunities to develop joint public and fleet EVCI projects**, and where there are opportunities to align with HGV, hydrogen refuelling and the introduction of rapid and ultra-rapid charging stations.
- 2.9. At the request of the GCR Chief Executives' Group (CEG), further commercial and financial analysis was undertaken during the summer of 2023, to more fully understand the risks and opportunities of the different commercial arrangements that local authorities could use to expand EVCI. On 7 November 2023, the Cabinet was advised of the conclusion of this stage of the work, and that the CEG proposed a preferred approach to progress through a continued collaboration among the 8 local authorities on the basis of a concessionary-type commercial model.

### **3. Objectives and Benefits of GCR Collaboration**

- 3.1. The work to date indicates clear advantages of progressing with the expansion of the public EVCI network as a collaboration of GCR's 8 local authorities.
- 3.2. Collaborating to expand the EVCI infrastructure offers a range of benefits for the local authorities' wider policy objectives and these are described in the following paragraphs.
- 3.3. **Leveraging Private Sector Investment:** Proceeding with a collaborative concession type contract provides the opportunity to maximise the amount of private sector investment to pay for the majority or totality of the new EVCI. The PIN exercise (see 2.7 above) indicated an appetite from a number of chargepoint operators to fully fund the expansion of the network, with none of the capital costs being provided by the local authorities (this was dependent on other contract conditions, such as the contract term).
- 3.4. The additional chargepoints forecast in the Strategy and Expansion Plan indicated a total capital cost of £71 million across the City Region. There will be an amount of capital grant available from the EVIF to assist in the delivery. The amount has not yet been agreed by Transport Scotland. **It will be an objective to develop a proposal that can be fully funded by the commercial partner along with any EVIF grant from Transport Scotland with no requirement upon the local authorities to fund the infrastructure and service delivery costs.**
- 3.5. **Financial & Commercial Risks:** A concession-type commercial arrangement **would allow the local authorities to transfer the potentially significant commercial, financial, technical, and regulatory risks** to a commercial partner. It is proposed that a private sector partner would be invited to take on the operation, maintenance, and ownership of the existing network of 600 (approx.) local authority owned chargepoints in GCR, as well as providing the investment required to significantly expand the number and location of chargepoints equitably across the City Region.
- 3.6. **Generating an Income Stream:** Allowing a commercial partner to operate EVCI on local authority land and assets has the potential to generate an income stream for the GCR local authorities. This could be through a variety of different arrangements – e.g. income share, revenue share, a rental fee, or a combination. The amount and type of income stream will be influenced by the broader commercial arrangements of a contract, such as the contract term and where the risks and responsibilities are assigned between

the local authorities and private partners. Collaborating regionally will allow the GCR local authorities to pool resources generated through revenue to meet ongoing contract management costs, as described later in this report. However, as detailed within paragraph 3.5 above, the intention would be to transfer most of the risk to the private partner and as a consequence the level of income potential for the Council must take this into account. Although it is not possible to determine at this stage what level of income could potentially be delivered, what must be recognized is that the principle intention of this proposal is to increase, at pace, the level of EVCI across the GCR which in turn will encourage the shift to electric vehicles. This will by default assist with the Council's net zero ambitions. In summary therefore, although there may be a level of income generated from the proposal it will not be at a level which will significantly address any future saving requirements for the Council.

