



Community Planning and Fairer East Ren: Annual Report 2020-2021

Introduction

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

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

This is the third annual report on progress made towards the outcomes and shows some of the improvements that have been achieved. This report also 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

This report reflects actions taken in 2020-21 and very much focuses on the significant amount of partnership work carried out in response to the Covid-19 pandemic. Community Planning Partners will continue to build on this strong partnership approach in relation to recovery and renewal and to build back better in line with the vision.

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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 also 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

Performance and Progress 2020-21

This section of the report is structured around our five strategic priorities. For each priority, there is key performance data, progress updates on delivery against Fairer East Ren and other partnership working highlights.

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*
- Parents provide a safe, healthy and nurturing environment for their families
- Children and young people are cared for, protected and their wellbeing is safeguarded

*Fairer East Ren outcome

Our CPP monitors the following indicators to provide an overall picture of strategic priority 1: early years and vulnerable young people:

| Indicator | Source | Previous data | Current data | Notes |
|---|---|-----------------------------------|---------------------------------------|--|
| Male life expectancy at birth | National Records of Scotland | 80.7 (2016-18 rolling average) | 80.3 (2017-19 rolling average) | Higher than the Scottish average (77.2) |
| Female life expectancy at birth | National Records of Scotland | 83.6 (2016-18 rolling average) | 84.0 (2017-19 rolling average) | Higher than the Scottish average (81.1) |
| Healthy birthweight (singleton babies) | NHS (modelled by the Improvement Service) | 89.8% (2017-18) | 82.7% (2019) | Higher than the Scottish average (81.8%) |
| Children and Young People Dependency Ratio | National Records of Scotland | 0.26 (2019) | No new data | |

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

We have continued to support families to increase their income (from employment and social security) and reduce their essential costs of living. Please see our Local Child Poverty Action Report for full details on how we have been addressing child poverty in East Renfrewshire including key performance indicators.

There have been some key successes to report for 2020-21:

- **Work EastRen** and **MART** teams launched the new Scottish Government **Parental Employability Support Fund (PESF)** programme providing **support for parents who face barriers to progressing their careers**. Support includes help to gain a qualification, improving skills or work experience, money advice and motivational support.
- In partnership with **DWP, Skills Development Scotland** and the **Third Sector** interface, the **Council** developed a model which addresses all barriers to work including lack of skills, experience, health support, money advice and childcare access.
- Since September 2020 there have been 19 PES registrations with the following outcomes:
 - 3 parents have gained qualifications
 - 3 have had successful employment outcomes
 - 7 have had an increase in income, either from employment or benefit check

Sally, full time employed single mother of two year old

During the pandemic Sally decided to go part-time to make balancing everything a bit easier. However, she began to worry about how this would affect her benefits and her boss informed her that she might need to go full time again soon. Sally joined the **PES programme** to find out about her employment options and financial situation.

Steven at **MART** helped Sally to complete a full benefit calculation making sure that all the benefits she was currently on were correct. He then explained how different career decisions would affect these benefits ranging from not working to working full time. It was important that Sally could find an affordable option that provided a good work-life balance and time to spend with her child.

Steven and Sally spoke almost every week for 6 weeks to ensure she fully understood her options. From their original conversation it became clear that there would be one month when Sally would receive fewer benefits than normal, however with Steven's support, Sally was prepared and was able to overcome this obstacle.

In addition to ensuring Sally had the information required to make lasting change, Steven and the team provided additional support. Due to the difficulties she faced through COVID, the team made sure Sally had the opportunity to really bounce back. For example, following an application to an energy bill relief fund, Sally was awarded **£121 off her energy bills**.

Sally is now working with the employability side of the project to move into a new career with all the knowledge, understanding and support she might need during the transition. With the support, Sally is better able to focus at work now that she has a better understanding of her options.

Sally reported on having a **more positive work/life balance, reduced stress and more quality time with her family**. She no longer needs the financial support and advice provided by PES and the MART team but she knows that she can reach out again when required and feels comfortable and confident enough to do so.

