

**Business Operations and Partnerships Department**

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Date: 28 April 2023

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

**CABINET**

A meeting of the Cabinet will be held in the Council Chambers, East Renfrewshire Council Headquarters, Eastwood Park, Giffnock on **Thursday, 11 May 2023 at 10.00am.**

The agenda of business is as shown below.

**Louise Pringle**

L PRINGLE

DIRECTOR OF BUSINESS OPERATIONS & PARTNERSHIPS

**AGENDA**

1. **Report apologies for absence.**
2. **Declarations of Interest.**
3. **COVID Reserve – Review of 2022/23 Allocation and Proposals for 2023/24 – Report by Director of Business Operations & Partnerships (copy attached, pages 3 - 16).**
4. **Local Government Benchmarking Framework – 2021/22 Performance – Report by Chief Executive (copy attached, pages 17 - 56).**
5. **Draft Gaelic Language Plan 2023-2028 – Report by Director of Business Operations and Partnerships (copy attached, pages 57 - 88).**
6. **Request for Approval for Direct Bid to Osiris Educational Woodhall Spa Limited – Report by Director of Education (copy attached, pages 89 - 92).**
7. **External Wall Insulation Contract Variation – Report by Director of Environment (copy attached, pages 93 - 96).**
8. **Get to Zero Action Plan – Report by Director of Environment (copy attached, pages 97 - 138).**

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

EAST RENFREWSHIRE COUNCILCABINET11 May 2023Report by Director of Business Operations & PartnershipsCOVID RESERVE – REVIEW OF 2022/2023 ALLOCATION  
AND PROPOSALS FOR 2023/2024**PURPOSE OF REPORT**

1. The purpose of this report is to inform Cabinet of the progress on projects that were allocated COVID reserve funding in October 2022 and to seek Cabinet approval for the allocation of a further £1.7m of non-recurring COVID recovery reserves, available in 2023/24, to help mitigate the four main harms of the pandemic.

**RECOMMENDATIONS**

2. It is recommended that Cabinet:
- a) Note the good progress made towards delivering proposals in 2022/2023 from the allocation of £1,679,726 of COVID reserves in October 2022 to support recovery.
  - b) Note the details of the final tranche of COVID recovery reserves available in 2023/24, resulting from previous years' Scottish Government funding, to support pandemic recovery and renewal.
  - c) Approve the strategic approach to support recovery under the following key areas, which are related to the '4 harms' of the pandemic:
    - i. COVID-19 contingency for response
    - ii. Organisational recovery (Council and HSCP)
    - iii. Wellbeing support for vulnerable individuals
    - iv. Community recovery and capacity building
    - v. Financial advice and support to individuals
    - vi. Direct financial and winter support to residents
  - d) Approve the outline funding proposals, with allocations against the above key areas, totalling £1.7m.
  - e) Delegate to the Director of Business Operations & Partnerships and Head of Accountancy, in consultation with the Leader of the Council to exercise flexibility in the terms of these proposals, to ensure most effective use of funding within the spirit of COVID recovery, capacity building and provision of support to the most vulnerable local people.
  - f) Agree that a report with more detailed winter-support proposals (still within the funding envelope of £1.7m unless underspends become available) will be brought back to Cabinet for consideration in October 2023.

- g) Note that a final report outlining actual spend and updating on delivery and impact will come back to a future Cabinet meeting in 2024.

## BACKGROUND

### Reserve Funding

3. In response to COVID-19, the Scottish Government released various streams of temporary funding to local authorities to react to the emerging needs and challenges faced by residents, businesses and service provision.

4. The long-term impact of the pandemic means that our residents and communities still require ongoing, targeted support to recover and rebuild lives. Residents also continue to be affected by the Cost-of-Living crisis. Inflation (CPIH) reduced slightly between February and March to 8.9% but in the UK, 1 in 3 adults have reported that they are struggling to afford rent or mortgage payments. The prices of food and non-alcoholic drinks rose at the fastest rate in more than 45 years in the 12 months to March 2023. Food price inflation is at 19.1% ([ONS](#), 19 April 2023).

5. The funding landscape has been complex, with numerous funds each with varying criterion and central reporting requirements. This has included the Flexible Local Authority Covid Economic Recovery Fund (LACER) which is intended to support local economic recovery and the cost-of-living impacts on low-income households. Cabinet will receive an updated report in the autumn on the impact of the £1.469m LACER fund.

6. The Scottish Government also provided councils with a general Covid grant to deal with the impact of Covid and Covid recovery. These are non-recurring funds and must be used to support COVID response, recovery or renewal. At the start of 2022/23, there was £10.5m left in this unrestricted COVID reserve. At the time of the last report to Cabinet in October 2022, £4.8m of that funding had been allocated for use in 2022/23, mainly for the internal costs of loss of income and additional staffing costs, leaving £5.7m uncommitted. At that point, Accountancy recommended that we did not commit more than £1.7m for interventions to support residents, leaving £4m for Council pressures.

7. In October 2022 Cabinet agreed a [series of funding proposals](#) totalling nearly £1.7m over the two financial years of 22/23 and 23/24 to mitigate the impact of the pandemic, with a focus on community recovery and provision of direct support to some of our most vulnerable residents. This fund was allocated over a two-year period with £1m for 2022/2023 delivery and the remaining £0.7 million for 2023/2024.

8. The proposals were shaped in collaboration with key partners and balanced the provision of immediate support to mitigate financial hardship over the winter, with capacity-building for longer term recovery. All proposals had to demonstrate how they would address the key findings from the [humanitarian research](#), particularly how they would address one of the 'four harms': direct and indirect health, social and economic. The research identified priority groups for support including:

- Children and young people – especially those with ASN
- Older people
- Those with disabilities and long-term conditions
- Carers, especially carers of people with dementia
- Single households especially older people and single parents

- Young families especially those in social housing
- Those with language barriers
- Women experiencing domestic violence

9. The proposals also built on the commitments already made by Cabinet in [August 2022](#) through allocation of £1.469m of LACER funding. Humanitarian LACER commitments included:

- £169,600 of support for social housing tenants
- £65,000 of winter clothing support
- £511,291 to allow distribution of £100 Shop Local Gift Cards to over 4500 households in receipt of Council Tax Reduction
- £260,000 to allow professionals (e.g. SWF, MART, CAB and schools) to make discretionary hardship payments
- £49,850 towards Dunterlie and Thornliebank foodshares

10. It was recognised that, as we progressed through the winter period 22/23, we would be in a clearer position about requirements, and it would be possible to release some of the retained £4m for further interventions to support residents. Accountancy have now confirmed a final tranche of COVID reserve in the region of £1.7m, which must be allocated within 2023/24. Today's report brings forward suggested areas for spend, based on service and community need and [research](#) on the impact of COVID-19 on local people.

## REPORT

### 2022/2023 COVID Reserve Funding Outcomes

11. Progress on delivery of the 2022/23 proposals was monitored via a monthly multi-agency working group on the Cost-of-Living and member officer briefing sessions were also held in November and February. Annex 1 provides a breakdown of the £1.7m allocated by Cabinet in October 2022 with a summary of impact for the 2022/2023 period and the outstanding funds agreed for 2023/2024. Reconciliations of spend to date are still being finalised and there is likely to be some element of underspend that could be considered alongside proposals in October.

12. The fund targeted support through several categories including; Winter Direct Support providing direct payments to families and carers most in need; Financial Advice & Support Services including assistance for fuel poverty; Support for Communities to build capacity and Mental Health & Wellbeing Support for the most vulnerable.

13. The funding was targeted to those most in need in our communities, particularly towards individuals and families experiencing financial hardship. The [Poverty and Inequality Commission](#) published advice for the Scottish Government in August 2022 recommending a cash-first approach to supporting residents where possible. Approximately 50% of the COVID reserves funds allocated in 2022/2023 have gone towards this approach.

14. Funding that has already been approved for 2023/2024 will support grant-making participatory budgeting in our communities that have been most affected by the pandemic. This will allow local groups the chance to bid for small grants to support their own recovery and renewal. However, there is a requirement for community capacity building to ensure that communities are well-placed for the long-term when temporary funding is no longer available.

## COVID RESERVE 2023/24 – PROPOSALS

### Available COVID Reserve

15. In March 2023, the Council Revenue Estimates for 2023/24 identified an unspent COVID-19 Grants Reserve of £4.537m. At that time £3.2m of the balance had already been committed and it was noted that today's report would be forthcoming with proposals for full commitments against the reserve in 2023/24.

16. At financial year end 2022/23, Accountancy have confirmed a current unspent COVID reserve fund of £1.7m. This should be allocated for use in 2023/24 and needs to meet Scottish Government conditions for use. No further COVID funding is expected from Government and so the Council must manage its COVID response, recovery and renewal activities within these finite resources.

### Proposed Areas of Spend

17. Departments and the HSCP have identified areas of need in both services and communities. This has drawn on previous research on the impact of the pandemic in East Renfrewshire and the national '4 harms' of the pandemic so we can draw a clear link back to COVID response and recovery. In addition, services have reviewed and reconsidered the need for projects that were left unallocated on the 'reserve list' in the October 2022 Cabinet report. Anything still required from that 'reserve list' has now been included in the proposals here.

18. We also now have emerging data from our Cost-of-Living dashboard that is providing an insight into financial vulnerability in the current post pandemic context rather than more entrenched poverty from Scottish Index of Multiple Deprivation (SIMD) data zones. The dashboard combines contextual data such as population profiles and Council data including referrals to the Money Advice & Rights Team and Free School Meal applications, with financial wellbeing data such as those 'living beyond their means' and 'overdraft use' to provide a picture of financial vulnerability across the area.

19. It is now recommended that a proportion of the £1.7m COVID reserve is allocated to each of the following key areas. Linkages are made to the '4 harms' and examples of proposed areas of spend under each are also provided.

- i. COVID-19 contingency for response
- ii. Organisational recovery (Council and HSCP)
- iii. Wellbeing support for vulnerable individuals
- iv. Community recovery and capacity building
- v. Direct financial advice and support to individuals
- vi. Direct financial and winter support to residents (to be decided later in 2023).