- 3.7. **Economies of Scale and Reduced Duplication of Effort:** While the objective of this project is to expand the EVCI network at no/minimal cost to the local authorities, collaboration offers significant economies of scale and financial savings during the developmental and delivery phases. The cost of technical consultancy support, procurement, and programme management will be shared among the 8 local authorities. Discussions between the PMO and consultants during initial soft market testing prior to going to the market indicate that this saving could be in the region of £500,000 across the authorities.
- 3.8. There will be other, currently unquantified, savings in an arrangement where one lead local authority, acting on behalf of all 8, enters into a contract with a commercial partner, avoiding the need for 8 individual procurement and contracting exercises and the costs associated with this. It is also proposed the long-term contract management arrangements could be undertaken by a central team, with the ongoing costs of this met through the pooling of an element of the local authority income stream generated by the contract.
- 3.9. **Ensuring All Communities Can Access the Chargepoint Network:** Through collaboration we can take a strategic approach to locating EVCI. CPOs will be able to make commercial decisions looking across a much larger number of chargers and will be able to balance high usage sites against lower usage areas. The scale of a GCR collaboration will enable private investment in the network where individual local authority initiatives on their own may be too small to be commercially attractive.
- 3.10. Collaborating will also offer benefits to service users through opportunities to establish a consistent approach across GCR to service delivery and 'back-office' functions such as payment mechanisms, charging policy, etc.
- 3.11. Taking a package of sites across all local authority areas to the market will also avoid a situation where local authorities are going individually and competing for CPOs – a situation where GCR local authorities were competing to secure engagement with CPOs would disadvantage those areas seen as less attractive and wouldn't meet the objective of making EV chargers available to all, especially more disadvantaged communities within the City Region. Taking a GCR collaborative approach will allow GCR to go to the market at scale, giving a stronger voice in the sequencing of installation and the locations in which chargers are sited, ensuring that no communities are neglected.
- 3.12. **Community and Supply Chain Benefits:** Responses to the PIN, issued in June 2023, indicated that given the scale and commercial attractiveness of a GCR collaboration, some CPOs were explicit in their intention to work with local supply chains during the installation and the ongoing maintenance of such a large EVCI network. These opportunities will be explored during the procurement process. As with all major

contracts, there will be a requirement for the inclusion of community benefit clauses in the tender and procurement process.

- 3.13. **Charge Place Scotland:** At present the back office support (payments, fault reporting, mapping etc) for all the current publicly owned EVCI is managed by the publicly funded Charge Place Scotland. The Scottish Government have made it clear that this funding will cease December 2025 and all back-office support will be removed. It is critical therefore that an appropriate solution is in place for this time and the consortium approach being proposed would include the provision of this support and avoid each individual local authority delivering their own back office solution.

#### 4. Potential Shape of a GCR EVCI Collaboration

- 4.1. In early January 2024, the Scottish Futures Trust (SFT) and officers from GCR Programme Management Office undertook a series of workshops with officers from each of the eight local authorities. The workshops were structured around discussion of key issues relating to potential:

- commercial arrangements with a private sector partner;
- joint working arrangements between the local authorities; and
- procurement options and routes to market.

- 4.2. A number of the key technical aspects of a future commercial arrangement with the private sector were discussed at the workshops, providing a firm basis to develop joint tender documents that would be used in the procurement process to identify a private partner.

- 4.3. The total number of residential, destination, and journey chargepoints that were forecast in the GCR SEP are set out in the table below and broken down by local authority.

	Residential (7kW)	AC	Destination (7 – 22kW)	AC	Journey - Rapid DC (50kW +)
<b>East Dunbartonshire</b>	105		66		17
<b>East Renfrewshire</b>	143		122		29
<b>Glasgow City</b>	1,317		207		53
<b>Inverclyde</b>	172		93		36
<b>North Lanarkshire</b>	481		276		34
<b>Renfrewshire</b>	405		258		51
<b>South Lanarkshire</b>	467		242		33
<b>West Dunbartonshire</b>	141		81		9
<b>GCR Totals</b>	3,231		1,345		262

- 4.4. Following discussions among the local authorities, SFT and Transport Scotland, and informed by the consultation with the market through the PIN issued in June 2023, the proposed approach discussed with the EV Senior Officers' Group and the GCR Chief Executives' Group, is **to split the total number of forecast chargepoints into a series of phases**. This pragmatic approach will help to align EVCI installation with the capacity of the market and of local authorities to deliver across the proposed sites. Prior to going to market we are unable to put a time on when works will be completed but anticipate that works will be completed in a 3 year period from commencement.