Snapshot of success in 2020-2021

Food provision

Throughout the pandemic East Renfrewshire Community Planning third sector partners worked extensively to provide **free** and **low-cost food** including, but not limited to:



- Establishment of a Food Hub to home deliver weekly food parcels to those in need, distributing around **4,000 food parcels** over six months involving about 50 staff and volunteers.
- Delivering approximately **1,300 weekly free school meal food parcels** to all entitled pupils throughout lockdown and school holidays.
- Providing **supermarket vouchers** to households in need through MART and the Citizens' Advice Bureau.
- Delivering **emergency food parcels** to homes via the Council's Community Wardens.
- Providing a **volunteer run shopping service** through the Community Hub
- Supporting **2 Food Shares** to re-open when restrictions allowed
- Supporting the establishment of a **Food Larder Network** with **3 active larders**
- Creating a **food dignity network** including connections with **community growing spaces** and **gardens** for community wealth building.



Reducing costs of the school day

The Back to School Bank, which has seen an increase in demand over the past year, provides children in situations of poverty and hardship, with a brand-new school uniform, gym kit, school bag, stationery. The children remain anonymous and the school bank operates on a referral system with local support agencies, schools and third sector organisations.



Back to SchoolBank East Renfrewshire

We recognised the potential for young people in poverty to become digitally excluded during home learning. In August 2020, the Education department issued 600 Chromebooks, 51 Mifi devices and 29 charging trolleys from the Connecting Scotland initiative to schools. Allocations were based on equity related factors. In March 2021, they issued an additional 700 Chromebooks to schools which were allocated based on equity related factors.

Fuel Poverty

Fuel poverty has become an ever-increasing issue as a result of COVID, as families are spending more time in the house due to the closure of schools or have had their income reduced as a result of furlough/redundancies.

NHS Greater Glasgow and Clyde has seen a major increase in staff using fuel poverty and staff money worries programme (320% increase since last year, 781 staff used this service so far in 2020/21).

Barrhead Housing Association worked in partnership with Citizen's Advice Bureau to provide emergency fuel payments to tenants in need. Between May 2020 and March 2021, almost £20,000 was distributed to 257 East Renfrewshire residents who were struggling with fuel debt or costs.

Strategic Priority 2: Learning, Life and Work



The outcome we want is...

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

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

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

*Fairer East Ren outcome

| Indicator | Performance summary | Previous data | Current data | 2021-2022 target | 2022-23 target | 2023-24 target |
|---|--|---------------|-------------------------|------------------|----------------|----------------|
| % S4 pupils with school meal entitlement that achieved 5+ National 5 qualifications in S4 | | 56% | 47% (target 55%) | Not set yet | Not set yet | Not set yet |
| % Workless households | Slight increase, still on target and below | 13.1% | 14.3% | 14.3% | Not set yet | Not set yet |

| | | | | | | |
|--|--|-------|--------------|-------|-------------|-------------|
| | Scottish average of 17.1% | | | | | |
| % Working age population in employment | Slight decrease | 75.4% | 77.7% | 74.2% | Not set yet | Not set yet |
| % 16-19 year olds participating in education, employment or training | Slight decrease | 96.9% | 96.7% | 97% | Not set yet | Not set yet |
| % 16-64 year olds claiming out of work benefits | Slight increase of 0.3 % points. Less than Scottish level 6% | 3.3% | 3.6% | 3.6% | Not set yet | Not set yet |

Our CPP also monitors the following indicators to provide an overall picture of strategic priority 2: learning, life and work:

| Indicator | Source | Previous data | Current data | Notes need updating |
|---|---|-----------------|------------------------|--|
| % School leavers in a positive destination | Scottish Government (modelled by the Improvement Service) | 97.5% (2018-19) | 96.2% (2019-20) | A slight decrease however update compares favourably to the Scottish average of 93.3% |
| % Population who are economically active | Office for National Statistics (NOMIS) | 75.4% (2019) | 76.6% (2020) | An increase of 1.2 percentage points from the previous period but 0.2 percentage points lower than the Scottish average (76.8%). |

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

There have been some key successes to report for 2020-21:

- **The Work EastRen team** has continued to promote employability services, particularly for those facing multiple barriers to employment and a **new pathway for 16-24 year olds** has been developed via the Scottish Youth Guarantee programme delivering specialist provision in East Renfrewshire for this age group: **additional support needs; care experienced young people** and the creation of **15 Modern Apprenticeships**.
- Further funds were secured via the Scottish Government's *No one Left Behind* programme to **support employed and unemployed parents; parents with disabilities; pre-employment support**



for **young parents; pre-employment support for parents accessing funded Early Learning and Childcare** and support for 16-26 year olds via the Scottish Youth Guarantee programmes.

