

EAST RENFREWSHIRE COUNCIL25 June 2025Report by Chief ExecutiveSTRATEGIC END-YEAR PERFORMANCE REPORT AND ANNUAL COMMUNITY
PLANNING AND FAIRER EAST REN REPORT FOR 2024-2025**PURPOSE OF REPORT**

1. The purpose of this report is to present the final performance update on the Council's Outcome Delivery Plan (ODP) and Fairer East Ren plan and to demonstrate the progress that has been made in 2024/2025. The report includes the following sections:

- A summary highlight of the Council's strategic performance at end-year 2024/2025 (Annex 1). A more detailed data report on the performance indicators in the Outcome Delivery Plan (ODP) is also available [here](#).
- The 2024/2025 annual progress report on the Community Plan, including Fairer East Ren (Local Outcome Improvement Plan) (Annex 2).
- An annual update on complaints handling (Annex 3).

RECOMMENDATIONS

2. It is recommended that Council:

- (a) scrutinise and comment on the highlight summary of the Council's strategic performance (ODP) at end year 2024/2025;
- (b) scrutinise and comment on the Community Plan and Fairer East Ren Annual Progress Report for 2024/2025;
- (c) scrutinise and comment on the complaints handling report 2024/2025; and
- (d) note the strategic plans in (a) and (b) have come to an end and that a Place to Grow will replace both the ODP and Community Plan going forward.

BACKGROUND AND CONTEXT

3. The Community Plan sets out the Community Planning Partnership's (CPP) long term vision for East Renfrewshire through five strategic outcomes. The Plan incorporates Fairer East Ren, the Local Outcome Improvement Plan (LOIP), required under the Community Empowerment Act. Fairer East Ren (FER) is focused on tackling inequalities and closing the gap between communities in East Renfrewshire.

4. The CPP indicators are mainly national measures as these tend to look at systematic changes across multiple areas including health, community safety and protection and employment. There are also some more local measures taken from the Citizens' Panel. Fairer East Ren is a mixture of operational output and national measures.

5. The Council, in partnership with the Health and Social Care Partnership (HSCP) and the East Renfrewshire Culture and Leisure Trust (ERCLT), sets out its contribution to the strategic outcomes in the Community Plan through the Outcome Delivery Plan (ODP). The ODP is the council's Business Plan covering all activity funded by the Council.

6. The ODP is supported by a range of strategies and service improvement plans which underpin the delivery of our strategic outcomes. For the ODP, the Council monitors performance and direction of travel for a series of measures identified by departments, ERCLT and HSCP.

7. As agreed at Council in [September 2024](#) this is the final report for the current ODP and Fairer East Ren plans. In [April 2025](#) Council approved the Place to Grow Delivery plan which replaces the Community Plan, ODP and LOIP. It is informed by a Place to Grow vision that provides an overarching strategic framework and robust partnership approach for all strategies and plans moving forward.

Performance Updates

Outcome Delivery Plan

8. Annex 1 of this report provides a high-level summary of the progress made under all outcomes and their performance indicators in the Outcome Delivery Plan 2024/2025. It also provides some highlights and achievements from the past year and identifies areas of work that will be continued through the Place to Grow delivery plan. A further paper, accessible [here](#), provides more detailed data and trend graphs for all 53 performance indicators, including progress notes for each one.

Community Plan and Fairer East Ren

9. Annex 2 of this report provides a summary of the key progress made under the Community Planning and Fairer East Ren outcomes and updates on all performance indicators in the plans. It also includes some case studies showing how our partnership working is having a positive impact on the lives of our residents and communities.

10. Further details on how Child Poverty is being targeted in East Renfrewshire can be found in the Local Child Poverty Action report that is also being presented at Council today.

Complaints

11. Annex 3 of this report gives an overview on complaints handling performance in 2024/2025. Examples are also provided on how we are learning from complaints to improve the quality of services, customers' experiences and our complaints processes.

PUBLICATION OF END YEAR PERFORMANCE INFORMATION

12. Information in this report will be published on the [Council's website](#) where additional performance information can also be found, including departmental and benchmarking information.

FINANCE AND EFFICIENCY

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

PARTNERSHIP WORKING

14. Community Planning Partners have had the opportunity to review and contribute to the progress of the current report and plans. The progress report will be put forward for approval to the Community Planning Board meeting in autumn 2025.

15. A Place to Grow vision and delivery plan will build on our strong partnership working going forward and this will include partners being more actively involved in performance and improvement.

IMPLICATIONS OF REPORT

16. As this report is primarily a progress and performance update, there are no implications in terms of staffing, property, legal, IT, equalities, or sustainability. Each of these issues has been mainstreamed through service plans and equality, fairness and rights impact assessments carried out where appropriate.

CONCLUSION

17. This final report for our ODP and Community Plan/Fairer East Ren plans demonstrates the extensive partnership working and activity that is carried out to meet the five strategic outcomes and the Council's organisational outcomes. We will continue to work in partnership to deliver the priority outcomes and activities of a Place to Grow and ensure our performance is embedded with a continuous improvement approach. Through its [Organisational Health Check](#), the Council will ensure it continues to deliver for its residents, operates efficiently, is transformative and ensures Council employees are engaged and motivated to deliver quality services for our residents.

RECOMMENDATIONS

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- (c) scrutinise and comment on the complaints handling report 2024/2025; and
- (d) note the strategic plans in (a) and (b) have come to an end and that a Place to Grow will replace both the ODP and Community Plan going forward.

REPORT AUTHORS

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BACKGROUND PAPERS

[Community Plan 2018-2028](#)

[ODP and FER Plan 2024/2025 , Council 24 April 2024](#)

[Strategic End Year Report and Community Plan/Fer Annual Report, 2023/2024, Council 11 September 2024](#)

[A Place to Grow Update and Year 1 Delivery Plan, 23 April 2025](#)



Outcome Delivery Plan 2024/25 End Year Report



Introduction

East Renfrewshire Council is committed to improving the lives of all local people, promoting equality and fairness, and enhancing the area in which we live, now and for the future. Our Outcome Delivery Plan (ODP) sets out how services across the Council are contributing to the delivery of our outcomes, and our vision.

This report marks the conclusion of the ODP as we transition to our new strategic vision, A Place to Grow. A Place to Grow will serve as the cornerstone of our strategic planning framework and is the overarching long-term strategic vision and plan for both the Council and Community Planning Partnership.

In the following sections, we have outlined our performance by outcome area, including our progress against performance indicators, key highlights, and areas of focus that will carry over into our new [Place to Grow delivery plan](#).

Performance Summary





Early Years and Vulnerable Young People

East Renfrewshire has an ambitious Early Years plan that focuses on prevention and early intervention. The earliest stages of life are crucial to a child's development and life chances. Attainment, health and wellbeing, and resilience are all strongly influenced by this. East Renfrewshire continues to be a sector leader in Early Years provision and Children's Services, supporting parents and carers to provide a safe, healthy and nurturing environment for their families.

Performance Overview

There are four ODP indicators for this outcome with two at red and two at amber, however it is important to note the numbers of some of the indicators including Child Protection plans and breastfeeding rates are very small so any changes will show a fluctuation in performance. We continue to perform above the Scottish average in these areas. For breastfeeding the area of focus is the gap between breastfeeding rates in the most affluent (SIMD 5) and the most deprived (SIMD 1) areas and this will be monitored closely through the Maternal and Infant Nutrition Framework working group.

There is a slight reduction in the indicator for children meeting their development milestones at primary one, however other tracking and outcome evidence shows that children are making good progress in their milestones e.g. Early Years Tracking Tool. There has also been a slight decrease in school attendance for Looked After Pupils and the Learn Well service continues to deliver targeted support to care experienced pupils, helping to remove barriers to learning and supporting a return to school.

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
Breastfeeding at 6-8 weeks most deprived SIMD data zones (% - LGBF)	19.2	13.1	-	25	⊗	↘
% of P1 children who have reached all of the expected milestones on entry to school	82.7	80	76.6	85	●	↘
% of children with child protection plans assessed as having an increase in their level of safety	100	100	87	100	⊗	↘
% school attendance for Looked After Pupils Primary and Secondary (based on a small no. of pupils)	88.1	84.5	-	90	●	↘

Target¹ - Targets given are from same year as the latest data update

Target status² - On target ● Target still to be achieved ○ Off target ⊗

Direction of Travel³ - Compares latest data with the previous year's data

Key - Increase (intended) ↗ Decrease (intended) ↘ Remained the same ... Increase (unintended) ↗ Decrease (unintended) ↘

2024/25 Highlights

Every family with a new-born child in East Renfrewshire receives a child safety pack and 1250 packs were issued in 2024/25. Children under 5 are particularly at risk of injury in the home from dangerous products and Public Health Scotland's latest data (2023/24) shows a 29% reduction in injuries to children in East Renfrewshire since 2020/21.

Our Signs of Safety approach, rooted in strengths-based and solution-focused social work practice, aligns closely with 'The Promise'. It promotes safe connections and seeks wider participation to promote safety, growth and well-being. During 2024/25, over 90 staff and carers underwent Signs of Safety training including how to create and support positive networks.

The Healthier Minds Screening Hub received 410 referrals for young people in 2024/25, including 100 reconnections from young people who have been referred previously. Young people have been supported by the youth counselling service and the Healthier Minds Team with Family First joining the multi-agency screening hub as a new partner in October 2024. The service continues to have a strong impact, with 97% of those supported reporting improved outcomes.

Going Forward

We have evaluated performance levels as part of the Place to Grow development process. This has helped shape key areas in the Place to Grow delivery plan. Several areas will focus on supporting families as early as possible to build a better understanding of where we need to target resources, and to support improved outcomes in the future.

Pillar 1 – Our children and young people flourish

Developing a multi-agency parenting strategy to support families around key development needs and milestones

Delivering on the key responsibilities of the Promise including tracking of outcomes for care experienced young people

Creating a baseline of child health and wellbeing measures for target groups.





Learning, Life and Work

Outcome two explores how well our children and young people are supported to participate in education and training and to develop the skills they need to be active citizens. It also looks at residents' wellbeing and cultural activity.

Performance Overview

✓ Educational attainment rates remain very high at both primary and secondary school level, comparing exceptionally well against national comparators. Most positively under this outcome we continue to see the gap between SIMD 1 and 5 primary pupils in numeracy and literacy make good progress and in reach of the three-year stretch aims. Although there was a very slight increase in the number of exclusions in secondary schools the figure continues to compare very favourably with the national value of 31.5 incidents per 1000 pupils, and a range of approaches to address the increasing number of incidents are in place.

✓ In relation to supporting our residents to be healthy and active, we are slightly under target in the proportion of adults who report participating in physical activity and this will continue to be a focus of A Place to Grow under the Live Well pillar. The Trust data shows the number of visits to indoor sports and leisure facilities is just below the target of 9,500 visits per 1,000 population.

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
Number of exclusions per 1,000 pupils- Primary	0.1	0.1	-	0.3	●	...
Number of exclusions per 1,000 pupils- Secondary	6.7	7.3	-	5.5	⊗	↖
% Rate of school attendance- Primary	94.3	94.6	-	96	○	↗
% Rate of school attendance- Secondary	90.9	90.7	-	93.5	○	↘
Number of ERC schools with Rights Respecting Award- Gold level	13	15	18	16	●	↗
Achievement of Curriculum for Excellence Levels: Literacy (P1, 4 and 7 Combined)- %	87.6	89.3	-	89.5	○	↗
Achievement of Curriculum for Excellence Levels: Numeracy (P1, 4 and 7 Combined)- %	91.2	92.1	-	93	○	↗

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
Achievement of Curriculum for Excellence Levels: Literacy (P1, 4 and 7 Combined)- Gap between Q1 and Q5- %	27.7	21.1	-	20.4	●	↘
Achievement of Curriculum for Excellence Levels: Numeracy (P1, 4 and 7 Combined)- Gap between Q1 and Q5 - %	24.6	14.4	-	14.9	●	↘
S4: reduce gap between most and least deprived achieving 5 or more awards at SCQF level 5- %	39.5	35.5	-	30	●	↘
Proportion of Pupils receiving 5+ awards at SCQF L5 (S5/S4)	87.1	83	-	83	●	↙
Proportion of Pupils receiving 5+ awards at SCQF L6 (S6/S4)	69.6	72.6	-	66	●	↗
% of S4 roll with insight points of 263 or fewer	4.8	8.4	-	5.6	⊗	↙
Awards achieved by young people participating in school and community based targeted programmes	1443	1574	-	1,000	●	↗
Number of attendances per 1,000 population for indoor sports and leisure facilities	7,930	8,565	9,112	9,500	●	↗
Number of library visits per 1,000 population	4,787	5,603	8,721	6,000	●	↗
% of adult resident population engaging in cultural activities	90	91	92	93	●	↗
Percentage of adult population participating in physical activity (including walking) for exercise	75	71	72	80	●	↗

Target¹ - Targets given are from the same year as the latest data update

Target status² - On target ● Target still to be achieved ○ Off target ⊗

Direction of Travel³ - Compares latest data with the previous year's data

Key - Increase (intended) ↗ Decrease (intended) ↘ Remained the same ■ Increase (unintended) ↖ Decrease (unintended) ↙

2024/25 Highlights

- 18 East Renfrewshire schools have now achieved Rights Respecting Gold Award- an award granted by UNICEF to schools that have fully embedded children's rights throughout the school in its policies, practice, and ethos. Every school in East Renfrewshire has achieved the Digital School Award, recognising excellence in the use of digital technologies across learning and teaching.
- Our Adult Learning service has exceeded targets in supporting people in working towards and achieving numeracy goals. Adult learning pilots are equipping families with the necessary numeracy skills to support their children's learning, enhancing family learning and engagement in this area. The Multiply programme saw the delivery of a range of community-based learning opportunities to improve numeracy skills at all levels, and Adult Learning Services worked in partnership to provide 40 courses to over 130 individuals.
- Improvements have been made to 10 local parks including Busby Glen, Rouken Glen Bridge, Netherlee Walkway and Levern Water path. Cowan park has benefitted from a restoration of the flagpole and main gates, installation of benches, litter bin replacements, and a new 1km circuit footpath.
- In summer 2024, the Barrhead Waterworks site opened as a transformed vibrant hub for communal growth and connection run by the East Renfrewshire Additional Support Needs Parent Action Group (ERA). The group provides activities for neurodiverse young people and support to pupils at Barrhead High School providing alternative learning opportunities.
- East Renfrewshire Culture and Leisure Trust recorded a high of 3,821 participants engaged in the swimming lesson programme. Direct debit now accounts for 80% of sign-ups across all four swimming pool sites, enhancing customer experience.