20. Given that there is no further planned allocation of Scottish Government funding for COVID-related needs, it would be prudent to retain a proportion of the COVID reserve to meet any unplanned or emerging requirements. We propose to return to Cabinet in October for a final set of decisions, perhaps with a view to a further tranche of winter support for 2023/24, based on evidence of what was successful over 2022/23 – this relates to the final category

above (i.e. vi. Direct financial and winter support to residents). The October proposals will allow us to utilise any unspent reserves, according to funds available and emerging need.

21. In the meantime, the proposed spend areas for 2023/2024 are outlined in the table below:

Category	Summary of Proposed Areas of Spend	Allocation
COVID-19 contingency for response  <i>Direct Health harm</i>	Continuity of staffing cover in HSCP (e.g. care services and rehab and key business support for 3 months of winter period)  Reserve in case of response requirements – review again in October 2023 – may be able to reallocate some of this to proposals below.	£250,000
Organisational recovery (Council & HSCP)  <i>Indirect Health harm</i>	Focus on priority needs to go to staff recovery; clearing backlogs; reducing waiting lists and building back levels of service that have not yet recovered.  Would include: <ul style="list-style-type: none"> <li>• HSCP and Council staff wellbeing support</li> <li>• Re-establishing leadership and manager networks</li> <li>• Reducing backlogs in Justice Social Work</li> <li>• Environmental Health support for local businesses</li> </ul>	£125,803
Wellbeing support for vulnerable individuals  <i>Indirect Health &amp; Social harms</i>	Focus on activities to improve mental health and wellbeing and target support to key priority groups identified by research, including: Children and young people – especially those with ASN; Carers; Young families especially those in social housing and women experiencing domestic violence  Would include: <ul style="list-style-type: none"> <li>• Support for early years' language development &amp; social communication to increase the number of children meeting developmental milestones &amp; reduce referrals to other agencies</li> <li>• Additional support for parents through Family First team with aim of reducing Social Work referrals</li> <li>• Support for young people affected by drug and alcohol use to prevent need for Social Work referrals</li> <li>• Mental health support for children, incl. Sleep counselling &amp; art/play therapy – aim to reduce need for medication and alleviate service pressures</li> <li>• Strengthen capacity in Healthier Minds Hub to respond to increased demand from young people</li> <li>• Housing support for young people – aim to reduce failed tenancies</li> <li>• Recovery support for domestic abuse survivors in response to increases since the pandemic</li> <li>• Support and respite for carers to prevent family breakdowns</li> <li>• Support for young people with ASN to transition to adult services</li> </ul>	£717,800

<p>Community Recovery &amp; Capacity Building</p> <p><i>Social harm</i></p>	<p>Focus on sustainable activities that will build capacity, address rising demand and support communities to recover.</p> <p>Would include:</p> <ul style="list-style-type: none"> <li>• community capacity building e.g. in non-locality planning areas; training for staff in community engagement/empowerment; consideration of a community conference in early 2024 and support to establish community wealth building.</li> <li>• youth work to tackle increased anti-social and risk-taking behaviours;</li> <li>• data work to help us target support and advice based on need;</li> <li>• support to get community groups going again (e.g. Talking Points &amp; HSCP recovery café model)</li> <li>• developing equalities including building back local networks and skills development for staff</li> </ul>	<p>£296,000</p>
<p>Direct Financial Advice &amp; Support to individuals</p> <p><i>Economic harm</i></p> <p><b>DECIDE NOW</b></p>	<p>Targeted support to assist vulnerable individuals with cost of living challenges, which have been exacerbated by the pandemic.</p> <p>Would include:</p> <ul style="list-style-type: none"> <li>• Money Advice &amp; Rights Team – discretionary hardship fund and extension of welfare liaison post for older people</li> <li>• Citizens Advice Bureau – further support to develop outreach to older people e.g. in sheltered housing, build Credit Union capacity in the area and cover costs of outreach in ERCLT venues</li> <li>• Hardship processing and Scottish Welfare Fund support to assist with increased crisis grants</li> <li>• Targeted communications on cost of living and financial hardships to encourage residents to access support</li> <li>• Support for Foster families who have been caring for an increase in children with complex needs due to the pandemic</li> </ul>	<p>£198,000</p>
<p>Direct financial &amp; winter support to residents</p> <p><i>Economic harm</i></p> <p><b>DECIDE IN OCTOBER</b></p>	<p>There is an opportunity to set aside some funds for further direct support to residents over the 2023/24 winter period. More detailed proposals for use of this funding, perhaps augmented by any underspends from the above areas, could be brought forward to Cabinet in October for consideration. This would allow us to better understand cost of living and energy pressures and likely winter impact.</p> <p>Proposals could include:</p> <ul style="list-style-type: none"> <li>• A winter payment to those in receipt of Free School Meals/Clothing Grants for low income purposes</li> <li>• Support for Social Work families over Christmas</li> <li>• Winter support to communities (e.g. Warm Spaces #2 and support to the third sector)</li> </ul>	<p>£112,397</p>
		<p><b>£1,700,000</b></p>

## FINANCE AND EFFICIENCY

22. The COVID reserve is made up of funding issued by the Scottish Government as detailed above and expenditure from it must meet the conditions for use. No further COVID



funding is expected from Government and so the Council must manage its COVID response, recovery and renewal activities within these finite resources.

23. The envelope for funding will be kept under review and it is possible that an emerging picture may change priorities or external events have a direct impact on planning e.g. a resurgence of the virus or energy cap changes.

24. Given the fluid nature of the proposals and the context of COVID recovery, it is proposed that delegation be granted to the Director of Business Operations and Partnerships and Head of Accountancy, in consultation with the Leader of the Council, to manage the funds with a degree of flexibility, within the spirit of the proposed headline areas of spend to best meet the needs of local people in East Renfrewshire.

25. A further set of more detailed proposals for contingency and/or winter support needs will be brought to Cabinet for consideration in October 2023 and a final report will be prepared for Cabinet later in 2024 outlining the use of the funds and the outcomes and impact.

## **CONSULTATION & PARTNERSHIP WORKING**

26. The humanitarian response to COVID in East Renfrewshire has continued through a small partnership working group where ongoing needs have been assessed. This has included Voluntary Action East Renfrewshire (VAER) and East Renfrewshire Citizens Advice Bureau (ERCAB); and wider stakeholder groups such as the Social Security Working Group, Local Child Poverty Action Group and Local Employability Partnership.

27. A multi-agency cost-of-living working group was established in October 2022, and a smaller working group to plan for and assess Warm and Welcome Space applications and share intelligence on emerging trends and challenges. In March 2023, a workshop was facilitated by the Council and VAER with all the participating organisations and groups for Warm and Welcome spaces to evaluate reach and impact.

28. A cross-party Member Officer Working Group was also established and met for briefings on progress in October, November and February.

## **IMPLICATIONS OF THE PROPOSALS**

29. There are no specific implications of this report in terms of staffing, property, legal, ICT or sustainability. Any proposals funded will be required to consider these implications for each individual project or initiative. We are however producing an Equality and Human Rights Impact Assessment to ensure that the distribution of funds reaches those most in need.

## **CONCLUSION**

30. This further funding will continue to provide much needed support to our most vulnerable residents who have been adversely impacted by COVID-19. The [Humanitarian Research](#) will be used to inform criteria ensuring support is targeted at those most impacted by the pandemic and interventions are based on recommended areas for recovery. Alongside

this we can use the learning and experience of the proposals to date to establish where the greatest impact has been.

31. There are a range of pressures on local people and communities, particularly driven by the pandemic and cost-of living crisis. These are complex multi-faceted issues, which will require a co-ordinated, long-term partnership approach. The proposals outlined build on the experiences of strong, outcome-focused partnership delivery over the last 3 years. We will continue to work together to find ways to make a difference for the people of East Renfrewshire and support them through what will be a challenging period ahead.

## RECOMMENDATIONS

32. It is recommended that Cabinet:

- a) Note the good progress made towards delivering proposals in 2022/2023 from the allocation of £1,679,726 of COVID reserves in October 2022 to support recovery.
- b) Note the details of the final tranche of COVID recovery reserves available in 2023/24, resulting from previous years' Scottish Government funding, to support pandemic recovery and renewal.
- c) Approve the strategic approach to support recovery under the following key areas, which are related to the '4 harms' of the pandemic:
  - i. COVID-19 contingency for response
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- d) Approve the outline funding proposals, with allocations against the above key areas, totalling £1.7m.
- e) Delegate to the Director of Business Operations & Partnerships and Head of Accountancy, in consultation with the Leader of the Council to exercise flexibility in the terms of these proposals, to ensure most effective use of funding within the spirit of COVID recovery, capacity building and provision of support to the most vulnerable local people.
- f) Agree that a report with more detailed winter-support proposals (still within the funding envelope of £1.7m unless underspends become available) will be brought back to Cabinet for consideration in October 2023.
- g) Note that a final report outlining actual spend and updating on delivery and impact will come back to a future Cabinet meeting in 2024.