- **The Council's Economic Development team** processed almost **5,000 Covid business grant payments worth £17.3 million**.
- **The Employability Lead** and the **Local Employability Partnership** continue to review the employability services being delivered within East Renfrewshire to identify gaps, avoid duplication and secure funding. For example, **an additional needs employability programme** was funded via the Scottish Youth Guarantee once a gap had been identified.
- **Work EastRen** secured **50 tablets** via the Connecting Scotland programme for **households with children** or where a child is normally resident (including pregnant women with no children in the household) at risk of digital inclusion.
- Town Centre Recovery groups continue to meet as and when required to help form local responses to Covid-19.
- **East Renfrewshire Council Living Wage Accreditation** was **achieved** in November 2020. Tenders now include a **Fair Work & Living Wage** question to ensure bidders consider these areas. Community Benefit (CB) clauses now include a community Wish List (residents' wish list of local projects put forward to contractors/suppliers to choose from). Any community group, including charities, schools and services, can submit online the cause they would like supported. Contractors will be directed to this when preparing their bid and upon contract award. Companies delivering **Community Benefits** are encouraged to **offer opportunities to low income families** through increased CB points available for assisting those from priority backgrounds.
- **West College Scotland** have supported:
 - 415 East Renfrewshire students
 - 55 local residents studying on European Social Funded Employability Programme
 - 3 local companies via the Flexible Workforce Development Fund

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*
- East Renfrewshire is a thriving place to invest and for businesses to grow
- East Renfrewshire is an attractive place to live with a good physical environment
- East Renfrewshire is a great place to visit
- East Renfrewshire is environmentally sustainable

*Fairer East Ren outcome

Our CPP monitors the following indicators to provide an overall picture of strategic priority 3: economy and environment:

| Indicator | Source | Previous data | Current data | Notes |
|--|--|---------------|--------------|---|
| % Adult population educated to HND/Degree level or above | Office for National Statistics (NOMIS) | 58.5% (2019) | 60.4% (2020) | Higher than the Scottish average of 49.3%. These figures are estimates based on a sample survey. True values will lie between + or – 3.9% of the quoted figure. |

| | | | | |
|--|---|----------------|------------------------------------|---|
| % Population of working age (16-64) | Office for National Statistics (NOMIS) | 59.5% (2019) | No new data available | This figure has slowly been decreasing over the last 6 years. Lower than the Scottish average of 64% in 2019. |
| % Residents who are 'satisfied' or 'very satisfied' with East Renfrewshire as a place to live | East Renfrewshire Citizen's Panel | 95% (2020) | 89% (indicative, 2021) | Satisfaction remains high although a slight decrease may be as a result of the Covid-19 pandemic. The Citizens Panel survey is bespoke to East Renfrewshire so there are no Scottish comparisons available. |
| Business Survival Rate | Office for National Statistics | 60.3 (2014-17) | 52.7 (2016-2019) | |
| Median earnings for East Renfrewshire residents who are employed | Office for National Statistics (modelled by the Improvement Service) | £590.70 (2018) | £647.30 (2020, provisional) | This figure has risen by over £55 and is substantially higher than the Scottish average (£486.70) |
| Carbon Dioxide (CO2) emissions per resident | Department for Business, Energy & Industrial Strategy (modelled by the Improvement Service) | 4.6 (2015-16) | 4.2 (2018) | |

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

Local Transport

Following completion of the two transport studies just before the outbreak of Covid-19 (including one on **community transport**), a Transport Delivery Plan was scheduled to be developed based on the key issues, recommendations and actions from the studies. As a reminder, some of the key issues which were identified were:

- Anticipated population growth and ageing population
- Reducing inequality
- Sustainability – to minimise car use
- Routes in and around the area

Due to the focus over the past year on the response to Covid-19, the Transport Delivery Plan has not yet been produced. Confidence in using particular modes of transport have been impacted and certain groups are faced with decisions based on risk of health. Disadvantaged and low income groups may not have any choice and will require to use the same modes – regardless of social distancing or fare increases due to

falling passenger numbers. This may increase the gap between those that have options and those that don't.

Moving forward, the Plan will now need to take cognisance of a shifting landscape due to the pandemic and the changes that this will have on travel patterns – both short-term and long-term.