Going Forward

We have evaluated performance levels as part of the Place to Grow development process. This has helped shape key areas in the Place to Grow delivery plan. Several areas will continue to focus on supporting learning and wellbeing.

Pillar 1 – Our children and young people flourish

- Continuing to support children and young people on their learning journeys.
- Designing a curriculum in partnership that is based on the needs of our community.
- Ensuring equity of access to wider achievement opportunities for targeted groups.

Pillar 3 - We all live well

- Increasing participation in sport and physical activity and support fair access for all.





Economy and Environment

Supporting our economy to grow and taking the necessary steps to tackle climate change and its impacts are key priorities for us. Our ambition is for East Renfrewshire to be a thriving, attractive and sustainable place for residents and businesses.

Performance Overview

✓ We have made good progress across the majority of indicators under Outcome 3 with only two remaining off target. One of these relates to the City Deal budget and delays in capital projects including Aurs Road which has a revised estimated completion date of spring 2026. The second is the percentage reduction in council-controlled carbon emissions which is influenced by several factors. Performance on street cleanliness continues to be very strong and we have also reclaimed our top position in Scotland for household waste recycling rates.

✓ Ensuring there is affordable housing for all continues to be a priority with an additional 110 units brought into the housing supply in 2024/25. The Council achieved full spend on our Capital Grant from the Scottish Government to accelerate our new build programme. Recognition of this performance is reflected in the Scottish Government providing further grant opportunity in 2025/26. A change in our allocation policy has also helped to assist 122 homeless households into permanent accommodation - double the number from the previous year.

✓ We continue to support our local businesses with a wide range of business advice and support including access to funding, access to affordable workspace, and public sector procurement contracts. 180 businesses were supported in 2024/25.

✓ The investment in our roads is stabilising with the percentage of those requiring maintenance at just over a third of all roads and in line with the national average. Since the additional capital funding began, we have seen a significant drop in the number of potholes reported (56% reduction since 2019/20).

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
Number of businesses assisted to improve performance as a result of support received from the Council	71	99	180	60	●	↗
City Deal Expenditure against approved Capital Plan (£m)	1.5	4.7	8.5	22.7	⊗	↗

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
Overall % of road network that should be considered for maintenance treatment	35.4	35.6	-	35	●	↖
Street Cleanliness Score- % Clean	89.9	95.7	94.9	90	●	↘
Additional units being brought into affordable housing supply	132	69	110	45	●	↗
Citizens' Panel- Public parks and open spaces % of service users rating service as very good/good	86	88	83	90	●	↘
% of total household waste that is recycled	56	58.2	-	56	●	↗
% reduction in Council controlled carbon emissions	8.1	0.56	-	5	⊗	↘
% of street lights which are LED	85.5	95	99.8	99	●	↗

Target¹ - Targets given are from the same year as the latest data update

Target status² - On target ● Target still to be achieved ● Off target ⊗

Direction of Travel³ - Compares latest data with the previous year's data

Key - Increase (intended) ↗ Decrease (intended) ↘ Remained the same ... Increase (unintended) ↖ Decrease (unintended) ↘

2024/25 Highlights

■ A new online Glasgow City Region Community Benefits (CB) hub was launched in September that supports community organisations, schools and employability providers to make requests that suppliers can match with when delivering their contractual CB action plan. In 2024/25, 28 community organisations and 29 suppliers signed up to our CB hub with 27 requests delivered including work experience placements, IT equipment donated for employability clients, and installation of Christmas lights in Neilston.

■ We supported 18 projects to improve town centres and neighbourhoods in consultation with communities in the last year, including the Thornliebank town centre and shopfront improvements scheme, the Dunterlie multi use games area, the Netherlee to Stamperland Walkway, and the Easterton Avenue play park upgrade.

➤ Rouken Glen Park has maintained its Green Flag Status for the 14th year in a row. In 2024/25, our parks and open spaces were used to host events such as Neilston Show and Eaglesham Fair, and the Reeling Festival and Foodies Festival at Rouken Glen attracted more than 25,000 people. Almost 300 events and community activities were also delivered at Dams to Darnley Country Park and Whitelee Wind Farm. Events help to deliver additional economic, tourism and cultural benefits to the area and assist in showcasing East Renfrewshire as an attractive place to live, work and visit for residents and visitors.

Going Forward

We have evaluated performance levels as part of the Place to Grow development process. This has helped shape key areas in the Place to Grow delivery plan. Several areas will continue to build on the positive outcomes of the ODP and target areas for further improvement.

Pillar 2 – Our communities and places thrive

- Progressing our Get to Zero action plan and identifying solutions for delivering heat decarbonisation and energy efficiency.
- Securing further investment from Glasgow City Region to strengthen our economy.
- Increasing the range of housing supply to include smaller homes.
- Developing our approach to how new developments and places will be built and align priorities to target investment for regeneration.





Safe, Supportive Communities

East Renfrewshire remains one of the safest places to live in Scotland. We work closely with our partners to continue to reduce levels of crime and anti-social behaviour in East Renfrewshire and our communities play a key role in making the area even safer and ensuring that everyone has strong social connections and supports. We recognise the valuable contribution that community organisations, groups and individuals make in their local areas and understand that we must involve people in the decisions that affect them and empower our employees and residents to design and improve Council services fit for a stronger future.

Performance Overview

✓ The majority of indicators have met their target under outcome 4. There is a continued fall in anti-social behaviour complaints, and the rating of those feeling a strong sense of community is above target. All our residents at risk of harm have a bespoke protection plan in place. Within our Community Justice Service, we are off target for the measure on impact of Community Payback on reoffending. The results are based on voluntary completion of surveys and are a small percentage of the total orders concluded.

✓ Alcohol and drug treatment support is often responding to complex issues and recovery journeys are person-centred. We continue to perform ahead of target for access to support, with 97% of people accessing recovery-focused treatment within three weeks. This means those requiring alcohol and drug treatment are accessing support quickly through close monitoring and rapid assessment and allocation of new referrals within the Alcohol and Drug Recovery Service.

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
% of total complaints reporting anti-social behaviour which has recurred	9.7	8.9	7.9	7.5		
% of people agreed to be at risk of harm and requiring a protection plan have one in place	100	100	100	100		
Did your Community Payback Order help you to look at how to stop offending?	100	83	82	100		
% Change in women's domestic abuse outcomes	90	93	92	85		

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
% of adults with a strong sense of belonging to their community	53	60	60	55	●	...
% of additional units brought into the affordable housing supply which are adapted or adaptable to lifetime needs or wheelchair adapted	13	17	15	10	●	↙
% people starting treatment within 3 weeks of referral	96	93	97	90	●	↗

Target¹ - Targets given are from the same year as the latest data update

Target status² - On target ● Target still to be achieved ○ Off target ⊗

Direction of Travel³ - Compares latest data with the previous year's data

Key - Increase (intended) ↗ Decrease (intended) ↘ Remained the same ... Increase (unintended) ↗
Decrease (unintended) ↘

2024/25 Highlights

Our detached youth work staff provide support and build trusting relationships with young people in local communities. Young people are supported with issues that affect them and are sign posted to other services and opportunities. Targeted programmes have been delivered across all 7 secondary schools this year, and young people are making informed choices about their risk-taking behaviour, safety, and respecting others in the communities they live in.

20 new and existing community groups across all areas in East Renfrewshire have been supported by CLD to build capacity through support with funding applications and governance processes, training and skills development and to organise events.

Women's Aid supported 1116 women and children across three core services, helpline and drop in enquiries- a 5% increase on the previous year. Of the 107 reviews carried out by Women's Aid East Renfrewshire with the people they support, 92% reported improvements in their safety and wellbeing outcomes.

129 bespoke 'Confidence at Home' packs and 1,245 scam prevention packs were distributed last year to help residents feel safer in their homes. In combating nuisance and scam calls, 63,744 calls have been blocked during the year, and 59 call blocker devices and 71 Ring doorbell devices were fitted.

Going Forward

We have evaluated performance levels as part of the Place to Grow development process. This has helped shape key areas in the Place to Grow delivery plan. We will continue to ensure that we have safe and supportive communities. The plan includes the following actions:

Pillar 2 – Our communities and places thrive

- Taking account of the needs, identity and character of a local area to ensure wellbeing and strong community connections in our place-making.
- Monitoring anti-social behaviour and crime rates to provide evidence for targeting resources.

Pillar 3 - We all live well

- Strengthening community cohesion and ensure equality groups have their diverse voices heard, feel safe and included.





Older People and People with Long Term Conditions

Outcome five primarily covers interventions that will maximise independence for residents and support carers. Our HSCP services support older people and those with long-term conditions to live safely and independently in communities.

Performance Overview

■ The majority of measures have met their target under Outcome 5 including 'quality of life for carers', the proportion of people reporting that they are 'living where/as they want to live' and the proportion living in own homes rather than a care home or hospital. However, there are areas of care under increased pressure driven by an increased complexity of need.

■ There has been a slight decrease in the percentage of people aged 65 or over with long term care needs receiving personal care at home and we have fallen below our target. While our care home population has remained stable, the number of people receiving care at home reduced, impacting this measure. Redressing the balance of care and allowing people to remain at home and being more independent as long as possible remains a priority for the HSCP.

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
% of those whose care need has reduced following re-ablement	48	64	43	60	⊗	↘
% of adults with intensive care needs receiving care at home	64.4	62.5	63.4	63	●	↗
% of people reporting 'living where you/as you want to live' needs met	89	91	-	90	●	↗
% of people aged 65+ who live in housing rather than a care home or hospital	97	96.8	-	97	●	↘
% of people aged 65+ with long term care needs receiving personal care at home (LGBF)	62.5	59.9	-	62	⦿	↘
% of people reporting 'quality of life for carers' needs fully met	80	84.5	83.6	80	●	↘

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
% of adults supported at home who agreed that they are supported to live as independently as possible (Monitoring Only)	-	80.4	-	-	-	-

Target¹ - Targets given are from the same year as the latest data update

Target status² - On target ● Target still to be achieved ● Off target ☒

Direction of Travel³ - Compares latest data with the previous year's data

Key - Increase (intended) ↗ Decrease (intended) ↘ Remained the same ■ Increase (unintended) ↗

Decrease (unintended) ↘

2024/25 Highlights

115 referrals were supported by the Care Home Liaison Team during 2024/25. This multidisciplinary team, comprising of occupational therapy and nursing, provides person-centred care and support to residents of both nursing and residential care homes within East Renfrewshire. Their work helps to reduce stress and distress in care homes, improve quality of life of residents, and prevent hospital admission.

A new eligibility framework for carers has been introduced to sit alongside the Supporting People Framework. In the last year, through Time to Live funding and similar sources, the Carers' Centre has made 192 grants available to support carers short breaks - funding breaks away, health and wellbeing sessions, equipment, and vouchers.

As part of our East Renfrewshire Walking for Health Programme there were 385 health walks delivered, aimed at offering opportunities to keep active across our communities. These were attended by 3815 individuals from the local area. In addition, 108 strength and balance classes were delivered to 900 participants.

Going Forward

We have evaluated performance levels as part of the Place to Grow development process, which has helped shape key areas in the Place to Grow delivery plan. Under the Live Well pillar of the plan there is a specific priority outcome to ensure “Our older population will be supported to live healthy, active lives and have opportunities to participate, contribute and thrive.” The actions to support this to happen are:

Pillar 3 – We all live well

- Providing high-quality care that is person-centred and ensures people's voices are embedded in the decisions we make.
- Identifying opportunities for sharing resources and expertise for interventions to reduce financial harm and vulnerability, support independence and safety in the home.





Customer, Efficiency and People

The ODP includes a set of Council organisational outcomes under the headings of Customer, Efficiency and People. These focus on how we are delivering for our customers, supporting our staff, and ensuring all our resources are managed efficiently. As we work towards a more sustainable future, we are embracing technology to improve the capabilities of our organisation, our employees and our services.

Performance Overview

Our latest Citizens' Panel results show a slight decrease in the percentage of respondents satisfied with Council services and remains below target. In terms of efficiency, we have remained within our agreed budget level demonstrating continued robust and prudent financial management.

Under 'People', the introduction of a staff absence management dashboard has provided more accurate real time data for managers to support better monitoring. There has also been a continued programme of staff wellbeing support provided throughout the year, and though very slightly below target we have seen a further reduction for all staff absence days, with teacher absence figures remaining below the Scottish average.

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
Citizens Panel- % of respondents who were satisfied or very satisfied with the services provided by the Council	63	65	62	67		
% of customer contact made online excluding payments	30	31	36	35		

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
% of Council revenue expenditure kept within agreed annual budget level	93.7	97.14	-	< 100		

Performance Indicator	22/23	23/24	24/25	Target ¹	Target Status ²	Direction of Travel ³
Sickness absence days per teacher	5.53	5.8	5.9	5.5	●	↖
Sickness absence days per employee (all staff excluding teachers)	11.15	11	10.3	10	●	↗
Employee satisfaction score (Monitoring Only)	72.8	72.5	79.3	-	-	↗
Proportion of the highest paid 5% of employees who are women (Monitoring Only)	62.6	62.9	65.5	-	-	↗
The Gender Pay Gap (%) (Monitoring Only)	4.6	4.9	5.7	-	-	↖

Target¹ - Targets given are from the same year as the latest data update

Target status² - On target ● Target still to be achieved ○ Off target ⊗

Direction of Travel³ - Compares latest data with the previous year's data

Key - Increase (intended) ↗ Decrease (intended) ↘ Remained the same ... Increase (unintended) ↖ Decrease (unintended) ↘

Customer – 2024/25 Highlights

✓ The Council's Service Design Network has been improving our processes for licensing, missed bin collections, online bookings, and a new garden waste calendar. We are continuing to embed service design in new projects to help drive service improvement and are now focusing on our recycling appointment service. Over 30,000 residents are now subscribed to the My EastRen platform which offers a more customer focused and streamlined online experience, a 43% increase from the previous year.