## REPORT AUTHORS

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## **BACKGROUND PAPERS**

- Audit Scotland Briefing Report: Tackling Child Poverty – Comments for Audit & Scrutiny Committee 30 March 2023
- East Renfrewshire Council Revenue Estimates 2023/24, Council 1 March 2023
- Covid Reserve – Proposals, Cabinet 13 October 2022
- Local Discretionary Fund Business Support Interventions, Cabinet 13 October 2022
- Improving Outcomes Through Pupil Equity Fund, Education Committee 6 October 2022
- Flexible Local Authority COVID Economic Recovery Fund, Cabinet 18 Aug/7 April 2022
- UK Shared Prosperity Fund 2022-23, Cabinet 18 August 2022
- Strategic Planning, Council 3 March 2022 (includes detail of COVID-19 Impact study)
- COVID-19 Humanitarian Support Community Funding, Cabinet 25 November 2021
- COVID-19 Humanitarian Support Funding 2021/22, Cabinet 3 June 2021

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## Covid Reserves - update on 2022/2023 delivery (based on Cabinet decision Oct 2022)

Detail	2022/23	2023/24
<b>WINTER DIRECT SUPPORT:</b>		
<p>This fund provided support through direct payments to families most in need and carers.</p> <p><b>632</b> children received £260 in December  <b>2174</b> children received £130 in March for Clothing Grants and Family Bridging Payments (included LACER funds of £165,000).</p> <p><b>150</b> received support through the Scottish Welfare Fund Top Up.</p> <p><b>86</b> families received Christmas meal vouchers (157 children) and an additional <b>91</b> vouchers were processed by Youth Intensive services.</p> <p><b>160</b> school uniforms provided through the Back to School Bank.</p> <p>The Carers Centre discretionary fund was dispersed to <b>100</b> carers.</p> <p>The food dignity network provided support to <b>500</b> people via <b>10</b> community groups and organisations.</p>	£546,000	£0
<b>ADVICE &amp; SUPPORT SERVICES INCL. FUEL POVERTY:</b>		
<p>This proposal area aimed to increase capacity for advice services supporting our most vulnerable residents with cost-of-living and fuel poverty and providing practical energy saving support.</p> <p>Citizens Advice Bureau advised <b>245</b> clients on energy &amp; <b>47</b> on benefits leading to a total financial gain of <b>£131,570.31</b>. Energy grants were provided to <b>215</b> people at a value of <b>£38,900</b>.</p> <p>There were <b>153</b> referrals to the Home Energy and Efficiency Scheme and <b>45</b> to Care and Repair with <b>50</b> energy efficiency assessments completed. A small underspend is being used to continue this work into April/May 2023.</p> <p>Funding for 2023/2024 includes <b>3</b> benefit advisors and fuel poverty posts in CAB and an extension of the fuel poverty post in MART.</p>	£70,000	£164,500

<b>SUPPORT FOR COMMUNITIES:</b>		
<p>In recognition of the need to rebuild capacity and support to communities, and to provide community-led interventions targeted to those most in need, this fund was primarily targeted at community groups, promotion of local services and developing data to plan services.</p> <p>A Cost-of-living promotional campaign ran over the Winter period with <b>14,000</b> information leaflets distributed through community venues and mailed directly to homes. Social media ads had a reach of <b>150k</b> with over <b>4,200</b> clicks through to the <a href="#">Council Cost-of-Living webpage</a> and Voluntary Action's <a href="#">Community Hub</a> support.</p> <p>For Warm and Welcome spaces <b>33</b> community organisations and groups received funding at a total of <b>£58,192</b>. A further £1,065 went towards promotion including pop-up banners, door stickers and leaflets to ensure that Warm and Welcome spaces were prominent. Spaces were attended over <b>3,500</b> times and 25% of these were first time attendees.</p> <p>Working with the University of Edinburgh Smart Data Foundry Financial Needs (Data Model) we created a Cost-of-Living dashboard to demonstrate financial vulnerability in East Renfrewshire, helping us to plan for targeted responses.</p> <p>A Youth Participatory budgeting event is being planned for May 2023 led by Youth Voice with support from CLD. Planning for this has taken place throughout the last quarter of 2022/2023.</p> <p>Through our CLD detached street youth work and diversionary activity there have been <b>1002</b> interactions with young people, with <b>210</b> young people participating in diversionary activities.</p> <p>Learning recovery in schools has provided 1:1 support to <b>61</b> children for numeracy and maths, <b>55</b> for literacy and <b>7</b> mental health and wellbeing, with a further <b>124</b> having received group support around anxiety.</p> <p>The remaining fund for 2023/2024 will cover continued Learning Recovery in Schools, detached street work and diversionary activities, Participatory Budgeting and capacity building, supporting strategic working across the Third Sector and a cost-of-living coordinator role.</p>	£324,363	£447,363
<b>MENTAL HEALTH &amp; WELLBEING SUPPORT:</b>		
<p>This fund was aimed at providing capacity to respond to vulnerable groups, particularly children and young people and victims of domestic violence. It was also to begin wellbeing support for Council staff to cope with pressures in their own lives and work, following a successful model in the HSCP.</p>	£67,500	£60,000

<p><b>40</b> young people have been referred to Youth Work and Education Recovery programme from all <b>7</b> high schools and Seasons for Growth Bereavement programmes are being rolled out throughout the spring.</p> <p>Domestic Abuse Recovery programmes have been developed and will take place in April, July and September, these workshops ensure that families are made safe from domestic abuse and supported to recover and rebuild their lives.</p> <p>The Council health and wellbeing post was filled at the end of March so some of this fund will be carried over into 2023/24.</p>		
<p>Total by Year</p>	<p>£1,007,863</p>	<p>£671,863</p>
<p><b>Total approved at October 2022 Cabinet</b></p>	<p><b>£1,679,726</b></p>	

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EAST RENFREWSHIRE COUNCILCABINET11 May 2023Report by Chief ExecutiveLOCAL GOVERNMENT BENCHMARKING FRAMEWORK: 2021/22 PERFORMANCE**PURPOSE OF REPORT**

1. The purpose of this report is to update Cabinet on the national Local Government Benchmarking Framework (LGBF) and present an overview of the Council's performance against the LGBF indicators for 2021/22. A summary of the Local Government Benchmarking Framework performance report is attached at Annex 1.

**RECOMMENDATIONS**

2. It is recommended that Cabinet:
- (a) Scrutinise the Council's performance against the LGBF indicators and the intended action taken by departments to address any performance issues.
  - (b) Consider whether any aspect of the Council's performance is in need of improvement or further investigation.

**BACKGROUND**

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

4. Benchmarking data from the LGBF has been recorded and publicly reported by all Scottish councils as a statutory requirement since 2010/11.

5. Four new measures have been included in the 2021/22 data set. These measures provide useful and timely insight on policy critical issues such as vulnerability, poverty and inequality, which will be increasingly important considering the cost-of-living crisis.

- CORP9 - % of Crisis Grant decisions within 1 day
- CORP10 - % of CCG Grant Decisions within 15 days
- CORP11 - The proportion of SWF Budget Spent

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

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

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

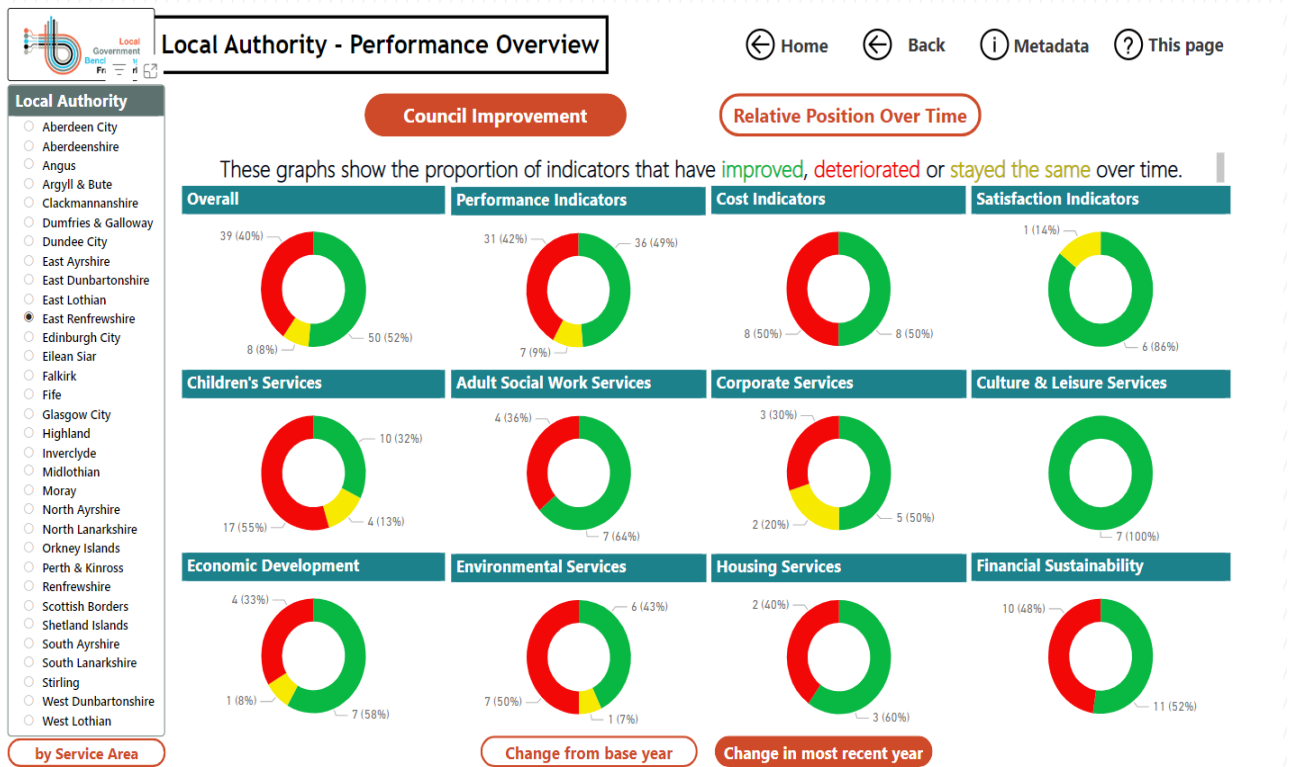
- CORP12 - The Proportion of DHP Funding Spend

6. Due to data availability issues, the data for some indicators is not yet available. These include some exclusion and attendance data, children’s services data, and the climate change indicators. Satisfaction data is also not yet available at local authority level.

7. A total of 105 measures are included in the full LGBF dataset split across 10 key service areas including Children’s Services; Corporate; Adult Social Care; Culture and Leisure; Environmental; Housing; Corporate Assets; Economic Development, Financial Sustainability, and Tackling Climate Change. One measure on cost of museums per visit is excluded for East Renfrewshire Council as it is not relevant.

8. The Improvement Service coordinates the collection and analysis of the indicator data for all 32 councils and publish a national overview report annually. The report covers broad themes and key messages at a national level. The national report and background data is available on the Improvement Service [website](#). This year an interactive dashboard (see illustration below) was also developed that can be found [here](#). The new dashboard includes several new types of analysis which will allow users to compare councils much more easily, and which provide overviews of performance and improvement. These analyses provide useful and powerful insight, particularly in light of SOLACE’s ambition to be more assertive around sector led performance and improvement.

Figure 1: Sample illustration from Improvement Service LGBF new dashboard



9. There is a time lag on the publication of the LGBF data and therefore the data in this report is for **financial year 2021/22**. The data is therefore not new, and some of the information will have been publicly reported at the East Renfrewshire level already as part of the Council’s performance management arrangements, however the added value of this report is the comparative data insight provided.