- 4.5. The proposed approach, based on discussions with officers from the local authorities, is that the first phase of chargepoints should include:

- all existing EVCI (approximately 600);

- all destination AC (7-22kW) chargepoints (approximately 1,345);
  - all rapid DC (50kW) chargepoints (approximately 262); and,
  - 20-25% of the forecast residential chargepoints (approximately 650-800).
- 4.6. In addition, it is also proposed that the first phase will also include sites where there is the opportunity to install Ultra Rapid Charging (100kW to 350kW). The SEP identified potential sites that met a set of basic criteria where they may be attractive as ultra-rapid charging stations. Further work will be required to identify which of these sites can be progressed. At present East Renfrewshire Council has identified no sites.
- 4.7. The exact number of EVCI locations and chargepoints will be determined during the site selection process. Each local authority will require to undertake their own analysis about the suitability of the proposed locations for EVIF included in the SEP and to provide a list of sites within their area to be included in the package that is offered to a commercial partner. Each local authority will also be asked to prioritise these sites. CPOs may suggest alternative sites based upon experience in delivering EV Hubs and this may assist the local authorities in identifying and agreeing alternative charging locations as required.
- 4.8. It is anticipated that subsequent phases will be weighted towards the remaining residential charging infrastructure, and any additional journey and destination sites that are identified. During the development of the procurement documents a strategy for bringing future phases to the market will also be considered.

## **5. Joint Working and Procurement Options**

- 5.1. The feedback from the officer workshops demonstrated support for a collaboration across GCR through the planning, procurement and delivery stages. There was also a recognition of the need to put in place an Inter-Authority Agreement to facilitate this collaboration.
- 5.2. There was a consensus view expressed in the workshops that one local authority should contract with a commercial partner on behalf of all 8 MAs, with a preference for a single procurement, rather than establishing a framework for local authorities to draw down from. This learning has been taken from the successful Clyde Valley Residual Waste partnership.

## **6. Draft Timeline**

- 6.1 If the approach to progress the collaboration is approved by Cabinet then the GCR PMO will work with the EV Senior Officers' Group to monitor the operational timeline for delivery of the project. Current key dates are set out below:

<b>Action/Milestone</b>	<b>Estimated Date/Timescale</b>
<b>Finalise EVIF arrangements for consultancy support</b>	February 2024
<b>Engage Consultancy Support for the Procurement Stage</b>	February to April 2024
<b>Secure Local Authority Agreements to Collaborate on EV</b>	March to May 2024
<b>Appoint Consultants to Support Development of Tender and GCR Proposal</b>	May/June 2024
<b>Preparation of Tender Documents</b>	June to November 2024

<b>Commence Procurement</b>	December 2024/January to April 2025
<b>Evaluation of Tenders</b>	May to June 2025
<b>Contract Awarded to CPO</b>	July to August 2025
<b>Charge Place Scotland Transition Network Planning &amp; Mobilisation</b>	September to December 2025
<b>New Chargepoint Installations</b>	January 2026 onwards

6.2 The most pressing issue is Transport Scotland's decision not to renew the Charge Place Scotland (CPS) contract. This will require all local authorities (and other chargepoint owners currently using the CPS system) to put in place an alternative arrangement for the back-office and maintenance of their chargepoints before December 2025. GCR's ambition is to have these 600 (approx.) existing chargepoints included within the scope of the first lot, however there is a significant risk that the timing of this new arrangement being in place will fail to align with TS's ending of the Charge Place Scotland service. The GCR PMO is liaising closely with TS to identify potential mitigations for this risk. The concession approach- is a key opportunity for GCR to deal with the requirement for a new 'back-office' system for CPS.

## **7. Governance and Support arrangements**

7.1. A collaboration of the 8 GCR local authorities will require a clear governance and decision-making process. In addition to endorsement by the Glasgow City Region Cabinet, the key decisions will require the approval through the relevant local governance structures of each of the 8 authorities.

7.2. The collaboration will also require an Inter Authority Agreement to be put in place and signed off by all 8 GCR local authorities. In order to allow the project to meet the proposed timeline set out above, this report proposes that:

- the approval of the Inter Authority Agreement;
- issuing of the tender documents; and,
- approval of the preferred bidder and agreement to enter into a contract;

is delegated by Cabinet to the Director of Environment on behalf of East Renfrewshire Council.

7.3. All 8 local authorities will require to approve the proposed approach through their own local governance structures prior to any contract being entered into. A longer-term agreement between the 8 GCR local authorities will be finalised at the point of entering into a contract with a commercial partner – this will include the ongoing contract management arrangements.

7.4. In order to support the development of the tender documents, site selection process, and development of the GCR EVCI proposal, Glasgow City Region PMO will continue to provide support to the EV Senior Officers' Group. Expert technical consultancy support will be engaged by the GCR PMO and funded by contributions from each local authority through their allocations from Transport Scotland's EVIF.