✓ An independent Best Value audit report published in February by the Accounts Commission commended the Council on making consistently good progress in delivering recommendations from previous reports. The Commission was impressed by the consistently strong performance of East Renfrewshire Council across a broad range of corporate and service areas including education, adult and children's care, digital transformation and waste and recycling. It also found the Council's engagement with residents to be excellent.

Efficiency – 2024/25 Highlights

✓ Our work to digitise and automate processes is continuing. As part of our improvements, data is being visualised on automated dashboards, this will save staff time associated with manually collating, analysing and presenting data, making services more efficient.

➤ A national platinum award was achieved for the transition of our Telecare service from analogue to digital, we are one of the first councils in Scotland to do this. Telecare provides a link from homes to the Council's 24-hour response centre and the alarm allows residents to call for help in an emergency at the touch of a button. This service allows nearly 3,000 residents to live independently in their own homes throughout East Renfrewshire.

People – 2024/25 Highlights

➤ A new People Strategy had been delivered to ensure we have an informed and engaged workforce. Leadership development sessions were held throughout the year and new training programmes developed to support the Council as a learning organisation, where we prioritise personal and professional growth and support employee training and development.

➤ The health and well-being of our employees is important to us, and an action plan is in place that is reviewed annually. In addition, a dedicated resource promotes health assessments, one to one support sessions, and team events.

Going Forward

The Council's new Organisational Health Check plan is about what kind of organisation the Council needs to be to deliver 'A Place to Grow' and will track our progress on that journey. The plan has four sections: Customer, People, Transformation, and Finance and Corporate Governance. We have evaluated performance levels as part of the development of the plan and this has shaped key actions, these include:

- Improving customer end-to-end experience and expanding access to 24/7 online self-service.
- Maximising the value of our investment in digital infrastructure to enable it to be sustainable, secure, reliable and provide the foundation for ongoing modernisation and transformation.
- Further developing financial strategies and plans to ensure that budgets and investments align with, and support delivery of, the Council's strategic priorities.
- Building on the investment in our employees to realise our commitment to being a learning organisation with a skilled workforce and effective leaders at all levels.



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East Renfrewshire **COMMUNITIES** **-TOGETHER** **Stronger & fairer communities**

**2024-2025 Community Plan & Fairer East Ren Annual
Performance Report**

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Introduction

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

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

This is the seventh and final annual report of the current Community Plan. It presents key performance data, progress made towards the current five strategic outcomes and highlights good examples of partnership working to deliver these outcomes. [A Place to Grow](#) will be our vision and Community Plan going forward and we will continue to deliver for the communities of East Renfrewshire through its three pillars: Our Children and Young People Flourish, Our Communities and Places Thrive and We All Live Well.

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

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

It provides progress updates against the key indicators for the Community Plan and Fairer East Ren.

About East Renfrewshire Community Planning Partnership (CPP)

These are our community planning partners:

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

Our Community Planning Priorities




The Community Plan is structured around five strategic priorities:

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




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

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

Data Summary

Community Plan indicators	Number of indicators increasing or decreasing <u>as intended</u> over the last year	Number of indicators increasing or decreasing <u>against intended</u> direction of travel over the last year	Number of indicators remaining the around the same level i.e. changing by less than 0.5% or showing similar performance to previous data
			
Outcome 1: Early Years and Vulnerable Young People	3	1	1
Outcome 2: Learning, Life and Work	1	1	0
Outcome 3: Economy and Environment	3	3	0
Outcome 4: Safe, Supportive Communities	1	1	0
Outcome 5: Older people and people with Long Term conditions	2	1	0
TOTAL:	10	7	1

Key

East Renfrewshire's performance significantly exceeds Scottish level performance	
East Renfrewshire's performance is similar to the Scottish level performance	
East Renfrewshire's performance compares unfavourably to Scottish level performance	
No Scottish comparison data available	UNAVAILABLE

Case studies- where names have been changed to protect identify there will be an asterisk

Strategic Priority 1: Early Years and Vulnerable Young People



The outcome we want is...

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







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

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

Community Plan Indicators

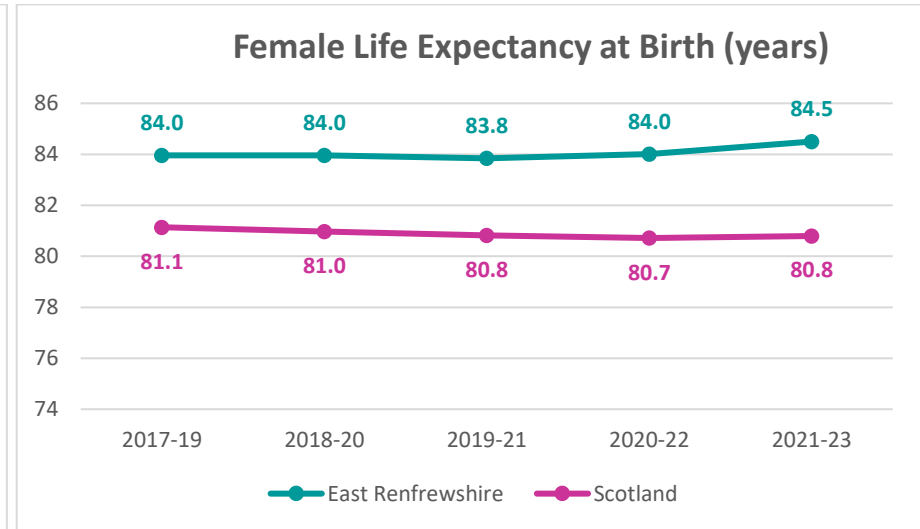
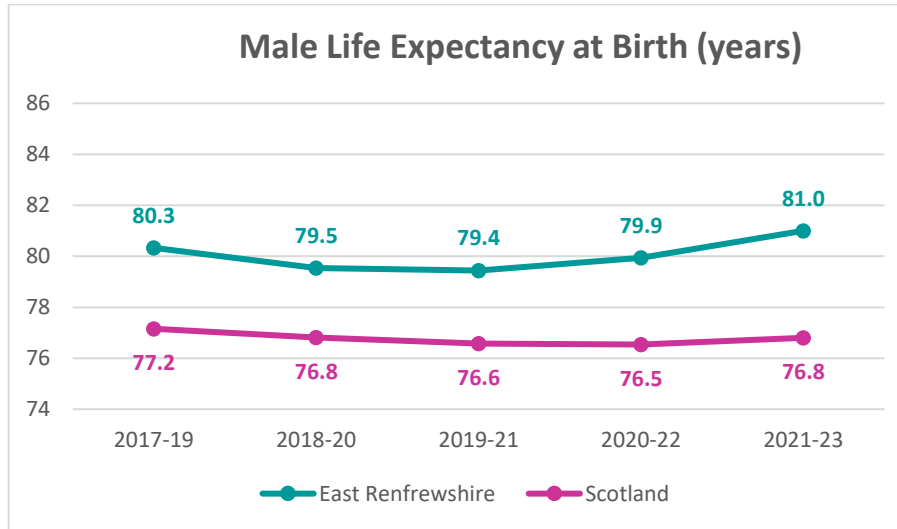
Early Years and Vulnerable Young People								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
Male life expectancy at birth (NRS)	This indicator provides an estimate of the age a baby boy born in East Renfrewshire today can expect to live to, based on mortality rates at the time.	↑	80.5 (2015-17)	79.9 (2020-22)	81.0 (2021-23)	↑	●	Male life expectancy in East Renfrewshire has increased slightly. East Renfrewshire remains consistently above the national average of 76.8 (2021-23).
Female life expectancy at birth (NRS)	Provides an estimate of the age a baby girl born in East Renfrewshire today can expect to live to, based on mortality rates at the time.	↑	83.7 (2015-17)	84.0 (2020-22)	84.5 (2021-23)	↑	●	Female life expectancy in East Renfrewshire has increased slightly. East Renfrewshire remains consistently above the national average of 80.8 (2021-23).
Healthy birthweight (singleton babies) *CPOP Indicator (NHS ISD)	Birth weight that is not within normal ranges (2.5 kg to 4 kg) has a strong association with poor health outcomes in infancy, childhood and across the whole life course, including	↑	80.8% (2018 - 19) ¹	81.8% (2022-23)	80.8% (2023-24)	↓	●	East Renfrewshire's rate of healthy birth weight has decreased by 1.0 percentage point since 2022/23 and is lower than the national average of 81.1% (2023/24).

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

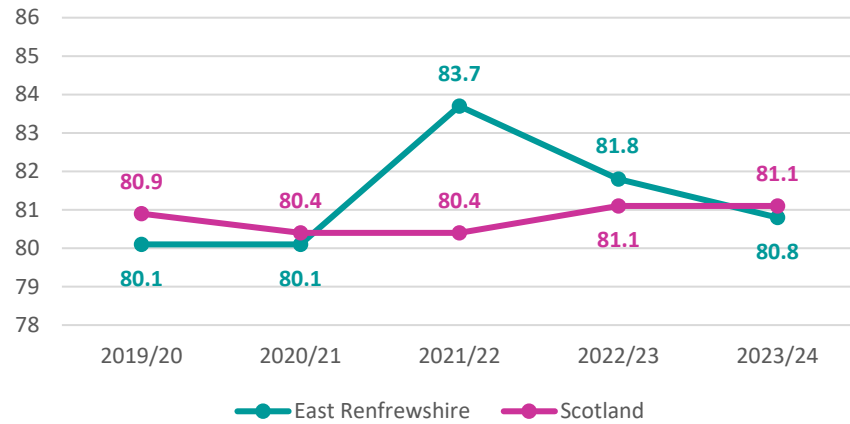
	long term conditions such as diabetes and coronary heart disease.							
Children and Young People Dependency Ratio (NRS)	This is the ratio of children and young people aged 0-15 to the working age population (age 16-64). Data is shown as the proportion of dependents per 100 working-age population.		34.3% (2019) ²	34.6% (2021)	34.3% (2022)			The ratio of children and young people aged 0-15 to the working age population has remained much the same since the previous year and remains much higher than the national average of 25.8% (2022).
Children living in poverty (End Child Poverty)	The is the percentage of children living in relative poverty (as per Scottish Government definition) before housing costs are taken into consideration		14.4% (2021-22)	14% (2022-23)	12% (2023-24)			The rate of child poverty in East Renfrewshire has fallen in the past year, and is below the Scottish average of 22% (2023-24).

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

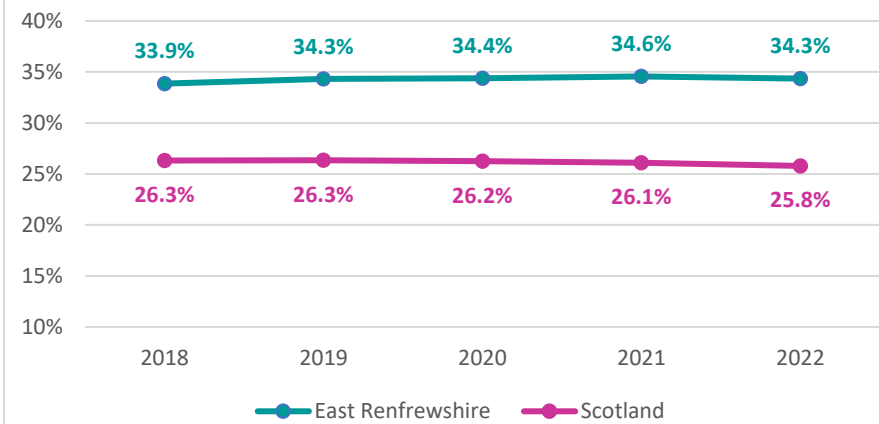
Strategic Priority 1 Charts



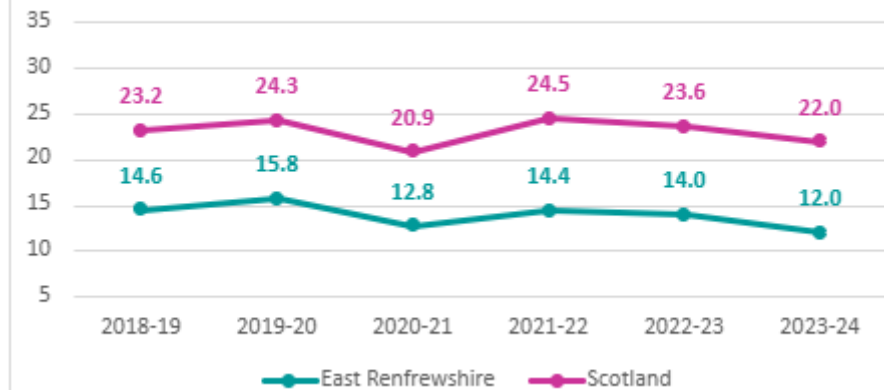
Healthy Birthweight (%)



Children and Young People Dependency Ratio



Children Living In Poverty (%)

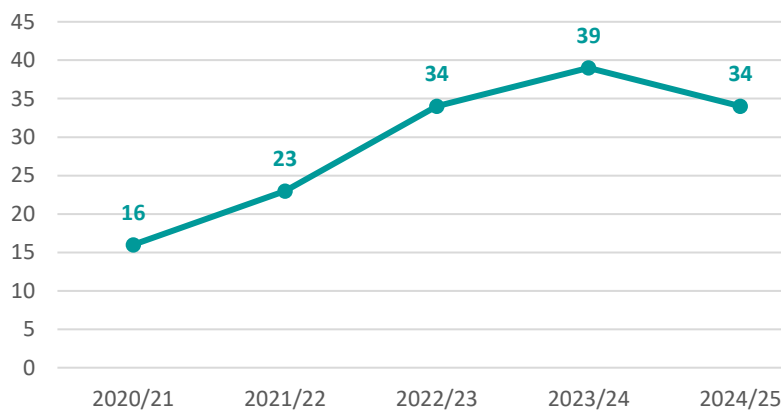


Fairer East Ren Progress

Fairer East Ren indicators have a specific focus on reducing inequality.