10. The national overview within the [National Benchmarking Report 2021-22](#) has been streamlined to focus on five key themes affecting councils: These key themes are summarised below:

Local government financial and workforce pressures

- While total revenue funding for all councils increased in real terms by 5.3% in 2021/22, the proportion of funding which is ring-fenced has grown from 18.2% to 23%. This has resulted in a 1.2% real-terms reduction in revenue funding available to councils in 2021/22 to pursue local priorities.
- More than half of all councils are experiencing skills shortages caused or exacerbated by the combined impact of Covid and Brexit, with councils now facing recruitment challenges in areas not previously impacted.

#### Poverty, financial hardship and the 'Cost of Living' crisis

- The cost of living crisis is making it more difficult for low-income households to make ends meet and is exacerbating the financial hardship already caused by the Covid pandemic. The scale of this is evidenced in the national growth in demand for Scottish Welfare Fund Crisis Grants (up 25% since 2019/20), Community Care Grants (up 15% since 2019/20), Discretionary Housing Payments (up 19% since 2019/20), and increasing levels of rent arrears.

#### Health and social care pressures

- All Councils and their partners have been able to ensure the continuation of social care service delivery despite extra-ordinary challenges, delivering more hours of care at home than ever before, continuing to shift the balance of care towards greater home-based support and maintaining care home provision during a period of unprecedented difficulty and extreme uncertainty. Capacity issues mean fewer people than ever before are receiving personal care at home, delayed discharges are rising sharply once again (up 57%), and satisfaction has declined amongst both those receiving care and the carers who are supporting them.

#### Education for children and young people

- Covid-related lockdowns and the closure of schools and early years facilities, have had a profound and ongoing impact on children, particularly amongst those from deprived backgrounds. With the pandemic and the cost-of-living crisis accelerating the increase in mental health issues in children, and support needs in relation to social, emotional and behavioural difficulties, councils are strengthening their focus on nurture and wellbeing for children and young people. This includes support delivered out with school settings, such as family support, whole family wellbeing, and effective partnership working on mental health support.

#### Performance of local government services

- Councils have sustained and strengthened improvement trends in a number of policy critical areas including positive destinations, gender pay gap, procurement, housing energy efficiency, corporate asset condition, carbon emissions, balance of social care and Self Directed Support, living wage, and roll out of superfast broadband.
- There has been a decline in other areas, caused by or intensified by Covid. This includes areas which were previously improving such as housing quality and repairs, and also areas where there were already signs of strain pre-pandemic, such as rent arrears, income lost due to voids, street cleanliness levels, pupil attendance rates, and satisfaction with care services.

## **OVERVIEW OF COUNCIL PERFORMANCE**

11. The Improvement Service (IS) has provided detailed comparative analysis for each LGBF indicator at council level. East Renfrewshire's performance against these indicators is provided at Annex 1. The indicators are grouped and analysed within service headings. Local results include comparison with 2021/22 data, the Scottish and Family Group averages. Family Groups bring together similar councils in terms of geography or deprivation.

12. The dataset can be regarded as a useful 'can opener' in flagging up issues worthy of further investigation (rather than viewing the data as a 'league table'). For example, high costs for one indicator may reflect investment to affect a policy change rather than inefficient spend

and a trade-off between cost and performance can be expected. Considering related indicators together 'in the round' under service headings provides a more meaningful and accurate indication of performance in relation to other councils, and the balance between investment, efficiency and outcomes. When considering the data, it is also important to be aware of intended/expected levels of performance, rather than focusing on rank alone.

13. The 2021/22 data very much reflects the start of the response to the Covid-19 pandemic. The impact of Covid has altered the core operating and delivery landscapes for councils, and the performance and expenditure data within the LGBF will need to be interpreted against this context- both for comparison with previous years, (and also comparison across councils). The LGBF provides an opportunity to evidence and highlight the key pressures and impacts of the pandemic for local government, as well as areas of progress, achievement and opportunity.

14. Comprehensive performance information for each of the service areas is listed in Annex 1. However, some key areas are highlighted below.

**Children's Services:** We have maintained our position as the top performing education authority as measured by national qualifications. For educational attainment, the Council maintained very high levels of performance across a wide range of excellence and equity measures. The proportion of children in P1, P4 and P7 achieving the minimum expected Curriculum for Excellence (CfE) levels remained high in 2021/22 for literacy and numeracy measures, whereas the gap in performance of the least and most deprived learners (P1, P4 and P7) increased.

**Culture and Leisure Services:** Despite a significant improvement in performance of both cost per library visit and cost per attendance at sports facilities, performance has not fully recovered from the impact of Covid.

**Economic Development and Planning:** In 2021-22 the % of unemployed people assisted into work from council operated/funded employability programmes improved from 7.3% in 2020/21 to 17.5%, and clients being referred to employability services were more "job ready" than the previous year, requiring less intensive support. Town Vacancy Rates improved from 7.2% in 2020/21 to 4.5% in 2021/22 against the Scottish average of 11.4%.

**Housing services:** Housing Services has made steady progress in improving the standard of our homes and raising energy efficiency in line with national targets. We have continued to prioritise investment towards property compliance with SHQS however newer energy standards will make this more challenging in future years. In addition, the requirement to undertake Electrical Installation Condition Reports (EICRs) every 5 years instead of every 10 years presented a significant challenge during the pandemic. This has resulted in a significant drop in SHQS compliance in East Renfrewshire and for many other councils. We have a challenging target of 600 survey per year to address this issue. Updated performance information will be reported to members in October 2023. There is an issue with the Improvement Service data for "% of stock meeting the Scottish Housing Quality Standards" so the comparative and ranking data should be disregarded pending further clarification

Rent arrears recovery and reduction in rent lost through voids continues to be a priority focus and the % of rent due in the year that was lost due to properties being empty (voids) improved from 1.8% to 1.4% in 2021/22.

**Environmental services:** The % of total household waste arising that is recycled increased to 58.1% in 2021/22, top in Scotland, however rates have yet to return to pre pandemic levels. Both the net cost of waste collection per premise and the net cost of waste disposal per premise improved in 2021/22. Delays to surfacing schemes planned for our road network due to both Covid lockdown delays in 2020/21 and also the delay of 2 major surfacing schemes on our A class network pending the outcome of funding bids for strategic regeneration projects in the area, have led to a slight dip

in performance for 2021/22. This drop in performance should only be temporary with our resurfacing projects now back on track.

**Adult Social Care:** The rate of readmissions has improved on last year and almost returned to 2019/20 rates. Residential costs have remained constant with the previous year and compare very well against both the Scottish average and family group average. Home care costs per hour for people aged 65 or over have improved from £37.24 in 2020/21, to £30.79 in 2021/22. The number of days people spend in hospital when they are ready to be discharged per 1,000 population (75+) has increased from 189.4 days in 2020/21 to 342.1 days. Despite the increase this is considerably better than the family group average and less than half of the Scottish average of 747.9 days.

**Corporate Services:** In 2021/22 sickness absence days for non-teachers increased, from 10.4 days to 12.4 days, in line with the Scottish average, however teacher absence remained at 4.1 days, on par with last year and ranking 1<sup>st</sup> in Scotland. As agreed nationally, this data excludes COVID-19 related absence. The gender pay gap (%) improved from 6.5% to 5.7%.

The cost per dwelling for council tax collection has been adversely impacted by project costs recharged for implementing the new council tax and benefits ICT system and increased from £15.03 to £17.89 in 2021/22. Percentage of invoices sampled paid within 30 days improved from 79.8% to 86.6%, and this has been achieved against a backdrop of significant process and compliance demands due to Covid. The % of CCG Grant Decisions made within 15 days improved from 98.5% to 99.5% in 2021/22, considerably higher than the Scottish average. The new indicator on DHP funding is under investigation. The Scottish Government have confirmed that incorrect data was used for the estimated funding and this will be updated once the true figure is known.

**Financial Sustainability:** Total useable reserves as a % of council annual budgeted revenue declined from 23.4% to 21.8% in 2021/22. The decrease is mainly due to the use of reserves during the year and an increase in funding received from the Scottish Government for their funding priorities. There still remains an ongoing challenging financial situation.

**Climate Change:** The Council has been steadily decreasing its emissions for 10 years in real terms and on a per-capita basis. On the 'emissions within scope of LA per capita', which is more likely a fairer assessment of the emissions that a Council can control, the Council is ranked 2nd in Scotland.

### PERFORMANCE REPORTING ARRANGEMENTS

15. Within the Council, performance against the indicators is monitored as part of our performance management arrangements and published on our website. LGBF performance data for each Council is also published by the Improvement Service on their *Mylocalcouncil* website, accessible [here](#).

### FINANCE AND EFFICIENCY

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

### CONSULTATION

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

## **PARTNERSHIP WORKING**

18. All 32 councils participate in a range of LGBF Benchmarking events, where colleagues from services come together to collaborate to share practice and learn together. Councils are grouped together in Family Groups at these events, to bring together similar councils in terms of geography or deprivation.

19. Benchmarking activity helps the Council to identify and learn from good practice in other local authorities. The use of the LGBF and other benchmarking data to support service improvement is ongoing within the Council.

## **IMPLICATIONS OF THE PROPOSALS**

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

## **CONCLUSION**

21. Despite the extreme challenges faced by the Council, 2021/22 data shows that we continue to perform strongly in key outcome areas where we are making differences to people's lives. Where our costs are above the national average, we have clear policy intentions explaining what we aim to achieve as a result of our investment.

22. The LGBF indicator set is only one means of recording and measuring the Council's performance. There is a wide range of performance information scrutinised and reported by the Council providing detailed information on performance throughout the year. To achieve a balanced picture, the outcomes we report on through our Community Plan, incorporating Fairer East Ren, Outcome Delivery Plan and through various audits and inspections should be noted. It is also important to remember the data reported is for 2021/22 and as such the effects and impact of Covid-19 on service performance are still emerging.

## **RECOMMENDATIONS**

23. It is recommended that Cabinet:

- (a) Scrutinise the Council's performance against the LGBF indicators and the intended action taken by departments to address any performance issues.
- (b) Consider whether any aspect of the Council's performance is in need of improvement or further investigation.