7.5. To ensure each local authority is engaged in the development process and able to influence the development of the tender, officer support groups will be established to provide expert advice and to update their own organisations as required. In addition to the existing EV Senior Officers' Group, it would also require groups with a focus on legal, procurement, and technical aspects.

**8. Next Steps**

- 8.1 The next steps that will be progressed if the recommendations to this report are approved:
- a) Finalise an Inter Authority Agreement among the 8 local authorities with sign off delegated to the Director of Environment;
  - b) GCR PMO will secure expert external consultancy support to draft the tender and technical documents, and oversee the site selection process;
  - c) Put in place a procurement strategy to go to the market to identify a commercial partner;
  - d) Undertake a site selection process with each local authority to identify their preferred sites for the location of EVCI;
  - e) Commence a procurement process with Glasgow City Council, on behalf of the 8 local authorities, acting as the Lead Authority for the procurement stage; and,
  - f) Evaluate the responses to the tender and appoint a commercial partner.

**9. Financial and Revenue Implications**

- 9.1 The intention is to utilise Transport Scotland's EVIF to meet the costs of the development of the GCR proposal, development of the procurement documents, specialist external legal advice, and other costs associated with the development of the collaboration. Each local authority will contribute a portion of their grant award which will be pooled by the GCR PMO who will engage the required consultancy and advice services on behalf of the 8 local authorities as required.
- 9.2 The overarching aim of the approach set out in this report is to leverage private sector investment so that no/or minimal capital investment is required from the local authorities to deliver the expansion in EVCI. On this basis there is not anticipated to be any requirement for capital investment.
- 9.3 It is anticipated that the long-term contract management of the commercial arrangement will be met by the collective income stream that is generated. It is suggested that the income stream from a commercial partner is pooled to meet the central contract management costs, with the surplus income then being distributed among the local authorities based upon an agreed formula.
- 9.4 Overall, there should be no cost to the local authorities from this proposed approach. However, this will depend on the market appetite to engage with GCR and can only be confirmed on conclusion of the procurement process.

**10. Legal Implications**

- 10.1 The main legal requirement will be the establishment of an Inter Authority Agreement that allows one local authority to act as lead in the process to procure and contract with a commercial partner on behalf of the other 8 authorities.
- 10.2 There will be a requirement for expert external legal advice to support the development of the GCR proposal and this will be engaged by the GCR PMO.
- 10.3 A legal support group, consisting of solicitors from each of the 8 local authorities, will be established to support the development of the project.



**11. Recommendations**

11.1 The Cabinet is invited to:

- a) note the content of the report and the collaborative work undertaken to date;
- b) approve the participation of East Renfrewshire Council in a collaborative procurement to engage a commercial partner through a partnership with all 8 local authorities in Glasgow City Region, to deliver the benefits set out in the report (Section 3)
- c) agree in principle to entering into an Inter Authority Agreement (IAA) among the 8 local authorities, and delegate the subsequent procurement and commercial decisions relating to the commencement and conclusion of the procurement process to the Director of Environment, in line with the approach set out in the report (Section 7);
- d) agree that Glasgow City Region Programme Management Office (PMO), through Glasgow City Council, will utilise local authorities Electric Vehicle Infrastructure Fund allocations to engage programme management and expert technical consultancy support, that will assist in taking a GCR proposition to market and subsequent appointment of a commercial partner; and,
- e) instruct officers to provide update reports on the progress of the work to the Cabinet as required throughout the development of the project. Such reports will be at the most appropriate frequency, but will also include specific and immediate reports if at any point the financial implications for this proposal differ from that outlined within the report - that there is no/very limited capital or revenue costs to the Council associated with the proposal.

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EAST RENFREWSHIRE COUNCILCABINET30 May 2024Report by Director of EnvironmentUPDATE ON NEIGHBOURHOOD TRAFFIC MANAGEMENT ZONES**PURPOSE OF REPORT**

1. The purpose of this report is to update Cabinet on progress of the Neighbourhood Traffic Management Zones (NTMZs) programme.

**RECOMMENDATIONS**

2. The Cabinet is asked to:
- a) Note progress on NTMZs; and
  - b) Note the additional external funding application to Sustrans to support the development of a future strategy, arising from what we learn from the first phase of the programme, and approve acceptance of the funding, if awarded.