The following five indicators provide an update on how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Child poverty in East Renfrewshire is reduced**. Whilst East Renfrewshire has the lowest child poverty rate in Scotland at 12%, this still equates to 2,842 children. There are also areas across the authority, including parts of Barrhead and Neilston, where poverty rates are much higher.

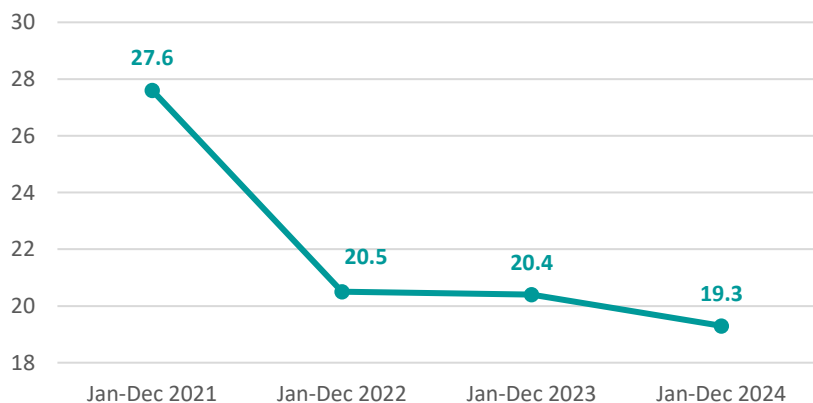
Real Living Wage employers in East Renfrewshire



Source: Living Wage Scotland

East Renfrewshire Council, Business Gateway East Renfrewshire and Living Wage Scotland worked in partnership to promote Living Wage accreditation to employers based in East Renfrewshire. The Economic Development team will continue to promote this in 2025/26.

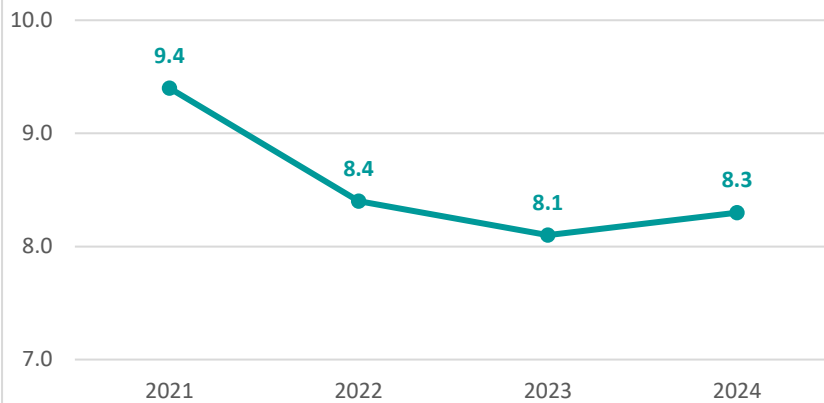
Working age economic inactivity (%)



Source: Nomis

The Scottish average for 2024 is 23%. Work EastRen and employability partners will continue to promote and engage with local residents who are seeking employment.

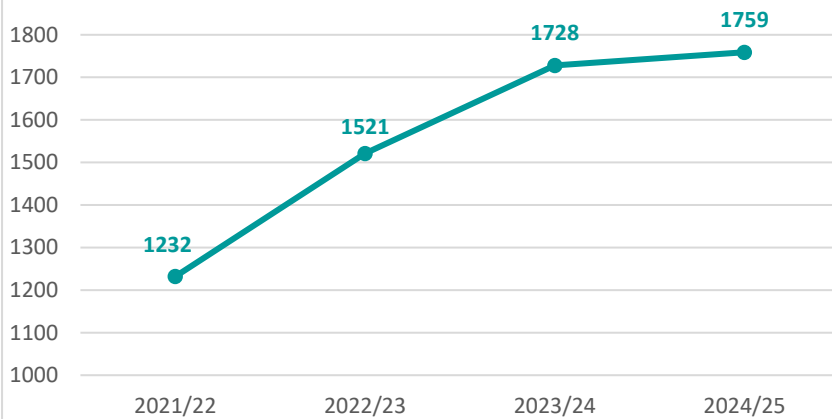
Free School Meal uptake at Primary School



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

Source: Scottish Government school roll and local data

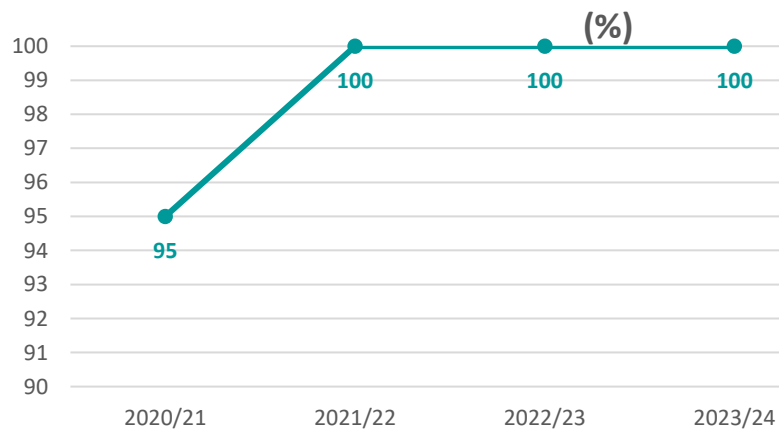
No. of families accessing MART financial wellbeing advice



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

Source: Local data

Uptake of funded early learning and childcare entitlement



All eligible 3-4 year olds continue to be registered for their funded early learning and childcare place providing parents with affordable childcare options to enhance their employment opportunities. 2024-25 data will be available in June.

Source: Scottish Government Schools

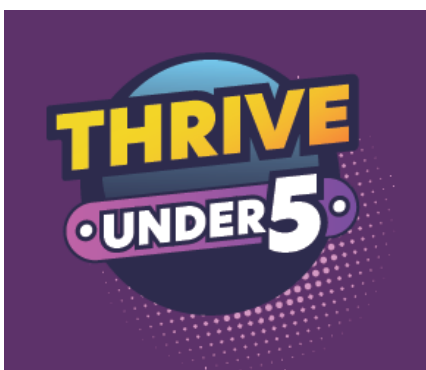
The Local Child Poverty Action Report (LCPAR) provides full details of all the action taken to meet our Fairer East Ren outcome on **reducing child poverty**.

Here are some examples of community planning partners working to ensure **child poverty in East Renfrewshire is reduced**:

- Supporting families with young children

In October 2024, VAER and the HSCP launched *Thrive Under 5*, a new programme designed to help families with young children build healthier lifestyles. More than just healthy eating, *Thrive Under 5* was about connection, confidence and community. One of the cornerstones of the initiative was a series of *Totnosh* cooking sessions delivered in four blocks of six weeks across Newton Mearns, Busby, Eaglesham and Thornliebank. These sessions brought together 80 families, offering hands-on cooking experiences that were both fun and educational. In addition, 64 families took part in cooking classes at Crookfur Family Centre and Madras Primary School, learning practical skills they could take home and use every day and for parents of babies, *Starting Solids* sessions in Busby and Barrhead provided guidance and reassurance, with 41 parents and carers attending with 31 babies.

Thrive Under 5 also planted the seeds for future growth—literally—with the launch of the Family Growing Network, helping families connect with food from garden to plate. The first cooking session welcomed eight families and more are planned for later in the year. As Community connection was a key theme throughout the year, a *Thrive Under 5* community event brought together 21 adults and 24 children, offering a welcoming space for families to learn about local services. The event featured a wide range of partners, including Families First, Childsmile, MART, Community Chef, Work EastRen, Active Schools SLT, CAB as well as smoking cessation services. Recognising the importance of wellbeing beyond the kitchen, *Thrive Under 5* also offered two blocks of *YogaBellies* attended by 16 families supporting both physical and emotional health, creating moments of calm and connection for parents and children alike.



- New opportunities for low-income mum

Emma*, who is a lone parent, had been working 10 hours a week as a carer and ran some community groups on a voluntary basis. She was looking to increase her household income for her family.

She was initially referred to the Money Advice and Rights Team (MART) where she received financial advice. During the summer of 2024 she was supported to access the back-to-school clothing bank for her children. Emma was also looking for another job and was referred to the Work EastRen Team. After applying for a few jobs, she was invited to an interview with a national charity. She was provided with dedicated support from Work EastRen to help her prepare for the interview, with examples she could use for competency-based questions. Emma was then referred to *Dress for Success* where she was given a style appointment. She was successful at her interview and was offered the job. Emma is enjoying her job and is working full-time, which has increased her income to support her family.

Strategic Priority 2: Learning, Life and Work









The outcome we want is...

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

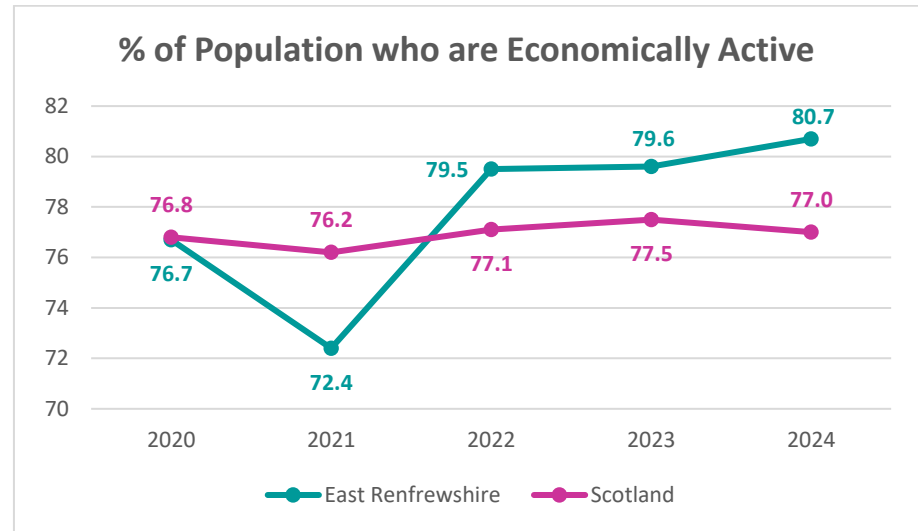
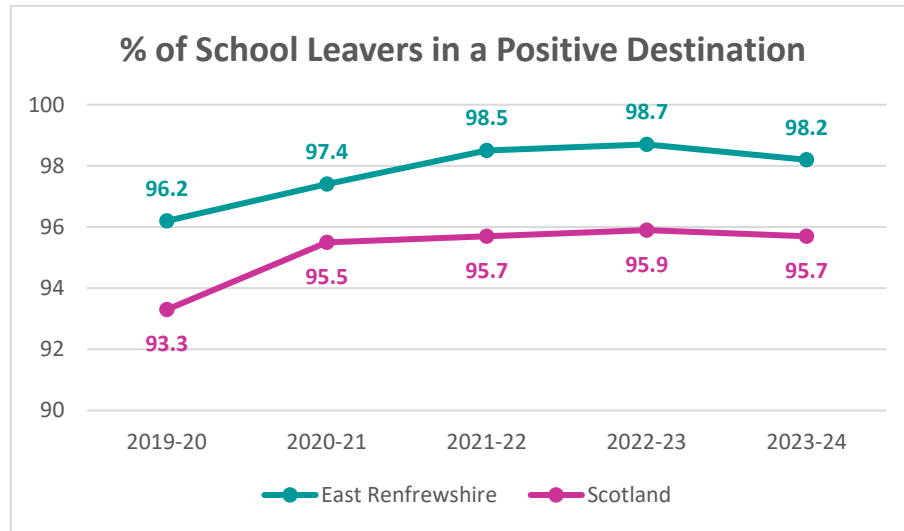
Our steps along the way to achieving this are...

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

Community Plan Indicators

Learning, Life and Work								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
% of School Leavers in a Positive Destination *CPOP Indicator (Scottish Government)	To help raise attainment and support school improvement, information is gathered annually on the attainment and destinations of school leavers across Scotland. East Renfrewshire generally has high levels of positive School Leaver Destinations. This will now be tracked rather than setting targets against this.		96.6% (2016-17)	98.7% (2022-23)	98.2% (2023-24)			The percentage of school leavers in a positive destination has dropped slightly but remains well above the national average of 95.7% (2023-24).
% of East Renfrewshire's population who are economically active (NOMIS, Annual Population Survey)	Proportion of 16-64 year olds in employment or actively seeking employment. East Renfrewshire requires an active working age population to provide the goods and services demanded by our residents.		75.9% (2018)	79.6% (2023)	80.7% (2024)			The percentage of economically active residents has increased by 1.1 percentage points since 2023, that is more than 3.5 percentage points higher than the Scottish average of 77.0% (2024).