Lorraine McMillan, Chief Executive  
April 2023

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## **BACKGROUND PAPERS**

Local Government Benchmarking Framework: 2020-21 Performance, Cabinet, 22 June 2022

**KEY WORDS**

SOLACE, LGBF, benchmarking, Improvement Service, performance, indicators, SPIs, family groups

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## Summary of LGBF performance 2021/22

This annex provides a summary of East Renfrewshire's performance between 2020/21 and 2021/22. Indicators are arranged under thematic service areas and aligned to the delivery outcomes they support. Performance in 2021/22 is shown alongside the national average and the family group average. Graphs are provided to place a spotlight on significant performance changes or other notable trends (graphs do not necessarily have comparable scales). Each service area includes the strategic policy intention, commentary on East Renfrewshire Council's performance and information on what the Council is doing to improve services where relevant. For cost indicators, expenditure values have been adjusted for the effects of inflation. This means that historic expenditure values are in line with the current years.

[Children's Services](#)  
[Culture & Leisure Services](#)  
[Parks & Open Spaces](#)  
[Economic Development & Planning](#)  
[Housing Services](#)  
[Roads Services](#)  
[Waste, Cleanliness & Recycling Services](#)  
[Tackling Climate Change](#)  
[Trading Standards, Money Advice & Environmental Health Services](#)  
[Adult Social Care Services](#)  
[Corporate Costs & Processes](#)  
[Corporate Assets](#)  
[Employees](#)  
[Financial Sustainability](#)

## Delivery Outcomes

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

Residents are healthy and active and have the skills for learning, life and work

## Children's Services

Alignment	Indicator	East Renfrewshire values			2021/22 Scotland	2021/22 Family Group	East Renfrewshire ranks		
		2019/20	2020/21	2021/22			2019/20	2020/21	2021/22
<b>Delivery Outcome</b>	Attainment of all children (% of pupils achieving 5+ awards at SCQF level 5)	88%	90%	90%	69%	76.3%	1	1	1
	Attainment of all children (% of pupils gaining 5+ awards at SCQF level 6)	69%	70%	69%	40%	46%	1	1	1
	Attainment of children who live in deprived areas (% pupils in 20% most deprived areas achieving 5+ awards at SCQF level 5)	61%	79%	71%	52%	57.3%	2	1	2
	Attainment of children who live in deprived areas (% pupils in 20% most deprived areas achieving 5+ awards at SCQF level 6)	42%	43%	45%	23%	26.5%	2	1	2
	% Average Total Tariff	1402	1482	1448	981	1100	1	1	1
	% Average Total Tariff SIMD Quintile 1 <sup>1</sup>	971	1069	1001	702	735	2	1	2

<sup>1</sup> A measure of the average attainment of pupils according to the relative deprivation of the area they live. Quintile 1 = most deprived and quintile 5 = least deprived.

Alignment	Indicator	East Renfrewshire values				East Renfrewshire ranks			
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
Delivery Outcome	% Average Total Tariff SIMD Quintile 2	1128	1151	1239	827	774	1	2	1
	% Average Total Tariff SIMD Quintile 3	1330	1337	1250	965	1008	1	1	1
	% Average Total Tariff SIMD Quintile 4	1389	1517	1483	1113	1128	1	1	1
	% Average Total Tariff SIMD Quintile 5	1531	1626	1584	1316	1284	1	1	1
	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	-	86.2%	85.8%	70.5%	73.4%	-	1	1
	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	-	89.9%	89.6%	77.9%	80.1%	-	1	1
	Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	-	21.3%	27.8%	21.3%	23.8%	-	8	26
	Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	-	16.6%	25.2%	17.8%	19.5%	-	5	27
	% of funded early years provision which is graded good/better	97%	93.9%	91.2%	89.4%	90.6%	7	12	14
	School attendance of all children	95.2%	94.6%	N/A	N/A	N/A	-	4	N/A
	School attendance of looked after children <sup>2</sup>	-	83.7%	N/A	N/A	N/A	-	31	N/A
	School exclusion rates (per 1000) of all children	-	1.2	N/A	N/A	N/A	-	1	N/A
	School exclusion rates (per 1000) of looked after children <sup>3</sup>	-	-	N/A	N/A	N/A	-	-	N/A
	% of children meeting developmental milestones	84.3%	85.3%	N/A	N/A	N/A	21	15	N/A

<sup>2</sup> Due to data availability issues, the LGBF data for this indicator will not be available until May 2023.

<sup>3</sup> As above.

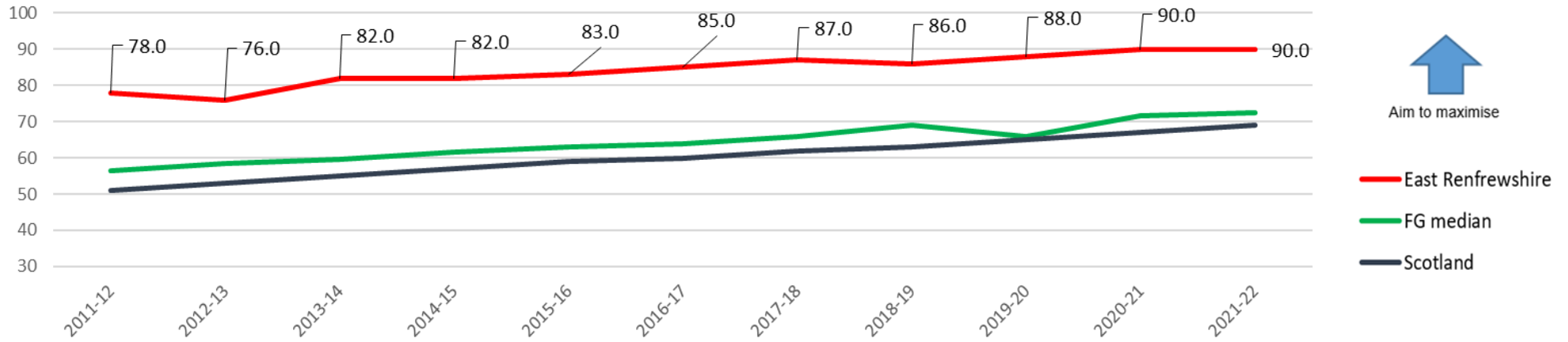
	% of children being looked after in the community	94.9%	91.1%	N/A	N/A	N/A	3	11	N/A
	% of child protection re-registrations within 18 months	15.8%	0%	N/A	N/A	N/A	30	1	N/A
	% looked after children with more than 1 placement in the last year (Aug-July)	18.8%	20%	N/A	N/A	N/A	18	20	N/A
	% of pupils entering positive destinations	96.2%	97.4%	N/A	N/A	N/A	5	3	N/A
	Participation rate for 16-19 year olds	96.8%	97.2%	97.0%	92.4%	94..2%	2	1	1
	% of children living in poverty (After Housing Costs) <sup>4</sup>	15.8%	12.8%	N/A	N/A	N/A	1	2	N/A
<b>Efficiency Outcome</b>	Cost per primary school pupil	£5,264	£5,552	£5,888	£6,330	£7,030	7	4	3
	Cost per secondary school pupil	£7,314	£7,601	£7,943	£7,905	£9,000	14	16	19
	Cost per pre-school place	£7,004	£8,659	£10,269	£10,291	£10,614	20	13	16
	Gross cost of 'children looked after' in a community setting per child per week	£223.15	£357.18	N/A	N/A	N/A	4	16	N/A
	Gross cost of 'children looked after' in residential based services per child per week	£4,109	£4,791	N/A	N/A	N/A	20	24	N/A
<b>Customer Outcome</b>	% of adults satisfied with local schools <sup>5</sup>	84%	87%	N/A	N/A	N/A	4	3	N/A

<sup>4</sup> As above.

<sup>5</sup> Data represents three-year average for each period (e.g. 2019/20 = average for 2017-20). Satisfaction data is not yet available for 2021/22 at local authority level.

Children's Services: Spotlights

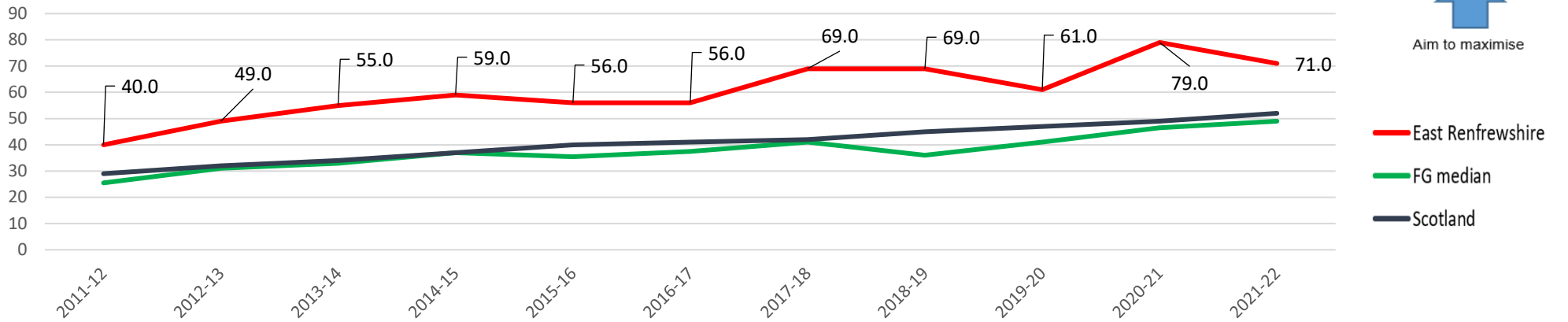
% of Pupils Gaining 5+ Awards at Level 5



Aim to maximise

- East Renfrewshire
- FG median
- Scotland

% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)



Aim to maximise

- East Renfrewshire
- FG median
- Scotland

## Children's Services: Information

### Strategic Policy Intention

East Renfrewshire's vision for education, Everyone Attaining, Everyone Achieving through Excellent Experiences, continues to provide a clear focus for all that we do, raising the bar for all learners, whilst closing the attainment gap between the most and least deprived young people. With a strong capacity and commitment to continuous improvement, we seek to ensure that all available resources are utilised as efficiently as possible to achieve the best possible outcomes.