Snapshot of success 2019-2020

Around **40 residents** accessed the **volunteer community transport** to vaccination centres between February and May 2021.

Glasgow City Region City Deal



Improvements to Balgraystone Road (Barrhead) are now **complete**. Part of East Renfrewshire's £44m Glasgow City Region City Deal investment, these improvements have:

- opened up new residential development opportunities, including access and utility services to support the regeneration of Barrhead, the first phase of which will include a development of 39 council homes
 - improved access to Dams to Darnley Country Park and the proposed new rail station, enabling a rail and bus interchange
- provided better connections for walking and cycling to Dams to Darnley Country Park
 - supported the wider long term economic objective of delivering a new sustainable community in Barrhead South of up to 1,050 new homes within the next 10 years.

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

*Fairer East Ren outcome

These indicators are set for the Fairer East Ren Mental Health and Social Isolation Plan which straddles priority 4 (safe, supportive communities) and priority 4 (older people and people with long term conditions)

| Indicator | Performance summary | Previous data | Current data | 2021-22 target | 202-23 target | 2023-24 target |
|---|---|---------------|--------------|----------------|---------------|----------------|
| % Adults with a strong sense of belonging to their community (source: East Ren Citizen's Panel) | Increase of 14 percentage points above target. | 78% | 47% | 65% | Not set yet | Not set yet |
| % Adults who have someone they can rely on for help (source: East Ren Citizen's Panel) | Slight decrease of 1 percentage point below target. | 69% | 61% | 72% | Not set yet | Not set yet |

Our CPP also monitors the following indicators to provide an overall picture of strategic priority 4: safe, supportive communities:

| Indicator | Source | Previous data | Current data | Notes |
|---|---|---------------|------------------------------|--|
| Number of crimes per 10,000 population | Police Scotland (modelled by the Improvement Service) | 272 (2017-18) | 232 (2019-20) | Decrease of 40 crimes per 10,000 population |
| Number of dwelling fires per 100,000 population | Scottish Fire & Rescue Service | 63 (2018-19) | 100 (2019-20) | The increase may be as a result of more residents being at home due to the pandemic. |
| % Adults who think levels of crime have 'increased slightly' AND 'increased greatly' in the past two years | East Renfrewshire Citizen's Panel | 29% (2019-20) | No new data available | On a par with the previous year. The Citizens Panel survey is bespoke to East Renfrewshire so there are no Scottish comparisons available. |

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

This year has seen the suspension of many groups and clubs which had positively impacted on residents' mental health and wellbeing pre-pandemic. However, despite this, there have been some key successes to report under Fairer East Ren including:

- The **library service** offered a mix of **Click & Collect** as well as limited browsing and public PC use (during periods when restrictions were lifted). Both services were relatively well used and even when libraries were closed, the **online eBook** and **digital magazine services** (BorrowBox) continued to operate. At no time before has it been so evident that reading for pleasure and learning has enormous benefits for mental health and wellbeing.

Comments from library service users:

"I'm back on BorrowBox. It's been a lifesaver during lockdown."

"The staff at Giffnock are superb and always happy to help. BorrowBox has been an invaluable support during these trying times."

"It has been so good to have the library to use in lockdown".

- A pro-active **promotion of mental health supports** to the **local business community** was carried out based on evidence of mental health impacts of the pandemic on business owners.
- A range of social media campaigns have been supported throughout the year, including United to Prevent Suicide, It's OK not to be OK, Alcohol Awareness Week, Dry January (with a focus on mental health & wellbeing) and Stress Awareness Week. All campaigns were designed to **promote open conversations about mental health & wellbeing** and work continues in this area. **Campaigns reached between 9,000 and 17,000 people via Facebook** and reached up to **80-90,000 people on Twitter**. United to Prevent Suicide had the greatest reach with 73 link clicks across Facebook and Twitter.
- At the start of the pandemic, the **GP practice link workers** moved to telephone based wellbeing calls. The **number of people being supported remained high** and during the period between March and December 2020 there were around **650 referrals**. Link workers also carried more than **250 wellbeing calls** to individuals identified by GP practices including those shielding. The most common reason for referral was anxiety/stress followed by depression and then bereavement and loss, family issues and relationships. Based on learning from the pandemic period, the service will move to a mix of face-to-face and telephone/video appointments as this will increase capacity and engagement with link workers.