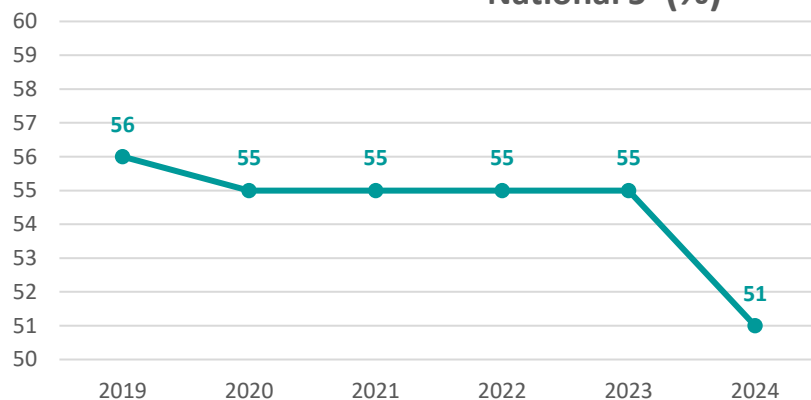
Strategic Priority 2 charts



Fairer East Ren progress

The following five indicators look at how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Residents have the right skills, learning opportunities and confidence to secure and sustain work.** Work East Ren and the East Renfrewshire Local Employability Partnership continue to take an all-inclusive approach to providing a wide range of employability support to a wide range of residents – young people in education, employment and training; young people with additional support needs; care-experienced young people, people in recovery or with mental health issues; people with long-term health conditions or with a disability; people who have re-settled in East Renfrewshire as well as people who are long-term unemployed.

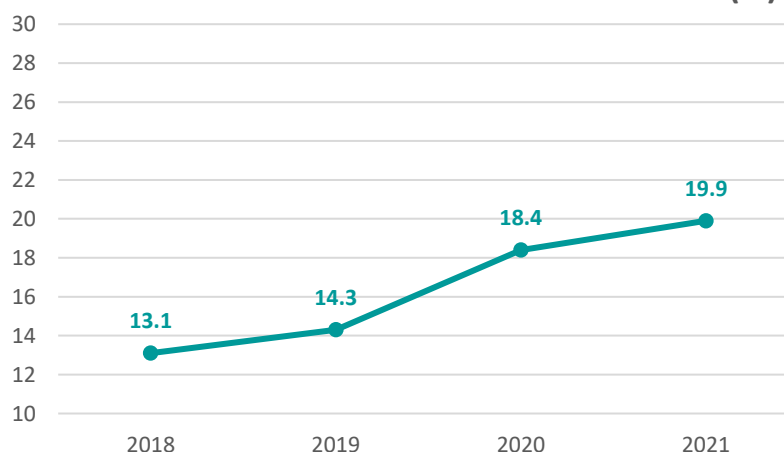
S4 pupils with school meal entitlement that achieved 5+ National 5 (%)



Source: ERC Education department

There was a decrease to 51% in 2024. This cohort was particularly impacted by the pandemic (being in P7 in March 2020) and experienced significant disruptions in their learning. Schools are placing a particular focus on these learners as part of the wider focus to tackle the attainment gap.

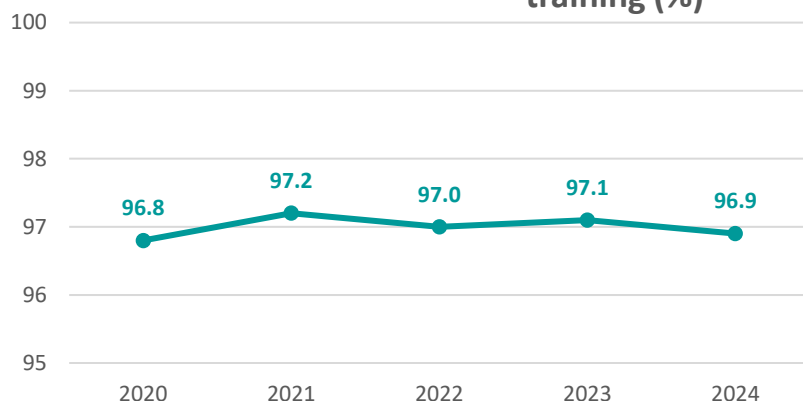
Workless Households (%)



Source: Nomis

There was an increase of 1.5 percentage points between 2020 and 2021, however the sample sizes are too small for reliable estimates to be made for 2022 and 2023.

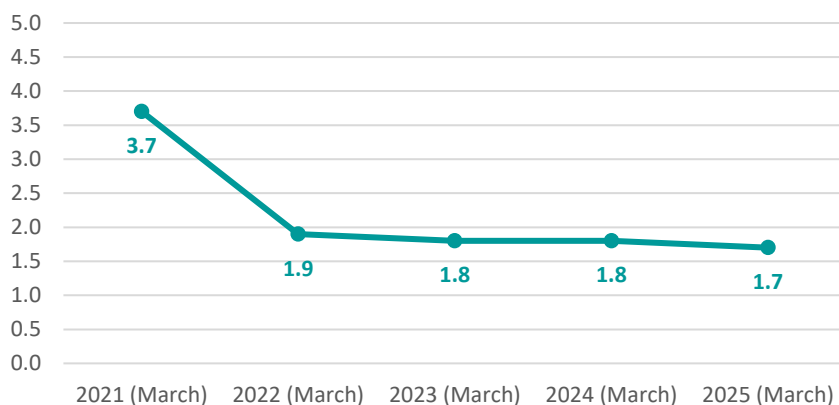
16-19 year olds participating in education, employment, or training (%)



The participation rate has remained largely the same as the previous year. It is above the Scottish average of 92.7%.

Source: SDS Annual Participation Measure Report

16-64 year olds claiming out of work benefits (%)



The percentage of 16-64 year olds claiming out of work benefits has remained largely the same as in previous years and is below the Scottish average of 3.1%.

Source: Nomis

Below is some of the work being undertaken so that our residents have the **right skills, learning opportunities and confidence to secure and sustain work:**

- ***Enable Next Steps*** providing tailored employability support

John*, who has autism and epilepsy, wanted a “hands-on” job in an area such as construction, landscaping or labouring. He wanted to work in a practical environment where he could gain experience, increase his independence and take steps toward sustainable employment. Early engagement with Enable allowed him to explore different employment options, receive support with employability skills and access funding opportunities.

In addition to low confidence and limited social skills, John faced other challenges including a lack of formal qualifications and work experience which restricted his ability to apply for certain apprenticeships. He also had practical barriers such as needing a CSCS card (Construction Skills Certification Scheme) and access to reliable transport. Through tailored and consistent support, these challenges were addressed and John worked closely with his advisor to create a CV, explore training and job opportunities as well as apply for funding through the Independent Living Fund (ILF), enabling him to purchase a laptop, toolbox, bicycle, book driving lessons and complete his CSCS card training. He was also supported with job applications and job fairs.

A suitable local volunteering opportunity was identified with a local charity and John's advisor supported him at a one hour trial. Since then, John has been volunteering in the collection van, working 9 am to 5 pm, Monday to Friday. He enjoyed the role, which helped boost his confidence and social skills, gave him structure and a daily routine. It also allowed him to build experience that aligned with his employment goals. He has since expressed a strong interest in finding a paid job similar to his volunteering role. With support, John has recently submitted job applications for driver's assistant positions and continues to actively job search with encouragement from his advisor and father. Although John has not yet secured paid employment, his progress has been substantial. He has gained his CSCS card, increased his confidence, improved his social skills, committed to daily volunteering and demonstrated motivation and a clear direction.

"My son has been working with Enable Works over the last few months. [He] is on the autism spectrum and finds it difficult to communicate with people. His key worker has supported him throughout and found a great volunteering opportunity where he goes out in the collection van assisting with deliveries and collecting large items for the shop. [His] confidence is improving by the day and he loves getting out and about rather than sitting in the house. Working with Enable Works has been extremely positive for [him]"

- Youth Employability Programme (YEP) supporting young person on their journey

As he was approaching the end of his Apprenticeship in a local high school with no guarantee of further similar work, Joe was struggling with his next steps. At his initial assessment with YEP client advisor, Mandy, Joe disclosed that he suffers from anxiety. This led to a discussion around further support, should it be required. The focus at first was on preparing a CV, looking for positions and assisting with interview preparation. A trainee sealant applicator post was found with a local employer and Joe was supported to apply as his skillset matched the job description.

"The help I got from Mandy was so good, I did not know how to begin putting together a CV and the interview help made me much more confident"

Joe received a quick response inviting him for interview and with the support of his advisor, completed interview preparation. Following a supported work trial, Joe was offered the position.

"I am settling in very well at my new job and have had no issues whatsoever"

Joe's Manager

"The service we received was excellent from start to finish. The support in advertising the vacancy and finding the right candidate was seamless and professional. Joe has been a fantastic addition to the team – he's settled in quickly, brings great energy to his role, and is already making a real contribution. We're really pleased with how everything has worked out."

Strategic Priority 3: Economy and Environment



The outcome we want is...

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




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

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

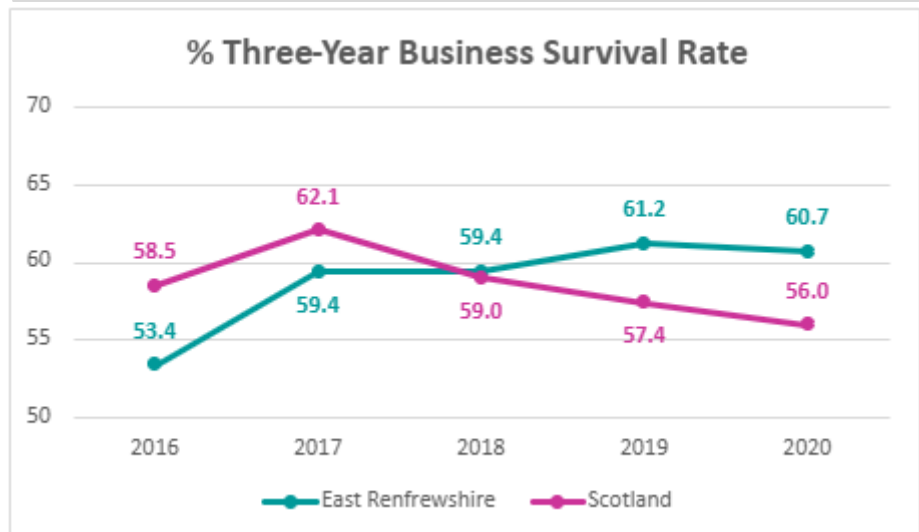
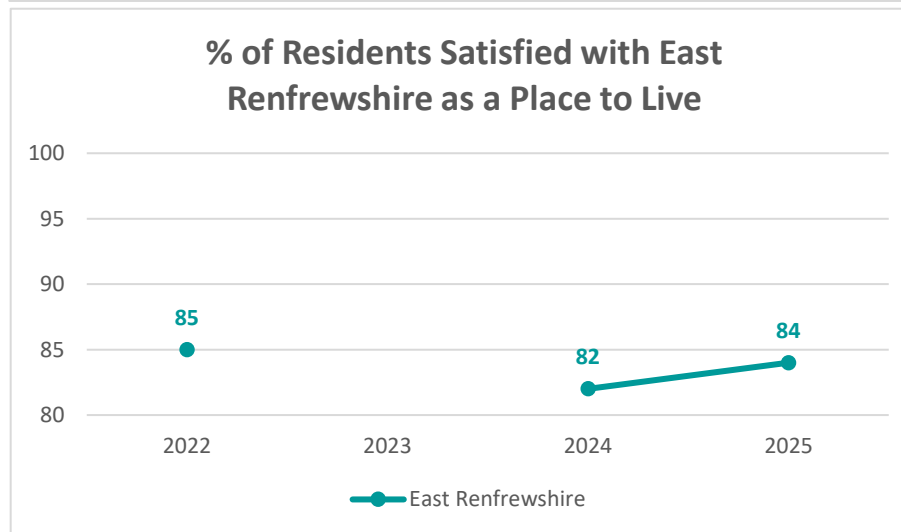
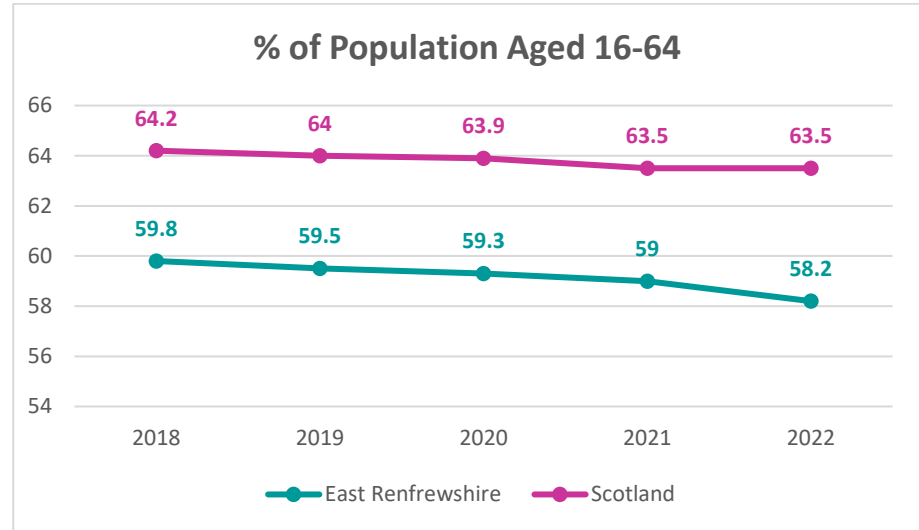
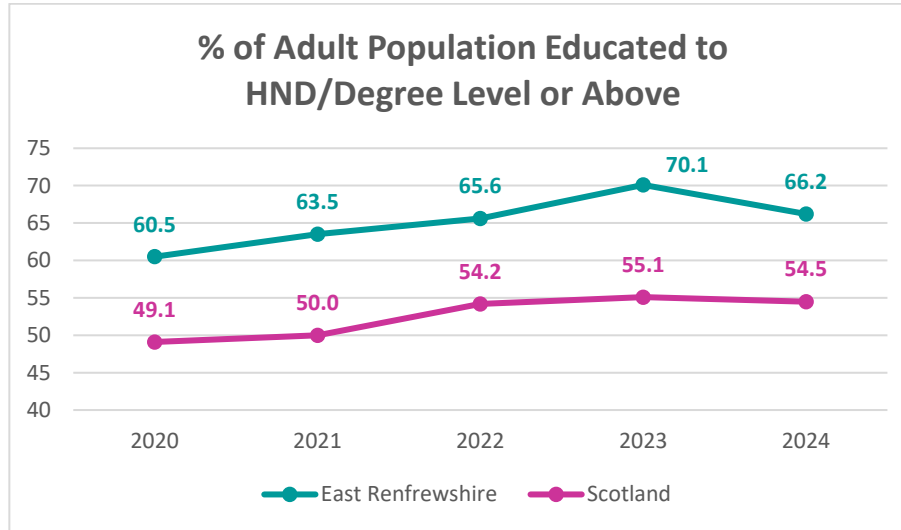
Community Plan Indicators

Economy and Environment								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
% of adult population with qualifications at RQF level 4 (HND/Degree) and above (NOMIS, Annual Population Survey)	Gives an indication of how skilled our working age population is.	↑	54.6% (2018)	70.1% (2023))	66.2% (2024)	↓	●	Although East Renfrewshire has seen a decrease in the last year, the latest rate of 66.2% is higher than the Scottish average of 54.5% (2024).
% of population aged 16-64 (NOMIS, Annual Population Survey)	East Renfrewshire relies on its working age population to contribute to the production of the local economy as well as providing vital services for our children, young people and older people.	↑	59.8% (2018)	59% (2021)	58.2% (2022)	↓	●	The working age population has shown a gradual decline over the last few years and the latest figure of 58.2% is lower than the Scottish average of 63.5% (2022).
% of residents who are satisfied or very satisfied with East Renfrewshire as a place to live (Citizens Panel)	Gives a general sense as to how residents feel about living in the East Renfrewshire area.	↑	94% (2019)	82% (2024)	84% (2025)	↑	N/A	Satisfaction with East Renfrewshire as a place to live is 84%, an increase of 2 percentage points since 2024. As the Citizens' Panel survey is bespoke to East Renfrewshire, there are no national comparisons available.