**BACKGROUND**

3. The introduction of NTMZs aims to provide a network of safe, attractive, accessible and connected neighbourhoods. This is intended to encourage walking, wheeling and cycling for short journeys, reducing emphasis on use of cars. The zonal approach is also intended to reduce the impact of vehicular traffic diverting through residential areas on the way to other locations.

4. A report was approved by [Cabinet on 24 August 2023](#) which outlined the rationale and methodology for consulting on and the subsequent delivery of Neighbourhood Traffic Management Zones (NTMZs), on a phased basis. The approach will:

- i. align with the Scottish Government's sustainable transport policy objectives;
- ii. allow for the consideration of methods to address concerns raised by local residents about traffic volumes and speeds in residential areas, and
- iii. allow for the phased development of improved traffic management within each neighbourhood area.

5. 74 NTMZs were identified across East Renfrewshire and a 'zonal approach' was agreed. It is intended that phased consultation and delivery will take place in approximately 15 zones per year, over a 5 year period, subject to funding being available. Each year, the 15 selected zones will be spread across all 5 Council wards. The first 15 zones were identified in the 2023 Cabinet report and are shown at Appendix B.

6. Opportunities to engage local communities and to adopt a Participatory Budgeting (PB) approach were outlined.

## REPORT

The following progress has been made:

7. **Strategic framework** - A vision, aims and themes have been identified as a basis around which to structure the consultation on NTMZs. There are also a series of possible objectives to guide consultation with communities and to identify priorities within each neighbourhood. See Appendix A.

8. **Identification of key considerations upon which community feedback will be invited** - including traffic management measures, traffic around schools, parking pressures and active travel connections.

9. **Engagement plan** – this has been developed to engage and empower residents to inform decisions about where they live, harnessing local knowledge to help identify priorities and plan improvements, under the heading ‘Neighbourhood Streets’. The ‘Commonplace’ community engagement platform will be the primary tool used to present proposals and gather feedback on a dedicated page. Residents will have the option of visiting their local library and being assisted by staff to input their feedback into Commonplace. As the consultation process is unrolled, a letter will be sent to residents living in the target zones, with instructions on how to access the Commonplace tool. The consultation will also be promoted via social media and in the local press. A three-stage engagement process is planned within each zone:

Stage 1 – Suggest - ask communities to suggest problem areas with regards to traffic, parking and access. The process will be designed to identify small-scale interventions that can be delivered within a short time scale and limited budget that will make a difference. There will also be an opportunity for people to identify potential larger-scale, aspirational projects which can be recorded for future funding opportunities, if they become available.

Stage 2 – Assess - review feedback, collect additional data as required, engage further, as required, on specific projects and then develop an initial shortlist of projects.

Stage 3 – Decide - ask residents to decide which shortlisted projects are most important to them. This will be subject to a Participatory Budgeting (community voting) process.

10. **Phase 1 NTMZ community engagement** - preparation of the community engagement materials for the first 15 of the 74 identified NTMZs – circa 14,210 households is complete. Stage 1 community engagement will begin on 13<sup>th</sup> May 2024. It is anticipated that implementation of projects that are chosen by the relevant communities in the 15 zones will be commenced during Financial Year 24/25 (subject to funding).

### Future planning:

11. All 74 zones will be implemented over a five year period, subject to funding. A full review of the process will be undertaken after Phase 1 is complete, with the intention of using the funding applied for from Sustrans to develop a future plan, taking account of what has been learnt from the first phase. Feedback will be gathered and used to make any required refinements to the process for future years.

## CONSULTATION

12. An information session with Community Council representatives was held on 11 January 2024. This provided an overview of NTMZs and invited discussion and questions on the proposed approach.

13. East Renfrewshire Local Transport Strategy Survey (October 2023) canvassed views on proposed transport priorities to support liveable, resilient and connected communities. Findings indicate that respondents were most likely to agree with improving the quality of environment in town and neighbourhood centres (73% agreed) along with lower speeds on residential streets (60%). Comments also supported more effective traffic management including a more pedestrian friendly approach, including around schools. Other respondents objected to additional traffic management, seeing potential for economic harm to local businesses and expressing a view that this may simply displace traffic-related issues to other locations. The forthcoming Local Transport Strategy will take account of feedback received.