East Renfrewshire's Corporate Parenting plan aims to collaboratively provide and support caring homes that meet the needs of our children and young people whether they are with parents, kin, foster carers or supported carers, and to work in partnership to ensure assessment and planning for children and young people includes their views and those of everyone who has a role in caring for them in order to support the best possible decisions being made. These aims keep our focus on making the best decisions to provide children and young people with long term safety and support aligning with the goals of the Promise.

### Council performance

East Renfrewshire Council continues to perform at the highest level across all attainment measures, meeting our ambition to be one of Scotland's top performing education authorities. In addition, the department continues to perform strongly across all other achievement measures. This performance is achieved very efficiently, ranking average in terms of cost per pupil place. It is recognised that performance in tackling the attainment gap has been impacted by the Covid-19 pandemic, which continues to offer challenges across our education establishments. This has particularly impacted on pupils from more deprived backgrounds, resulting in the widening of the gap.

### What the Council is doing to improve services

East Renfrewshire will continue to challenge and support schools and nurseries to improve performance further for all children and young people. Specifically, through the analysis of data, improved learning and teaching and assessment and the effective use of resources (including Pupil Equity and Scottish Attainment Challenge Funding along with the use of additional Covid reserves to support learning recovery), we will look to achieve the best possible outcomes for all children and young people, including a strong focus on our work to close the poverty related attainment gap. Further key activities for the forthcoming year include supporting schools to develop their approaches to learning and teaching through curriculum design; continuing to expand and enhance the Healthier Minds service; and work to continue to implement the Promise, UN Convention on the Rights of the Child and the GIRFEC refresh. Within East Renfrewshire, the use of data, including through the LGBF and Strategic Equity Funding (SEF) stretch aims, will help support our focus on achieving the best possible outcomes for all learners, in spite of the unprecedented financial challenges now facing the authority.

Our future objectives remain focused on supporting families to remain together safely wherever possible aligned with The Promise<sup>6</sup>. We will continue to embed our Signs of Safety<sup>7</sup> approach, working alongside families and their networks to promote strengths and increase safety. Development of the neurodevelopmental pathway for children combined with whole family support will strengthen how we support our families who need it the most.

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<sup>6</sup> The Promise is a report published by Scotland's Independent Care Review. The aim is that the children that Scotland cares for must be actively supported to develop relationships with people in the workforce and wider community, who in turn must be supported to listen and be compassionate in their decision-making and care.

<sup>7</sup> The Signs of Safety approach is a relationship-grounded, safety-organised approach to child protection practice, created by researching what works for professionals and families in building meaningful safety for vulnerable and at-risk children.

## Culture &amp; Leisure Services

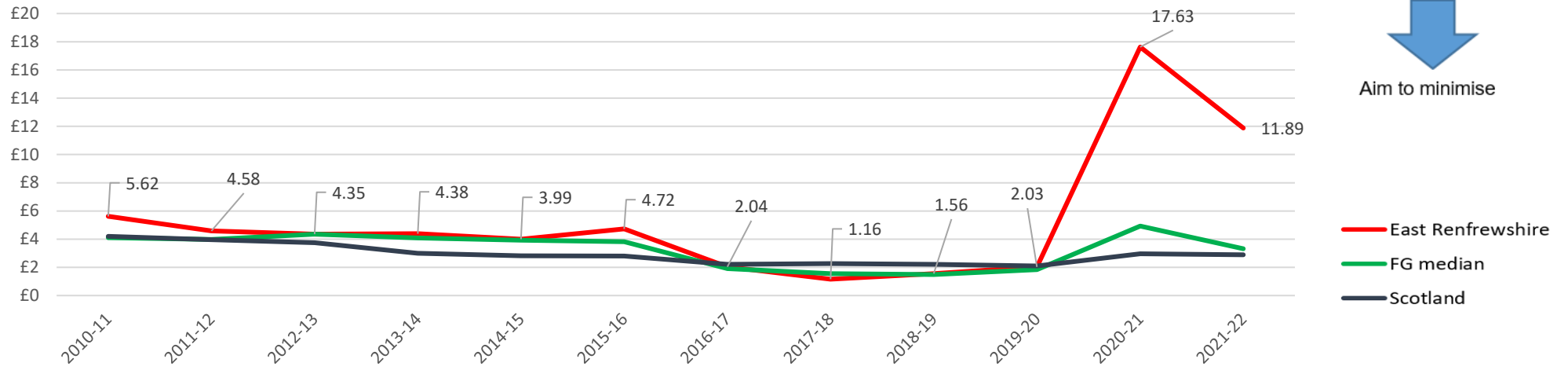
Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
Efficiency Outcome	Cost per visit to libraries	£1.93	£17.17	£11.90	£2.90	£4.13	11	28	30
	Cost per attendance of sport and leisure facilities (including swimming pools)	£5.60	£96.92	£8.62	£6.44	£7.01	32	28	26
Customer Outcome	Percentage of adults satisfied with libraries <sup>8</sup>	75.3%	77.6%	-	-	-	13	12	-
	Percentage of adults satisfied with leisure facilities <sup>9</sup>	67.3%	72.9%	-	-	-	23	17	-

<sup>8</sup> Data represents three-year average for each period (e.g. 2019/20 = average for 2017-20). Satisfaction data for 2021/22 is not yet available at local authority level.

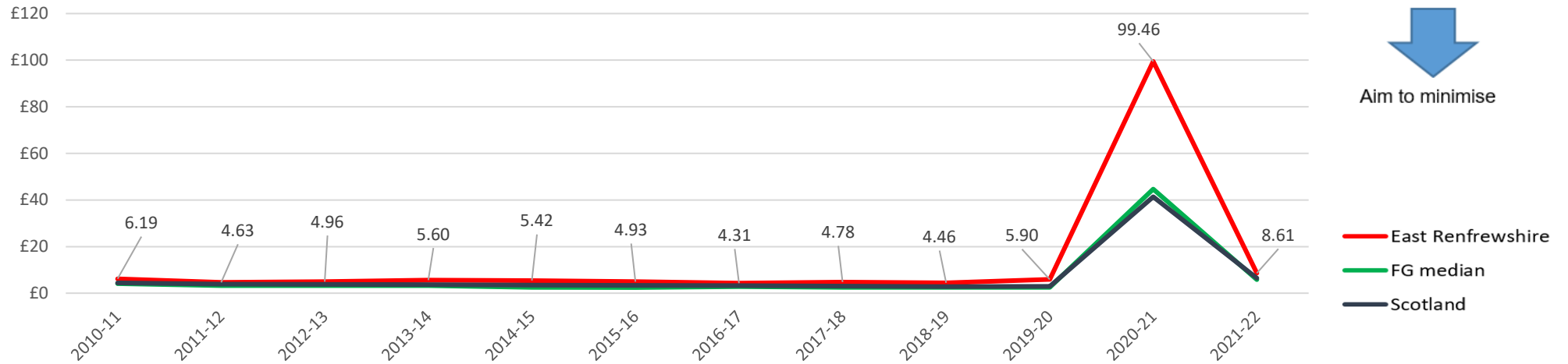
<sup>9</sup> As note 6 above

Culture & Leisure: Spotlights

Cost Per Library Visit



Cost per attendance at Sports facilities





## Culture & Leisure: Information

### East Renfrewshire Culture and Leisure's Strategic Policy Intention

East Renfrewshire Culture & Leisure aims to fully recover our pre-Covid activity levels through dialogue and engagement with our customers and residents to ensure that our leisure offer is attractive and accessible.

### East Renfrewshire Culture and Leisure (ERCL) Performance

For libraries, 2021/22 was primarily about recovering the business to pre-Covid activity levels while supporting our staff and encouraging customers to re-engage with our services. In April services were still on an "online only" basis. By May/June 7 out of 10 libraries opened on reduced hours with a "Click and collect" service. Closure of Mearns Library for maintenance slowed Q3/Q4 recovery somewhat. Typically, this branch accounted for 7,200 physical visits per month. It re-opened in Q1 2022/23. Net expenditure increased from £2,046k in 2020/21 to £2,284k in 2021/2022. Despite restrictions, total library attendances increased from 119.1 k in 2020/21 to 192.0 k in 2021/22 contributing to an improved cost per visit.

At leisure centres the year began with no indoor classes or access by community sports groups, and with 2 of our main facilities in use as vaccination centres. Gyms initially had limited access with restricted numbers and a requirement for advanced booking. A limited number of group fitness classes were available but with restrictions on numbers which were in force for the rest of the year. Access to the Games Hall in Barrhead Foundry was restored in October, but Carmichael Hall remained in use for vaccinations for the rest of the year. Despite the restrictions attendances through leisure centres increased by more than tenfold from 33.7k in 2020/21 to 363.6 k in 2021/22. Net expenditure dropped from £3,265k (2020/21) down to £3,133k (2021/22) due to increased income / attendance, which resulted in a drop in cost per visit (£8.62 down from £96.92 in 2020/21).

### What East Renfrewshire Culture and Leisure is doing to improve services

ERCL will:

- Focus on key programmes promoting healthy lifestyles, wellbeing, improved life chances and community engagement.
- Undertake ongoing dialogue with customers through casual feedback and targeted survey work.
- Support staff in the effective use of data and feedback to evaluate performance.
- Continue to empower staff to take ownership of issues and develop creative solutions.

## Parks & Open Spaces

Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
<b>Efficiency Outcome</b>	Cost of parks and open spaces per 1,000 population	£16,309	£13,512	£6,181	£20,315	£20,374	9	8	3
<b>Customer Outcome</b>	Percentage of adults satisfied with parks and open spaces <sup>10</sup>	90.5%	93.9%	-	-	-	2	1	-

### Parks & Open Spaces: Information

#### Strategic Policy Intention

East Renfrewshire Council are committed to investing in our Parks and Open Spaces in order to provide excellent quality greenspace for our residents and visitors throughout the authority. This investment will enable the Parks service to contribute to a range of national and local priorities.

#### Council performance

Satisfaction remains high ranking East Renfrewshire Council 1st nationally. It is our commitment to continue to invest in our parks and open spaces.

#### What the Council is doing to improve service

We continue to strive to improve our Parks and Open Spaces and to manage this via the Council's Open Spaces Asset Management Plan (OSAMP).