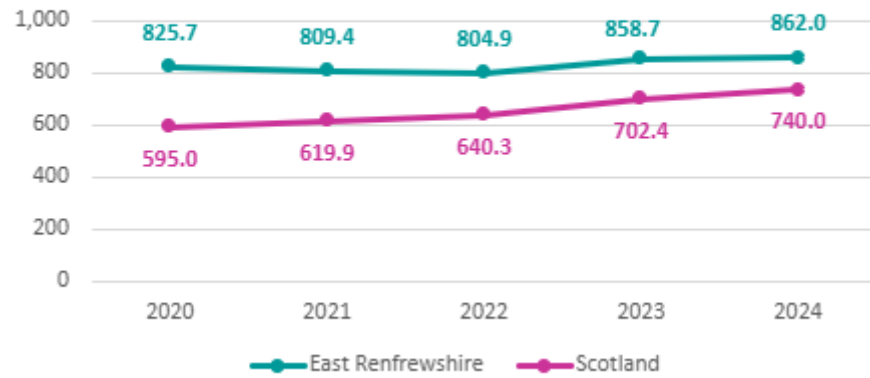
Economy and Environment								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
Business Survival Rates (Scottish Government)	A ratio of the number of businesses still trading after 3 years against the number of new businesses set up at the same time	↑	60.3% (2014)	61.2% (2019)	60.7% (2020)	↓	●	The 3-Year business survival rate for 2020 is 60.7%. That is, 60.7% of businesses that were created in 2020 were still active in 2023. This puts East Renfrewshire above the Scottish average of 56% (2020).
Median Earnings for residents living in the East Renfrewshire area who are employed *CPOP Indicator (Office for National Statistics – Annual Survey of Hours and Earnings)	Provides a measure of median earnings for full-time workers who are resident in the area.	↑	£685.40 (2017)	£858.70 (2023)	£862.00 (2024)	↑	●	The current median earnings has increased and remains significantly higher than the Scottish average of £740.00 (2024).

Economy and Environment								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
Carbon Dioxide (CO2) Emissions per Resident *CPOP Indicator (Department for Business, Energy & Industrial Strategy)	In recent years, increasing emphasis has been placed on the role of regional bodies and local government in contributing to energy efficiency improvements, and reductions in carbon dioxide emissions.		4.6 tCO2e (2015-16)	3.8 tCO2e (2021-22)	3.6 tCO2e (2022-23)			The number of CO2 emissions per resident has decreased slightly in the last year and compares favourably with the Scottish average of 4.8 tCO2e.

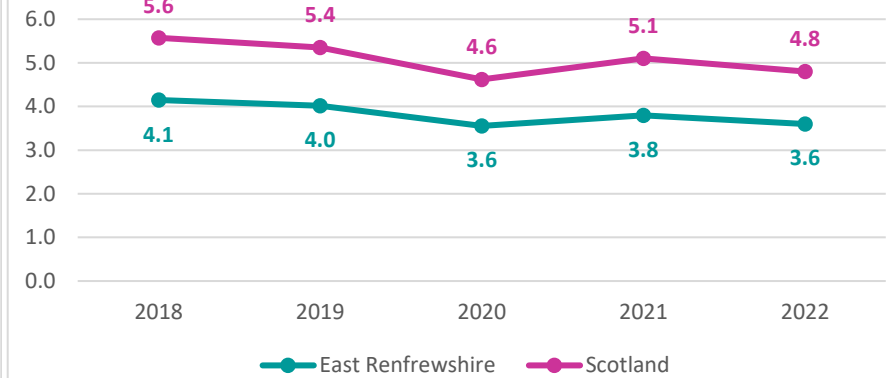
Strategic Priority 3 Charts



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



Carbon Dioxide (CO2) Emissions per Resident (tonnes)



Fairer East Ren progress

Fairer East Ren intermediate outcome: **East Renfrewshire transport links are accessible, attractive and seamless.**

Following consultation with a range of stakeholders including third sector partners, community transport stakeholders and East Renfrewshire Citizens' Panel members, a draft Local Transport Strategy (LTS) has been developed. There are five key objectives:

- Enabling more walking, cycling and wheeling
- Support liveable, resilient and thriving communities
- Improve public transport connectivity and accessibility
- Transition to a net zero transport system
- Provision of safe, sustainable, efficient and equitable movement of people and goods

Emerging outcomes from the new LTS will include:

- Increased proportion of journeys undertaken by foot, bike and public transport for everyday or work purposes
- Reduced road transport emissions
- Increased footfall across town and neighbourhood centres, while reducing the number of trips undertaken by private car
- Ongoing year-on-year decrease in casualties on the local road network

Further details regarding our local transport priorities and outcomes will be published during 2025.

The East Renfrewshire Accelerator (ERA) programme, was launched in February 2024 and aimed to help 9 local businesses achieve a turnover of £250,000 and create at least one new job opportunity per business within three years. The Programme provided a wide range of support including technological adoption, sustainability and strengthening the local entrepreneurial landscape.

The participating businesses were provided with tailored support and expert advice, as well as access to co-working space within the Greenlaw Works in Newton Mearns.

During their time as part of ERA, the cohort's combined turnover has risen from just under £900,000 to a projected £3.8 million in 2025 and by 2027 a projected turnover of £14.6m. They have also increased staffing from 23 to an expected 54 employees by next year and by 2027, over 300 new jobs are projected.

Strategic Priority 4: Safe, Supportive Communities



The outcome we want is...

East Renfrewshire residents are safe and live in supportive communities

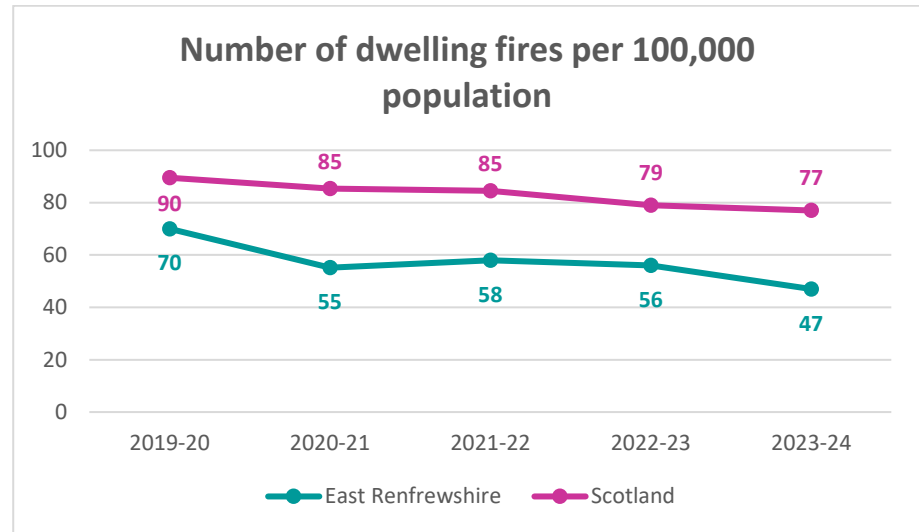
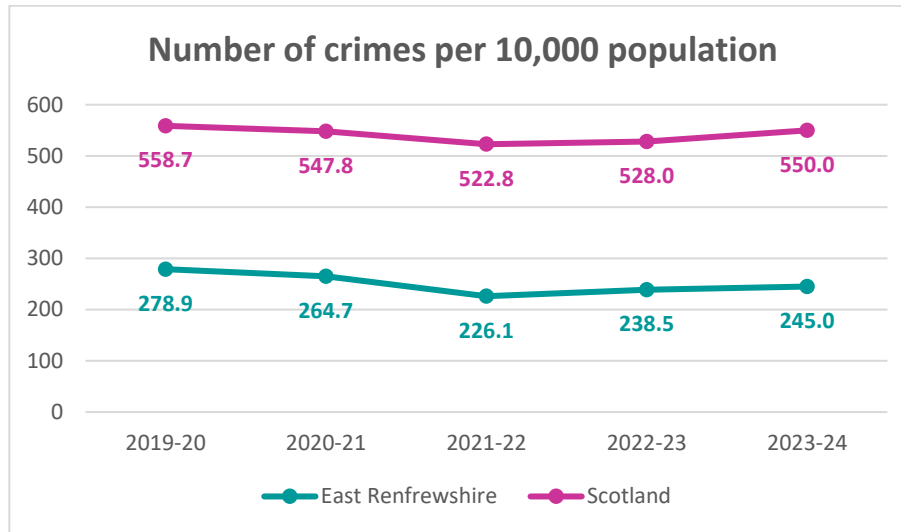
Our steps along the way to achieving this are...

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

Community Plan Indicators

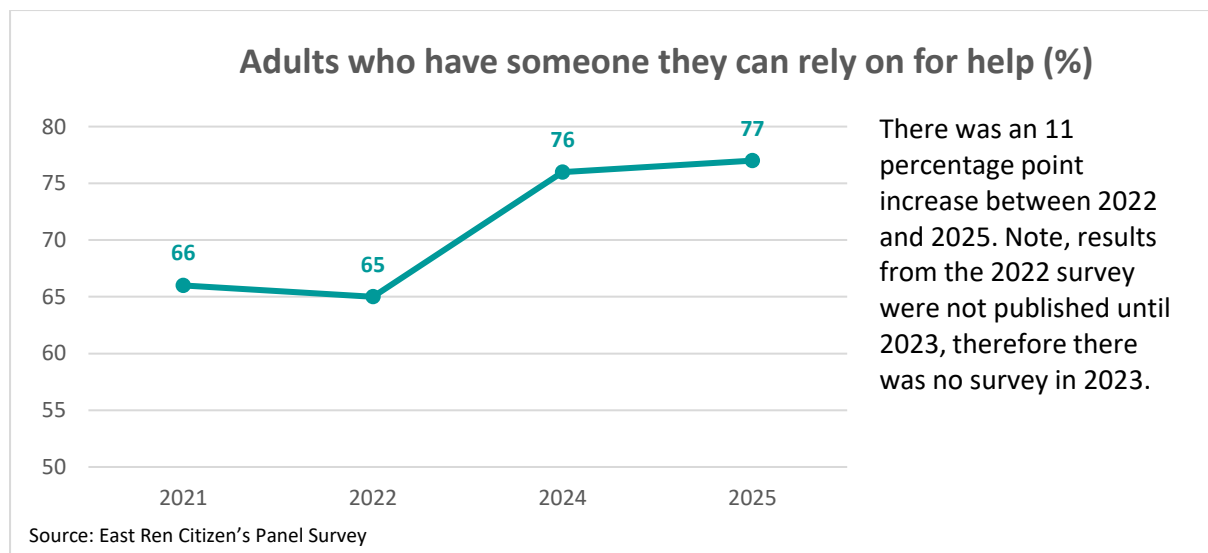
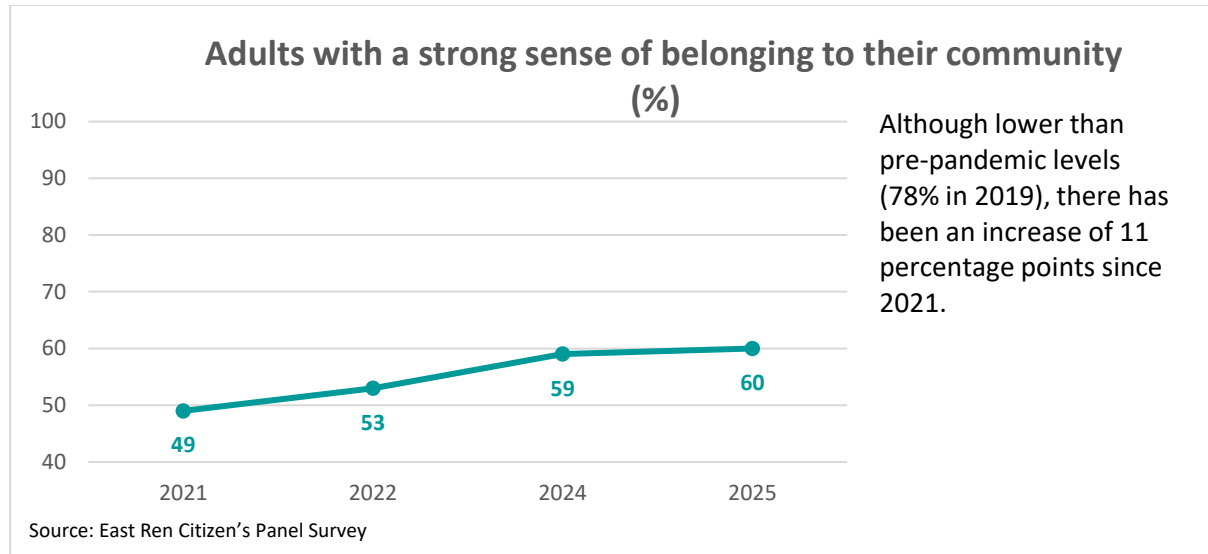
Safe, Supportive Communities								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
Number of crimes per 10,000 population *CPOP Indicator (Scottish Government (Police Scotland))	Measure of crimes taking place in the area, indicating how safe the area is to live in.	↓	312.1 (2017-18)	238.5 (2022-23)	245.0 (2023-24)	↑	●	There has been an increase of 6.5 crimes per 10,000 population to 245.0. East Renfrewshire remains below the national average of 550 (2023-24).
Number of dwelling fires per 100,000 population *CPOP Indicator (Scottish Fire and Rescue (data provided to the CPOP))	Seeks to establish the number of deliberate fires and the work of Scottish Fire and Rescue within the CPP in reducing deliberate fires. Also supports the work of SFR education communities and making residents safer from the risks of accidental fires.	↓	68 (2016-17)	56 (2022-23)	47 (2023-24)	↓	●	This figure has decreased from 56 to 47 since the previous year and remains below the national average of 77 (2023-24).