14. As part of the first phase of NTMZ consultation, we will also engage schools within the selected zones via classroom workshops. Introducing pupils to some of the key concepts with visual aids, and asking them to place stickers on a map of their local area.

## **FINANCE AND EFFICIENCY**

15. The Council has submitted an application to the Sustrans Places for Everyone programme for £60,000. This funding, if successful, would assist with the planning of future phases. We are anticipating an update on this application very shortly.

16. Following the consultation exercise, the proposed interventions will involve capital costs related to design and construction of the physical measures. The NTMZ programme is primarily expected to utilise external funding from Transport Scotland's Active Travel Transformation: Infrastructure 'Tier 1' funding in 2024/25. At time of writing, ERC are awaiting confirmation from Transport Scotland regarding the total budget and spending conditions for this grant, having received positive indications that a similar level of funding to previous years is likely to be awarded. During 2023/24, the Council received an overall allocation of £617,000 for Cycling Walking Sager Routes (CWSR), it had been assumed that a part of this funding could be used for NTMZs, however no specific sum was allocated. Once we have confirmation of this years' funding amount, it will be possible to identify a budget for the first phase of the project.

17. Whilst we anticipate that this funding, or similar, will be available for the construction of physical measures in future years, this will only be confirmed on an annual basis and therefore all works in the current and future years remain subject to the award of suitable funding.

## **PARTNERSHIP WORKING**

18. Partnership working will continue across council services, funding partners and with local stakeholders, including schools, community representatives and other relevant groups.

## **CONCLUSIONS**

19. National Policies, including a commitment to net-zero, living locally and a wellbeing economy, highlight the importance of the role of attractive local neighbourhoods in helping to deliver wider objectives.

20. The NTMZs programme provides a delivery framework to support more local decision making with respect to improving traffic, parking and moving around at a neighbourhood level in East Renfrewshire.

21. A strategic framework, robust approach to community engagement and initial plan for a five year phased delivery of 74 NTMZs is now in place across East Renfrewshire, with the first 15 communities set to start benefiting from NTMZ measures in the 2024/25 financial year, subject to the anticipated funding award from Transport Scotland.

## RECOMMENDATIONS

22. The Cabinet is asked to:

- a) Note progress on NTMZs; and
- b) Note the additional external funding application to Sustrans to support the development of a future strategy, arising from what we learn from the first phase of the programme, and approve acceptance of the funding, if awarded.

Director of Environment

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

May 2024

## Appendix A - NTMZ Strategic Framework

<b><u>Vision</u></b>				
NTMZs seek to reduce the dominance of vehicular traffic where people live, promote more accessible and better-connected communities and help people move around more easily in their areas by healthy and more sustainable transport modes.				
<b><u>Aims</u></b>				
Involve communities in local planning and decision making	Reduce negative impact of vehicle traffic & parking	Support more people friendly streets	Address barriers to access via safe and accessible active routes	Use available funding more effectively
<b><u>Themes</u></b>				
<b>Streets for People</b> Reducing dominance of traffic & parking	<b>Connected communities</b> Supporting sustainable mobility options	<b>Thriving &amp; Resilient Places</b> Contribution to Place & Wellbeing Outcomes		
<b><u>Objectives</u></b>				
<ul style="list-style-type: none"> <li>• Support 'Lower Speed Communities'</li> <li>• Reduce inessential through traffic and associated road danger</li> <li>• Re-allocate road space for sustainable transport or other urban functions</li> <li>• Create inclusive streets prioritising more vulnerable road users</li> <li>• Promote community participation and co-design</li> </ul>	<ul style="list-style-type: none"> <li>• Provide safe, attractive and accessible walking, wheeling and cycling networks linking communities with local destinations</li> <li>• Improving safety, accessibility, and legibility to facilitate independent travel choices for all ages and abilities</li> <li>• Discourage private car use for shorter, everyday journeys</li> <li>• Improve connections within a neighbourhood to support more walking, wheeling &amp; cycling</li> <li>• Connectivity and integration with public transport provision for longer journeys within the region</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage local pride and management of local assets</li> <li>• Strengthen local town &amp; neighbourhood centres as attractive destinations</li> <li>• Support local behaviour change initiatives and raise awareness of sustainable transport options</li> <li>• Placemaking - Improved public realm, reimagine streets as social spaces</li> <li>• Green Infrastructure - positive function for water management and biodiversity (including solutions for cleaner air and pleasant microclimate)</li> </ul>		