<sup>10</sup> Data represents three-year average for each period (e.g. 2019/20 = average for 2017-20). Satisfaction data for 2021/22 is not yet available at local authority level.

## Delivery Outcome

East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents

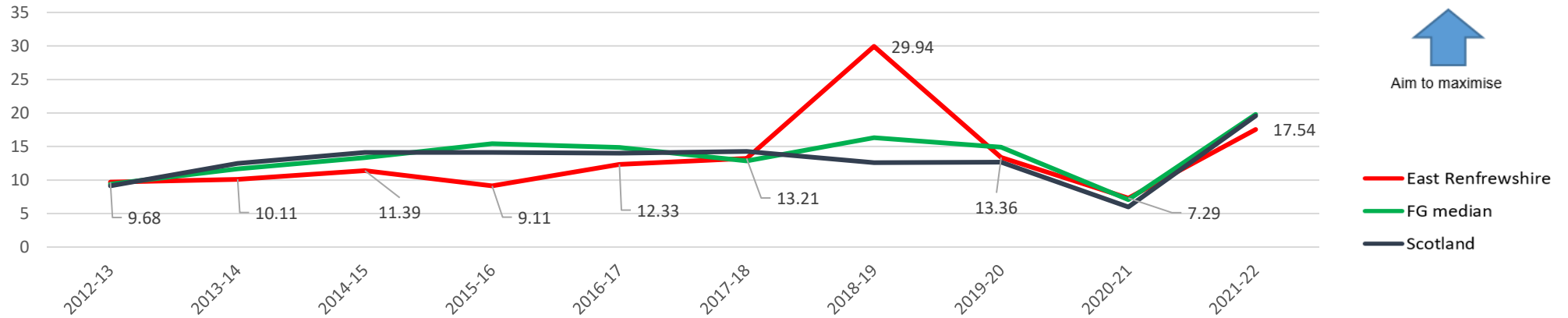
## Economic Development & Planning

Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
Delivery Outcome	% unemployed people accessing jobs via council operated/funded employability programmes	13.4%	7.3%	17.5%	19.6%	24.0%	17	14	16
	% of procurement spent on local small/medium enterprises	9.6%	11.3%	13.7%	29.9%	22.0%	31	31	30
	No of business gateway start-ups per 10,000 population	15.1%	22.4%	19.8%	14.4%	18.2%	25	4	8
	% of people earning less than the living wage	25.5%	30.9%	N/A	14.4%	18.1%	26	26	N/A
	% of properties receiving superfast broadband	96%	96.2%	96.5%	94.1%	95.9%	11	11	13
	Town vacancy rates	11.9%	7.2%	4.5%	11.4%	12.0%	20	9	3
	Immediately available land as a % of total land allocated for employment purposes in the LDP	94.1%	94.1%	100%	27.2%	54.2%	2	3	1
	Claimant Count as % of Working Age Population	1.7%	3.7%	2%	3.7%	3.3%	2	3	2
	Claimant Count as % of 16-24 Population	2%	4.4%	1.7%	3.7%	3.7%	2	1	1
Efficiency Outcome	Cost of planning and building standards per planning application	£4,210	£5,831	£4,550	£4,341	£4,482	16	22	17
	Average time (weeks) per business and industry planning application	7.8	9	18.5	11.7	11.9	9	11	28
	Investment in Economic Development & Tourism per 1,000 population	£27,436	£17,791	£29,799	£119,486	£80,835	31	32	32
	Gross Value Added (GVA) per capita <sup>11</sup>	£11,190	£10,421	-	-	-	32	32	-

<sup>11</sup> Due to data availability issues, the LGBF data for the indicators above will not be available until May 2023.

Economic Development & Planning: Spotlights

Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes



Economic Development & Planning: Information

Strategic Policy Intention

A priority for the Service is to ensure resources and procedures are in place to support the quick determination of planning applications for continued economic growth. The Economic Development team want to best ensure the best outcomes by helping our local residents into sustainable employment, help our local business community with new starts and growth companies, and help make our town centres/neighbourhoods more attractive and accessible which all support economic growth.

Council performance

The Council's performance was still significantly impacted by staff resourcing issues and the significant backlog of planning applications which accrued during COVID. This meant that the determination timescale of 18.48 weeks for Business & Industry applications in 2021/22 compared to 9.04 weeks in 2020/21.

2021/22 data shows that 17.5% of unemployed people were assisted into employment by East Renfrewshire Council operated/funded employability programmes, which is up from 7.3% for the previous year. East Renfrewshire has performed well in terms of post Covid recovery and has seen an increase in the numbers being referred to the employability team as well seeing an increase in the number of jobs being advertised. In 2021/22 the number of clients being referred to employability services were more

"job ready" compared to the previous year. East Renfrewshire Council's percentage spend with local small/medium enterprises will always be comparably low given factors such as the existing supplier base and size and location of the local authority area. There has been a slight increase in the % of procured spend on local enterprises which is up 2.46% from the previous year. The Council's Procurement and Economic Development team continue to work together to encourage local businesses, third sector organisations, supported businesses to do business with the Council and wider promotion of the Supplier Development Programme.

#### What the Council is doing to improve services

Within Planning, procedures are being implemented and it is expected that this together with a period of stability in terms of staffing that performance will improve. Changes in provision for Work EastRen's strategic skills pipeline has seen new services include dedicated provision to work with those at risk of redundancy, disabled parents and a new Young Persons Guarantee programme. The Scottish Government's No One Left Behind approach to deliver employability services has allowed the local authority to help shape provision to meet the needs of our local residents. Significant progress has been made in terms of working with our local communities to help them develop projects for the Placed Based Investment Programme. From May to November of 2022, we launched a series of public consultations to help develop Local Actions Plans which will assist in transforming towns and neighbourhoods across the local authority. These surveys generated over 6000 contributions. UK and Scottish Governments provide capital regeneration funding opportunities for town centres and neighbourhoods across Scotland and our Economic Development team want to ensure that communities in East Renfrewshire are able to make the most of these opportunities by delivering on transformational plans across the area. The Local Action Plans will help identify and develop projects that could be delivered when funding opportunities arise.

## Housing Services

Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
Delivery Outcome	% of stock meeting the Scottish Housing Quality Standards <sup>12</sup>	97.9%	91.4%	96.4%	69.7%	59.9%	5	14	1
	% of council dwellings that are energy efficient <sup>13</sup>	79.0%	93.2%	98.3%	87.8%	75.9%	19	6	3
	Average number of days taken to complete non-emergency repairs	5.4	6.2	8.3	9.2	11.3	5	11	12
Efficiency Outcome	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	6.5%	9.5%	10.0%	8.7%	11.3%	9	15	17
	% of rent due in the year that was lost due to properties being empty (voids)	1.8%	1.8%	1.4%	1.6%	2.0%	22	20	15

### Housing: Information

#### Strategic Policy Intention

Our focus is on providing homes that are good quality, energy efficient and affordable to live in through ongoing investment in new homes and raising standards in existing homes. We strive to provide services which are customer focused, high quality and represent value for money.

#### Council Performance

Our first priority is reducing gross rent arrears and rent lost from empty homes. Rent arrears rises have levelled but our performance is not on target. Void rent loss has improved due to focused activity. We aim to reduce non-emergency repairs response times, but pressures on workforce capacity make it a challenge to improve these further.

The quality of our homes remains high. However, landlords are now required to undertake Electrical Installation Condition Reports (EICRs) every 5 years instead of the previous target of every 10 years. This resulted in a data collection issue being identified by the Scottish Housing Regulator and new data has been sought from all

<sup>12</sup> There has been a data inconsistency identified with the figures which needs to be clarified with the Improvement Service. Therefore, the comparative and ranking data should be disregarded, pending further clarification.

<sup>13</sup> Previously this indicator had been calculated on progress towards the Scottish Housing Quality Standards – SAP ratings. From 2019/20 the indicator is now based on progress towards meeting the Energy Efficiency Standard for Social Housing (ESSH).

landlords. As a result, SHQS compliance in East Renfrewshire Council reduced to 49.5% for 2021/22, not the 96.4% indicated in the above table and we are ranked 21st. Compliance amongst all Scottish councils is estimated at 63.7% and 53% for our family group. The data inconsistency on the above table has been highlighted to the Improvement Service. The energy efficiency of our homes remains high, and this remains a key performance focus to improve the affordability of council homes.

#### What the Council is doing to improve services

The reduction in void rent loss has been achieved through tightened performance management and business improvement evaluations. This work is ongoing to ensure robust processes remain established. A similar approach is underway to address rent arrears, incorporating fresh staff training and detailed performance insight. We will continue to deliver a programme of investment in new and existing homes, which maximises quality and sustainability. An ambitious programme is in place to undertake EICRs and improve SHQS compliance

## Roads Services

Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
<b>Delivery Outcome</b>	% of class A roads that should be considered for maintenance treatment <sup>14</sup>	15.5%	17.3%	20.5%	27.6%	22.4%	1	2	9
	% of class B roads that should be considered for maintenance treatment <sup>15</sup>	26.3%	24.1%	23.8%	33.6%	26.9%	13	9	10
	% of class C roads that should be considered for maintenance treatment <sup>16</sup>	33.0%	31.2%	33.4%	33.2%	32.4%	16	14	20
	% of unclassified roads that should be considered for maintenance treatment <sup>17</sup>	40.0%	41.9%	42.3%	36.7%	35.3%	22	22	25
<b>Efficiency Outcome</b>	Cost of maintenance per kilometre of roads	£24,514	£24,411	£28,602	£11,117	£16,227	31	31	31

<sup>14</sup> Data relates to 2018-20, 2019-21 and 2020-2022.