Feedback from GPs and individuals receiving support continues to be positive:

"invaluable in the current climate" (GP)

"meaningful and worthwhile advice and guidance." (service user)

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*
- Older people and people with long term conditions stay as healthy as possible
- Older people and people with long term conditions live safely and independently in the community
- Carers are valued and can maintain their own health and wellbeing

*Fairer East Ren outcome

These indicators are set for the Fairer East Ren Mental Health and Social Isolation Plan which straddles priority 4 (safe, supportive communities) and priority 4 (older people and people with long term conditions)

| Indicator | Performance summary | Previous data | Current data | 2021-22 target | 2022-23 target | 2023-24 target |
|---|--|---------------|--------------|----------------|----------------|----------------|
| % Adults with a strong sense of belonging to their community (source: East Ren Citizen's Panel) | Decrease of 31 percentage points and below target. | 78% | 47% | 65% | 65% | Not set yet |
| % Adults who have someone they can rely on for help (source: East Ren Citizen's Panel) | Decrease of 8 percentage points and below target. | 69% | 61% | 72% | 72% | Not set yet |

Our CPP also monitors the following indicators to provide an overall picture of strategic priority 5: older people and people with long term conditions:

| Indicator | Source | Previous data | Current data | Notes |
|--|------------------------------|---------------------------------------|---------------------------------------|---|
| Older Age Dependency Ratio | National Records of Scotland | 0.3 (2019) | No new data | |
| Male Life Expectancy at age 75 Years | National Records of Scotland | 11.8 (2016-18 rolling average) | 10.7 (2017-19 rolling average) | Male life expectancy at age 75 has decreased by around one year. East Renfrewshire has a higher life expectancy rate than the Scottish average. |
| Female Life Expectancy at age 75 Years | National Records of Scotland | 12.9 (2016-18 rolling average) | 12.3 (2017-19 rolling average) | Female life expectancy at age 75 has decreased slightly since the last estimate of 12.9 but has been consistently higher than the Scottish average. |

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

There have been some key successes to report under Fairer East Ren including:

- East Renfrewshire **Trading Standards** have been working with **Police Scotland** to **raise awareness of telephone scams** that are impacting local residents. Local retailers were educated around current trends including victims being deceived into purchasing high value vouchers such as Amazon, Google Play and iTunes. Retailers received educational posters for displaying within the

store for staff and customers. Police Scotland Youth Volunteers delivered awareness leaflets to a number of homes in East Renfrewshire, leaflets were displayed in the vaccination centres and included in food parcels that were delivered to residents.

- Unable to continue its community-based work due to the pandemic, **Talking Points** linked up with the **new Community Hub** and the Initial Contact Team within Social Work to provide advice and support to Voluntary Action East Renfrewshire in the creation and delivery of new community supports. The Talking Points Co-ordinator was based within Voluntary Action's buildings in order to better respond to identified needs and when appropriate, provide support.

Talking Points customer feedback:

"I was feeling frustrated, anxious, and angry and didn't know where to turn to next. I phoned the community hub and within 15 minutes Talking Points had phoned and were on my case. ---- was a great listener, had a very calming manner and told me not to worry as he would find out the required information. This was last Thursday at the back of 14.00. By Friday afternoon he had made contact with the department and gave me the superb news that I had been needing. I'd like to thank ---- so much for taking time to help me and resolving my problem so quickly."

- **Talking Points** members continued to meet with its partners during lockdown via Microsoft Teams, continuing to link with the Community Hub when their expertise was required to give advice and support to residents either by phone, Zoom or Teams. In March 2021, the three Community Hub partners, HSCP management and Talking Points partners agreed to formalise and capitalise on the relationships forged during the pandemic within the Community Hub and the message that *"Talking Points has a new home at the Community Hub"* was circulated.
- As a result of the pandemic many organisations and groups had to stop operating which resulted in the majority of supports being focused around the following areas:
 - 23 organisations supported to access national and local pandemic funding opportunities
 - 62 organisations & groups receiving weekly updates on the latest Scottish Government guidance, support information and local supports
 - 28 organisations part of the Wellbeing Network
 - 13 organisations part of the Food Dignity Network
 - 8 organisations part of the Digital Inclusion Partnership
 - 28 social enterprises & 49 non-social enterprises 1:1 capacity support interventions
 - 14 online group training sessions – 118 social enterprise attendees & 106 non-social enterprise attendees.
- East Renfrewshire **Trading Standards** and **Police Scotland** have been working in partnership to **raise awareness of telephone scams** that are impacting local residents. Retailers throughout East Renfrewshire were visited and educated around current trends which included victims being



deceived into purchasing high value vouchers such as Amazon, Google Play and iTunes. Retailers were provided with educational posters for displaying within the store for staff and customers. Police Scotland Youth Volunteers delivered awareness leaflets to a number of homes in East Renfrewshire, leaflets were displayed in vaccination centres and included in food parcels that were delivered to residents.