Strategic Priority 4 Charts



Fairer East Ren Progress

The two indicators for the Fairer East Ren intermediate outcome - **Residents' mental health is improved** – provide a subjective view of how residents feel about their community and their relationships within it. Some of the initiatives that have taken place over the last year to support residents with their mental health include the introduction of a wheelie-based walk in Cowan Park in Barrhead for residents who use walking aids and nine community walks delivered by twenty six volunteer walk leaders who have been trained by our partner organisation, *Paths for All*. On average, 900 walkers attend every week.



Read the two stories below to see what's been happening in communities to **improve residents' mental health**:

- Volunteer walk leader, Elaine, challenging perceptions about disability

Elaine, a volunteer walk leader and wheelchair user at *Barrhead Roll and Stroll*, has raised awareness and encouraged participation at community events. Their advocacy has helped expand the reach of the programme, attracting new participants and fostering a sense of community engagement. Recently, Elaine began living independently for the first time, a transition that presented new challenges, however instead of allowing this change to become a barrier, they proactively sought support through Talking Points (local community hub offering informal support in health & wellbeing), demonstrating their resilience and ability to adapt to new circumstances. As a result, Elaine has applied for three different volunteer positions within the community, showcasing their determination to grow and contribute in new ways. As a wheelchair user, they have broken down barriers and shown that disability is not an obstacle to leadership and community engagement. With the right encouragement and opportunities, they have successfully navigated various roles, gained invaluable experience and continued to seek new avenues for growth. Elaine's dedication and enthusiasm highlight the impact that volunteering can have on both individuals and the wider community, proving that physical limitations do not prevent someone from inspiring others in community activities.

- Celebrating Aileen - a dedicated fundraiser and volunteer walk leader

Volunteer walk leader, Aileen, from Rouken Glen Community Walk, has been fundraising for *Children in Need* for over four decades. Over the years, her efforts have grown from baking and selling cakes to her neighbours to walking with her family in tutus to raise funds. For the past three years, she has organised a special *Children in Need* walk with the Rouken Glen group, featuring memorable moments like a piper in 2023 and a choir in 2024. Her tireless efforts were recognised nationally in 2022 when she was awarded the *Sir Terry Wogan Fundraiser of the Year* award and in November 2024 Aileen raised over £1,000 by organising a walk around Rouken Glen pond, collecting money and setting up a donation page. Aileen's passion and dedication continue to inspire everyone around her and her outstanding contributions were further recognised in February 2025, when she was named *East Renfrewshire Volunteer of the Year*. This prestigious award acknowledges her unwavering commitment to both her local community and charitable causes.

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



The outcome we want is...

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

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

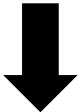





Residents are safe and more socially connected within their communities (Fairer East Ren outcome)




Older people and people with Long Term Conditions stay as healthy as possible

Older people and people with Long Term Conditions live safely and independently in the community

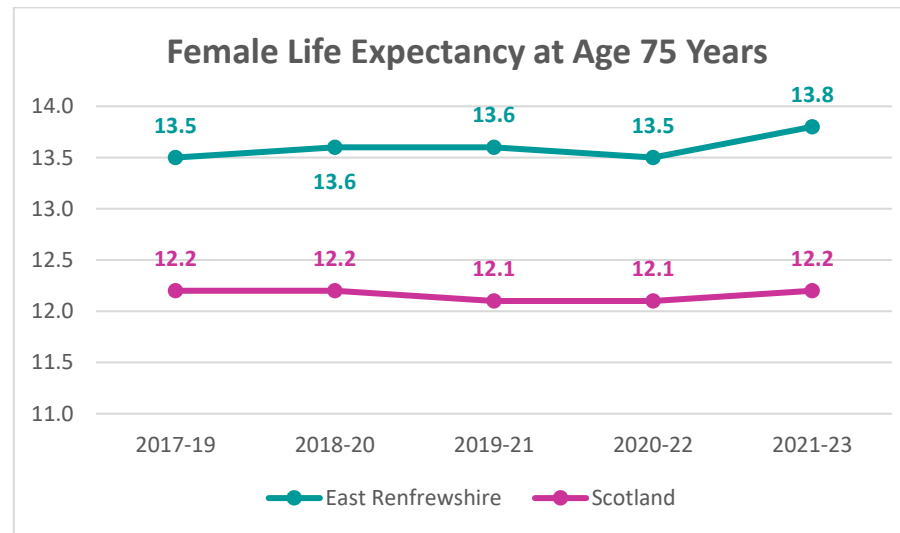
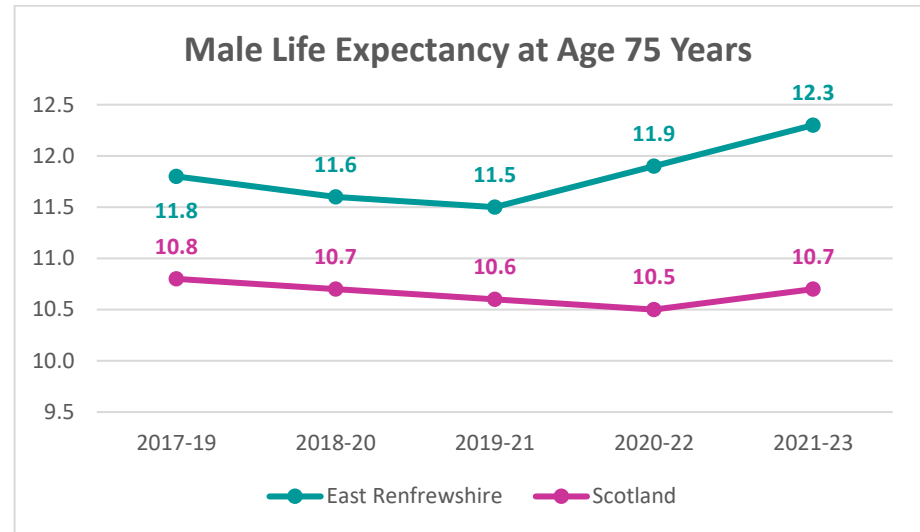
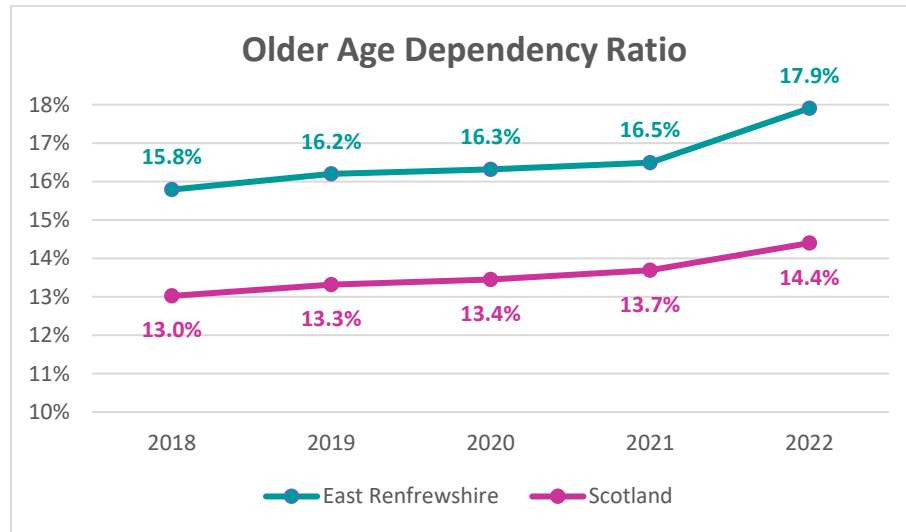
Carers are valued and can maintain their own health and wellbeing

Community Plan indicators

Older People and People with Long Term Conditions								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
Older Age Dependency Ratio (Ratio of people aged 75+ to the working age population aged 16-64) <small>(NRS Population Estimates)</small>	Ratio of older people 75+ to the working age population (16-64). A rise in this ratio, coupled with the cost of care for older people, indicates that the CPP may have a greater challenge in providing care for its older population.		15.8 (2018)	16.5 (2021)	17.9 (2022)			Ratio of older people 75+ to the working age population has shown a gradual increase since 2018. This is a national trend, but East Renfrewshire remains higher than the national average (14.4%).
Male Life Expectancy at age 75 Years <small>(NRS)</small>	Provides an estimate of how many further years a 75-year-old male residing in East Renfrewshire today can expect to live. Based on mortality rates at the time.		11.8 (2015-17)	11.9 (2020-22)	12.3 (2021-23)			Male life expectancy at age 75 has increased slightly. East Renfrewshire has a higher life expectancy rate at the same age than the Scottish average - 10.7 (2021-23).

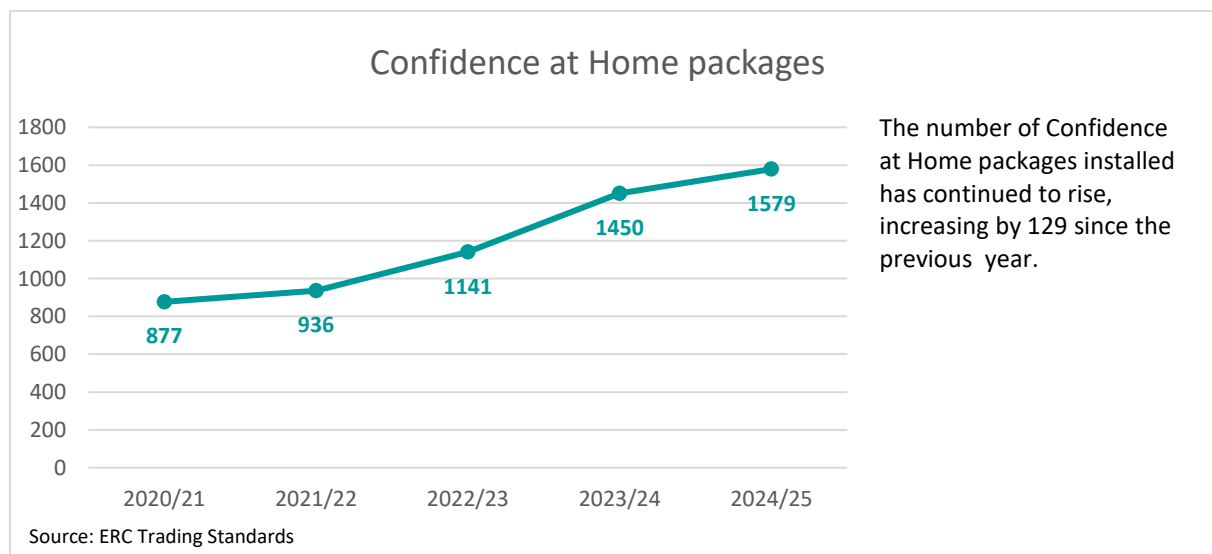
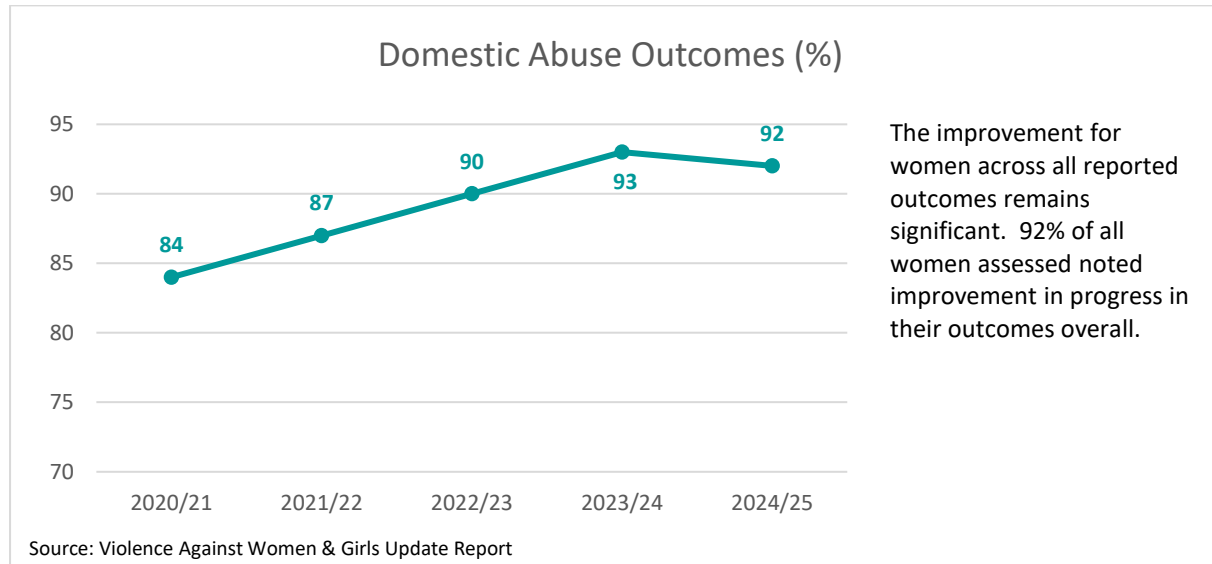
Female Life Expectancy at age 75 Years (NRS)	Provides an estimate of how many further years a 75 year old female residing in East Renfrewshire today can expect to live. Based on mortality rates at the time.		13.1 (2015-17)	13.5 (2020-22)	13.8 (2021-23)			Female life expectancy at age 75 has increased slightly. East Renfrewshire has a higher life expectancy rate at the same age than the Scottish average - 12.2 (2021-23).
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Strategic Priority 5 Charts