**Appendix B – List of Year 1 Zones**

**Ward 1**

Zone 60 – Auchenback, Barrhead

Zone 68 – Boylestone, Barrhead

Zone 70 – Dunterlie, Barrhead

**Ward 2**

Zone 35 – Crookfur, Newton Mearns

Zone 36 – Greenfarm, Newton Mearns

Zone 58 – Neilston South

**Ward 3**

Zone 1 – Thornliebank Local

Zone 10 – Academy, Giffnock

Zone 38 – Woodfarm, Thornliebank

**Ward 4**

Zone 17- Carolside, Clarkston

Zone 18 – Sheddens, Clarkston

Zone 20 – Busby Central

**Ward 5**

Zone 31 – Kirkhill South, Newton Mearns

Zone 33 – Kirkhill North, Newton Mearns

Zone 49/50 – Eaglesham South



MINUTE

of

JOINT CONSULTATIVE COMMITTEE (FIRST TIER)

Minute of Meeting held at 2.00pm in the Council Chamber, Council Headquarters, Giffnock on 15 February 2024.

**Present:**

Councillor Tony Buchanan  
Provost Mary Montague

Councillor Owen O'Donnell

**Union Representatives:**

Kerry Cameron (UNISON)  
Karen Catlow (UNISON)  
John Guidi (SSTA)

Des Morris (EIS)  
Steven Larkin (UNISON)

Councillor Owen O'Donnell in the Chair

**Attending:**

Louise Pringle, Director of Business Operations and Partnerships; Margaret McCrossan, Head of Accountancy (Chief Financial Officer); Sharon Dick, Head of HR and Corporate Services; Alison Drummond, Health and Safety Manager; Tracy Morton, Education Senior Manager (Developing People); and John Burke, Democratic Services Officer.

**Apologies:**

Deborah Clarke (UNISON).

**MINUTE OF PREVIOUS MEETING**

1. The Committee considered and approved as a correct record the Minute of the meeting held on 14 September 2023.

**REVENUE BUDGET 2023/24**

2. Under reference to the Minute of meeting of 14 September 2023 (Item 2 refers) when an update on the budget had been noted, the Head of Accountancy (Chief Financial Officer) provided an overview of the budget position for the Council, advising that there had been no change since Trades Unions had been advised of a £15m shortfall in January.

She reported that it had been agreed in 2023/24 that the PFI Service Concession Reserve Monies would be used over the 3 years from 2023/24 to 2025/26. Taking account of this funding and using £5m of one-off monies from reserves as planned, a shortfall of £7m remained.

The Head of Accountancy (Chief Financial Officer) went on to explain the position in terms of Council Tax funding, clarifying that a Council Tax Freeze grant of just over £3.1m had been offered, the equivalent of a 4.66% rise in Council Tax. If this was accepted, the projected shortfall would be reduced to £3.9m. She also confirmed that £2.1m of savings had been approved by the Council in December, leaving a gap of £1.8m, if a Council Tax Freeze was implemented.

It was confirmed that budget proposals were to be submitted to the Council on 28 February, with all political groups able to propose amendments to these. It was explained that details of the budget proposals could not be shared at present, but that they would become available when the Agenda for the Council meeting was issued on 23 February 2024.

In response to a question from Mr Larkin, the Head of Accountancy (Chief Financial Officer) confirmed that every 1% increase in Council Tax resulted in approximately £676k of additional funding. Accordingly, an additional 3% rise on top of the proposed 4.66% funding level was required to cover the shortfall.

It was confirmed that discussions would take place with staff in services affected by savings proposals to reassure and inform them of what was proposed and would be taking place.

The Committee noted the position and comments made.

## **COUNCIL HEALTH AND SAFETY COMMITTEE**

**4.** The Committee considered and noted the Minute of the meeting of the Council's Health and Safety Committee held on 29 August 2023.

## **DATE OF NEXT MEETING**

**5.** It was noted that the next I meeting was scheduled to take place on Thursday, 16 May 2024.

CHAIR