- Only high risk fire home safety visits were carried out during lockdown, however visits will be resumed as soon restrictions are lifted.

Snapshot of success 2020-2021

Expanding the Telecare Service

Telecare, or community alarm, **provides a link from a person's home to the Council's 24 hour response centre**. The alarm allows people to raise an emergency and at the touch of a button. The Telecare service has continued to reach new residents – on average around 40 per month - and the team has worked tirelessly through the pandemic to ensure that there has been no disruption to the service. Telecare responders carried out more than **1,500 emergency visits each month**.

Financial harm toolkit launched

Comments from Telecare clients:

"The ladies were very friendly, helpful and put me at ease, they helped me and they were so lovely and patient with me, making sure that I was ok and safe before they left, they wouldn't accept anything other than a thank you. They are a credit to the council and the wonderful service that they provide, for which I am very grateful"

"The girls that came to install my mum's alarm were absolutely lovely. They put myself and my mum at ease very friendly, exceptionally helpful and professional. This has given me peace of mind that my mum is in safe hands should she ever need help. Thank you again."

In the summer of 2020, Trading Standards launched a financial harm toolkit, empowering residents to **avoid personal and financial harm**, particularly relevant for those residents in vulnerable situations. The self-help toolkit contains information such as **doorstep crime, email scams, unwanted mail, online shopping, Covid-19 scams, financial abuse** and **power of attorney**. It also covers **scam prevention** tailored to protecting residents living with cognitive impairment/dementia, financial abuse of the elderly and what residents should do if they receive nuisance phone calls.

Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank



Our Community Planning Partnership (CPP) recognises that inequalities are experienced in some communities more so than others. We are working together to reduce these inequalities by targeting and focusing our resources where they can have the most impact on people's lives.

In 2017 the CPP agreed that extra focus should be given to the communities of Auchenback, Dunterlie, Arthurlie & Dovecothall, Neilston and Thornliebank as we know from data and lived experiences that outcomes in health, employment, education and experience of crime can be disproportionately poorer when compared with other areas of East Renfrewshire.

We use a 'locality planning' approach to address these outcome inequalities. This means we look at a 'locality' or 'neighbourhood' as whole, aim to understand people's needs, priorities and aspirations, and collectively work on improving them with all of the resources across all of our organisations and local community groups there. Locality planning is also about building and maintaining ongoing partnerships in a neighbourhood and enabling the people there to be as involved in decision making about services and improvements as they want to be.

In light of COVID-19, locality planning has been heavily impacted across the four localities. As a result, we are currently exploring different engagement methods including online workshops and sessions to engage with existing groups and new members from the community, whilst we are unable to provide building-based face to face delivery. The focus at this time is very much on renewal and recovery. At the time of writing this report we are still working on a detailed locality planning timeline.

Next steps

In March 2021, community planning partners agreed that the Performance and Accountability (PAR) group meetings to oversee progress and scrutinise performance would be replaced with a simpler approach of two meetings per year, **focusing on action**. These meetings will consist of Board members (including Councillors) as well as representation from the following thematic groups:

- Child Poverty Oversight Group
- Strategic Local Employability Partnership
- Wellbeing Network
- Safe ER
- East Renfrewshire Digital Inclusion Partnership

It was also agreed that in time, the Locality Planning Steering groups could also be represented at these meetings.

For 2021-22, the FairER Delivery Plans will be reviewed and revised as one year Recovery Transition Plans developed by the appropriate thematic groups (as listed above).

Despite not being able to meet face to face for over a year, community planning partnership working has continued throughout, ensuring our responses to the pandemic and its impacts on local residents have been effective. More than ever, a partnership approach will be essential for recovery and renewal across East Renfrewshire and to ensure that we are not simply 'returning to normal' but are 'building back better'.



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