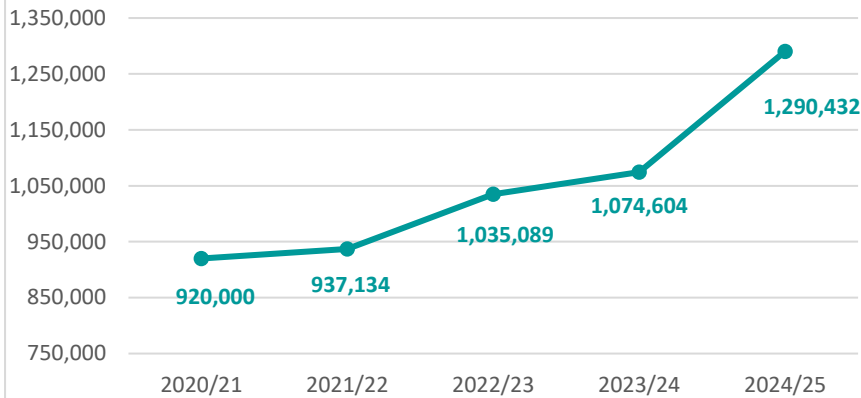


Fairer East Ren Progress

The five indicators below show how **safe and more socially connected our residents feel within their communities**. A total of **622 fire home safety visits** were carried out between April 2024 and March 2025 during which fire and non-fire related risks were identified in residents' homes. In addition, a total of **1,245 scam prevention packs were distributed** to residents providing them with valuable resources and information to help them feel safe.



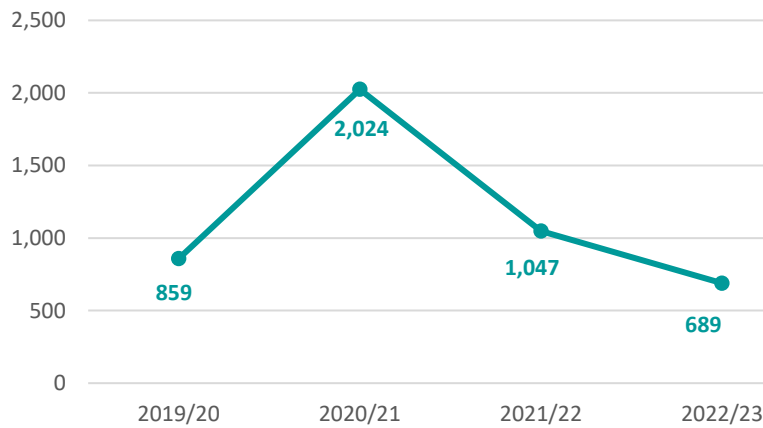
No. of nuisance calls blocked



The number of nuisance calls blocked has risen by 215, 828, a 20% increase.

Source: ERC Trading Standards

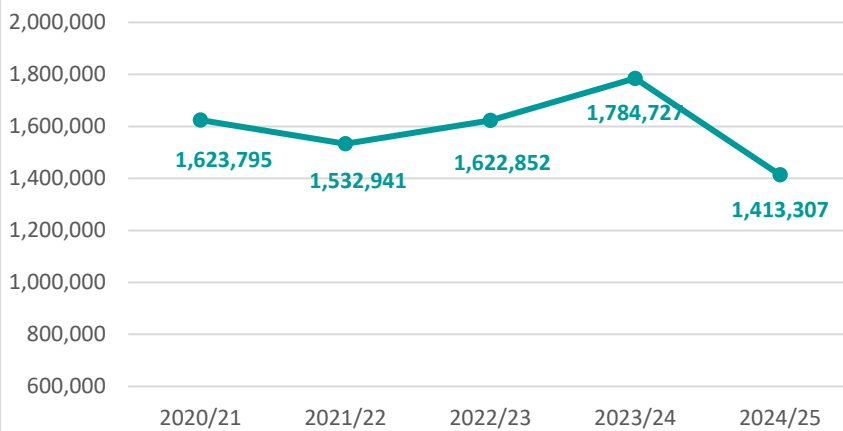
No. of public nuisance calls



The number of public nuisance calls has decreased by more than a third (34.2%) since 2021-22. Public nuisance calls data from Police Scotland for 2023/24 will not be available until June 2025.

Source: Police Scotland

Park footfall (no. of people)



Park footfall has fallen more than 10% during the last year.

Source: Travel and Tourism Business Development Portal

See how community planning partners have been working to keep our residents **safe** and **socially connected within their communities**:

- 92-year-old Fatima *enjoying life again after a fall

During assessment by the Community Rehabilitation team after a fall, Fatima's husband said he had noticed his wife was spending more time sitting rather than being up and about. Over six weeks, the team helped her to improve her strength, balance, mobility and confidence through a rehabilitation programme including exercise and nutrition advice to preserve her independence and ability to move safely and access outdoors. Fatima's husband also took part in the home exercises as he too was keen to keep himself as fit as possible. A Telecare community alarm was installed and referral was made to MART for income maximisation and advice. As neither of them had had a sight test for years, this was also arranged to reduce the risk of further falls.

- George * struggling after stroke

George who is in his nineties was no longer able to participate in the activities he once enjoyed following a stroke, which was negatively impacting his mood. Suitable support options were explored following a needs assessment and George's son was provided with one-to-one and group information on Chest Heart & Stroke Scotland, local memories groups, mobility-friendly activities and local stroke support groups as well as the befriending services offered by Mearns Kirk Helping Hands.

Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank



Our Community Planning Partnership (CPP) continues to work to reduce the inequalities experienced by residents in those areas where outcomes in health, employment, education and experience of crime can be disproportionately poorer when compared with other areas of East Renfrewshire. These areas are Dunterlie, Arthurlie & Dovecothall (ADD2); Auchenback; Neilston and Thornliebank (Locality Planning Areas).

Throughout 2024-25 there have been a number of community engagement opportunities including public meetings, surveys and information sessions for residents to identify key priorities in their community. Progress in the development of refreshed locality plans varies across all four areas.

Thornliebank

Locality planning is led by *Thornliebank Together* who have undertaken a robust programme of community engagement to understand resident priorities for the area. To support local people to get involved, *Thornliebank Together* carried out online and paper surveys and held face-to-face drop-in events. Findings are currently being collated to identify local priorities and the results will be shared with the local community and partners when available.

Neilston

Following several local meetings and drop-in events, residents have worked alongside partners to respond to some of the priorities identified in the consultation process. This included the creation of

a local community directory providing information on the activities and groups which exist in the village. The Community Learning and Development (CLD) team will continue to engage with community members to identify next steps.

Arthurlie, Dunterlie and Dovecothall (ADD2)

The CLD team has held a number of public meetings and drop-in events to engage with residents across the ADD2 area. Unfortunately, these events have not been well attended. Work is currently underway to engage with a variety of community stakeholders to understand their aspirations for their community and how they wish to engage in this process. This will ensure they are central to the development of future plans.

Auchenback

Discussions are underway between Scottish Community Development Centre (SCDC) and the CLD team to identify opportunities to work in partnership in the creation of a community-led place plan for Auchenback, thus shaping a broader locality plan for the area.

In June 2024, SCDC began a programme of support to help strengthen and improve local community engagement and participation. This was carried out via training workshops which explored the principles, standards, processes and methods that underpin good practice in community engagement.

Eight sessions took place between June 2024 and January 2025 and delivered to 88 participants across the Council. These covered:

- The key values and principles which underpin a good community engagement process and planning and evaluating engagement practice
- The policy landscape associated with engagement and available supporting resources including the National Standards for Community Engagement
- Community engagement methods, from social media to story dialogue
- The core principles of co-production, its position within engagement practices and its successful implementation.

The learning from these sessions will continue to inform how we engage and work with our localities across our community planning structures to support the development and delivery of locality plans that reflect the needs of each individual area.



Report produced by Strategic Services Team, East Renfrewshire Council

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End-Year complaints 2024/2025





All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. During 2024/25 we received 999 complaints; this was a 5% decrease on the previous year where 1,061 complaints were received. Most complaints are received by the Environment Department, 58.3% of the councils' complaints. The data shows that, both the 5-day target and the 20-day target to respond to frontline (stage 1) and investigation (stage) complaints, was achieved. There was an average time of 4.7 days taken to respond to frontline complaints and an average of 19.2 days taken to respond to investigation complaints. The most common issue for a complaint continues to be the "standard or quality of service", making up 34% of the complaints received. Note data reported was the position as at 14 April 2025.

Data tables^{1, 2}

Description	2023/24	2024/25
Complaints Received	1061	999
Number complaints closed at stage one as % of all complaints	90.8%	85.8%
Number complaints closed at stage two as % of all complaints	5.1%	8.0%
Number complaints closed at stage two after escalation as % of all complaints	4.1%	6.2%
Not Upheld	2023/24	2024/25
Number complaints not upheld at stage one as % of complaints closed at stage one	44.7%	36.2%
Number complaints not upheld at stage two as % of complaints closed at stage two	56.6%	57.0%
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	53.5%	59.0%
Partially upheld	2023/24	2024/25
Number of complaints partially upheld at stage one as % of complaints closed at stage one	12.4%	11.1%
Number complaints partially upheld at stage two as % of complaints closed at stage two	26.4%	20.3%
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	23.3%	27.9%
Upheld	2023/24	2024/25
Number of complaints upheld at stage one as % of all complaints closed at stage one	21.4%	19.4%
Number complaints upheld at stage two as % of complaints closed at stage two	1.9%	12.7%
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	18.6%	11.5%
Resolved	2023/24	2024/25
Number of complaints resolved at stage one as % of all complaints closed at stage one	20.6%	33.0%
Number complaints resolved at stage two as % of complaints closed at stage two	9.4%	10.1%
Number escalated complaints resolved at stage two as % of escalated complaints closed at stage two	2.3%	1.6%
Outcome Not Recorded	2023/24	2024/25
Number of complaints where the outcome was not recorded at stage one as % of all complaints closed at stage one	0.8%	0.4%
Number complaints where the outcome was not recorded at stage two as % of complaints closed at stage two	5.7%	0%
Number escalated complaints where the outcome was not recorded at stage two as % of escalated complaints closed at stage two	2.3%	0%

1 - Data notes: Definitions: Stage 1 - complaints closed at stage 1 Frontline Resolution; Stage 2 (direct) - complaints that bypassed stage 1 and went directly to stage 2 Investigation (e.g. complex complaints); Escalated - complaints which were dealt with at stage 1 and subsequently escalated to stage 2 (e.g. because the customer remained dissatisfied); Investigation - stage 2 and escalated complaints combined

2 - All previous year's data has been updated at the time of writing this report (14/04/25), meaning some of the figures shown for previous years may not match with other reports due to records being updated.

Description	2023/24	2024/25	SPSO Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	5.66	4.72	5	
Average time in working days to respond to complaints at stage two (investigation)	20.15	22.33	20	
Average time in working days to respond to complaints after escalation (investigation)	22.51	15.03	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	21.81	19.15	20	

Description	2023/24	2024/25
Number complaints closed at stage one within 5 working days as % of stage one complaints	64.6%	82.6%
Number complaints closed at stage two within 20 working days as % of stage two complaints	47.9%	59.5%
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	36.2%	82.0%
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	42.1%	69.3%

Description	2023/24	2024/25
% of complaints at stage one where extension was authorised	2.3% (22)	4.4% (37)
% of complaints at stage two where an extension was authorised	43.8% (21)	39.2% (31)
% of escalated complaints where extension was authorised	21.3% (10)	27.9% (17)

Learning from complaints

The Council is committed to learning from complaints to improve the quality of services and customers' experiences and our complaints handling. In 2024/25 the following actions were carried out to improve complaints handling and customer service.

- The Data team developed an interactive complaints' dashboard for Council, HSCP and ERCLT complaints monitoring. The dashboard is automatically updated daily, giving managers and employees a visualisation of open complaints, response times and trend analysis.
- The Customer Services team in the Business Operations and Partnerships Department are trialling a call back facility on phone lines, in response to complaints about call waiting times. This facility gives customers the option to select a call back, their call will be held in the queue and the system will call them back as soon as Customer Service Officer is available. Early customer feedback from the trial on our general enquiry line has been positive with customers commenting 'great service'.
- The Education Department has been working with the complaint handlers' group to improve the approach to recording and monitoring of complaints. This has included work to improve the recording dates, ensuring a more accurate understanding of response times and reducing those considered 'late'. The Department is working to improve the categorisation of all complaints. This will result in a greater understanding of the nature of complaints, enabling further analysis to be undertaken and subsequently lead to further improvement activity. The Department has reviewed existing processes, and this has resulted in changing internal deadlines and sign-off processes, supporting quality assurance and the completion of responses on time.
- In the Environment Department, the Neighbourhood Services team have increased on-site meetings with both Councillors and residents, for example, regarding litter complaints, general maintenance of open spaces and concerns around road safety. Improved communication through social media, mail drops and ward updates and giving advanced notice of upcoming changes such as refuse collection and street cleansing changes, aim to reduce complaints.