<sup>15</sup> As above

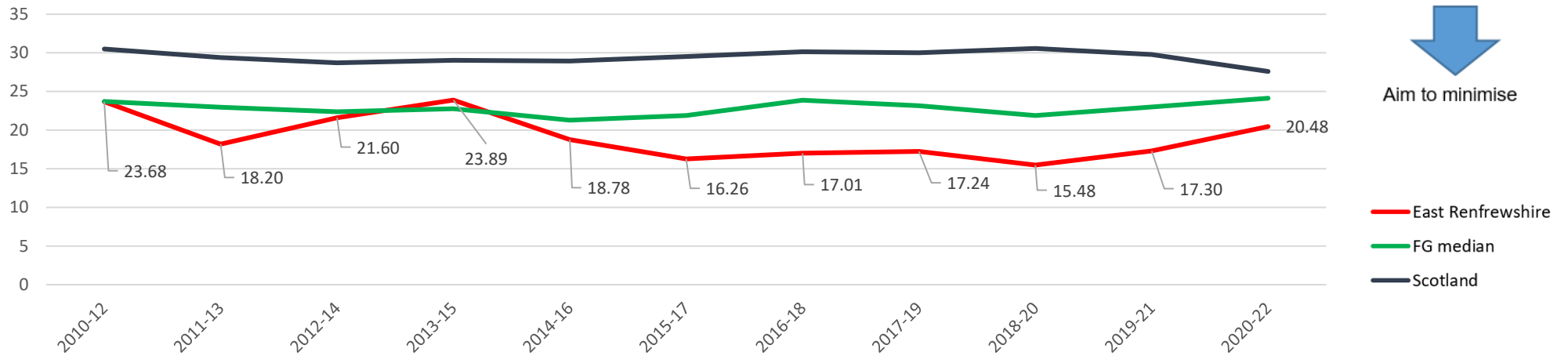
<sup>16</sup> As above

<sup>17</sup> Data relates to 2016-20, 2017-21 and 2018-22



Roads Services: Spotlights

Percentage of A class roads that should be considered for maintenance treatment



Roads Services: Information

Strategic Policy Intention

Our aim is to provide a road network that is maintained in a safe and serviceable condition and to ensure that investments are targeted at the right place, using the correct type of treatment which maintains quality in our road network. When identifying treatment priorities we take into consideration the condition, level of use, ongoing maintenance costs and spread of investment across East Renfrewshire.

Council Performance

Delays to surfacing schemes planned for our road network due to both Covid lockdown delays in 2020/21 and also the delay of 2 major surfacing schemes on our A class network pending the outcome of funding bids for strategic regeneration projects in the area have led to a slight dip in performance for 2021/22. This drop in performance should only be temporary with our resurfacing projects now back on track.

What the Council is doing to improve services

Ongoing additional capital investment of £3m per year until financial year 2023/24 and a further £3.5m per year over the following 5 years 2024/25 - 2028/29 will target ongoing improvements to our road network, especially our residential unclassified roads of which over 40% still require maintenance. Additional capital investment of 860k per year for the next 5 years 2023/24 - 2027/28 will target replacement of our older street lighting columns and installation of LED lanterns to help reduce our energy consumption and carbon output. We will also continue to improve our active travel and public transport infrastructure with funding from various sources including Sustrans, Strathclyde Passenger Transport and Transport Scotland.

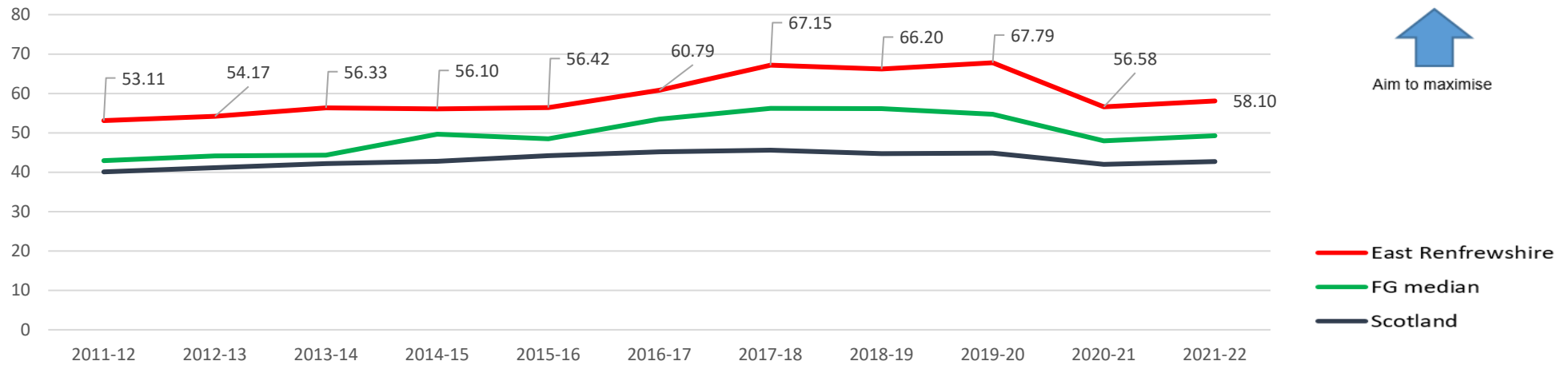
## Waste, Cleanliness & Recycling Services

Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
<b>Delivery Outcome</b>	% of total household waste that is recycled	67.8%	56.6%	58.1%	42.7%	49.0%	1	2	1
	Street cleanliness score - % areas assessed as acceptable	92.6%	95.4%	89.8%	89.7%	90.7%	16	5	16
<b>Efficiency Outcome</b>	Net cost per waste collection per premise	£77.25	£87.72	£71.57	£70.15	£69.18	26	30	18
	Net cost per waste disposal per premise	£87.02	£100.97	£87.02	£100.33	£97.23	10	13	10
	Net cost of street cleaning per 1,000 population	£9,484	£9,380	£10,385	£14,860	£14,680	10	9	8
<b>Customer Outcome</b>	% of adults satisfied with refuse collection <sup>18</sup>	79.9%	84.9%	N/A	N/A	N/A	14	7	N/A
	% of adults satisfied with street cleaning <sup>19</sup>	67.5%	67.2%	N/A	N/A	N/A	13	9	N/A

<sup>18</sup> Data drawn from the Scottish Household Survey. Data represents three-year average for each period (e.g. 2019/20 = average for 2017-20). Satisfaction data is not yet available for 2021/22 at local authority level.

Waste, Cleansing & Recycling: Spotlights

The % of total household waste arising that is recycled



Waste, Cleansing & Recycling: Information

Strategic Policy Intention

Our level of recycling rates ensure that we make a significant impact to achieving the outcome of an environmentally sustainable East Renfrewshire. East Renfrewshire Council has committed to implementing the national Household Waste Recycling Charter in order to ensure we meet the national requirements set.

Council performance

East Renfrewshire continued to have a strong recycling performance in 2021/22 and saw an increase to 58.1% from 56.5% in 2020/21, ranking East Renfrewshire 1st nationally for recycling rates.

What the Council is doing to improve services

The Council continues to focus on recovery and improving the rates of household recycling in order to meet the national target of 70% by 2025.

## Tackling Climate Change

Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
Delivery Outcome	CO2 emissions area wide per capita <sup>20</sup>	4.0	3.6	N/A	N/A	N/A	7	9	N/A
	CO2 emissions area wide: emissions within scope of LA per capita <sup>21</sup>	3.4	3.0	N/A	N/A	N/A	2	2	N/A

### Strategic Policy Intention

In November 2022, the Council committed to a target of Net Zero emissions by 2045. The publication of the Get to Zero Action Plan in 2023 will outline the actions that will be undertaken to achieve net zero. The publication has been delayed due to the impacts of the COVID-19 pandemic, the local government budget settlement and cost of living crisis.

### Council performance

The Council's emissions have been reducing steadily over the last 10 years, ranking 2 in Scotland for 2020/21 for within LA scope per capita emissions. The Council's emissions were impacted by COVID-19 in 2020/21 with significant reductions witnessed as a result of changes to working patterns (i.e. closure of offices).

### What the Council is doing to improve services

The Council will publish the Get to Zero Action Plan in 2023 which will highlight a route map of actions that the Council will follow in order to achieve Net Zero by 2045.

<sup>20</sup> Due to data availability issues, the LGBF data for this indicator will not be available until May 2023.

<sup>21</sup> As above.

## Trading Standards, Money Advice & Environmental Health Services

Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
Efficiency Outcome	Cost of trading standards and environmental health per 1,000 population	£15,974	£16,635	£17,291	£20,964	£19,846	10	11	10
	Cost of environmental health per 1,000 population	£7,191	£7,370	£8,439	£15,032	£13,841	2	3	N/A
	Cost of trading standards, money advice and citizen advice combined per 1,000 population	£8,783	£9,265	£8,853	£5,932	£6,005	25	26	26

### Trading Standards, Money Advice & Environmental Health: Information

#### Strategic Policy Intention

The Environmental Health commercial team restarted their food inspection program in September 2021. Due to cost pressures on premises and no inspections, standards have slipped and the team are finding they have had to revisit premises multiple times to get them up to standard. They continue to work on aspects around Covid such as the vaccination centres and attending national Covid meetings and working groups.

#### Council performance

The Trading Standards Prevention projects increase investment in Trading Standards but are mainly funded externally. Substantial amounts of financial savings have been derived from work carried out to prevent nuisance and scam calls and also door step cold calling. Current saving estimates are £44 saved for every £1 invested. The team are working on improving air quality especially around schools, with on-going work on vehicle idling and other initiatives, and involving pupils in these projects.

#### What the Council is doing to improve services

Environmental Health is still seeing a large increase in workload as people change working habits and work from home, walk in the local area etc. The Commercial Team are still working hard on getting the 5 year food recovery program under control due to the increase in revisits needed. The service has had several new staff starting and a new manager which will help to streamline the service and to digitise the workload. The Trading Standards Service is updating its service plan towards a return to normal and emphasis will be placed on supporting business recovery. Our Prevention work will be supported by improved digital content, including wide promotion of the Financial Harm Prevention Toolkit.

## Delivery Outcome

Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives

## Adult Social Care Services

Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
Delivery Outcome	% of people 65 and over with long-term care needs receiving personal care at home	57%	62.2%	64.4%	62.3%	61.5%	23	16	14
	Self-Directed Support (SDS) spend on adults 18+ as a % of total social work spend on adults 18+	8.4%	8.7%	8.9%	8.2%	7.6%	7	6	6
	Rate of readmission to hospital within 28 days per 1,000 discharges	76.2	98.2	82.2	109.6	98.5	4	6	4
	Number of days people spend in hospital when they are ready to be discharged per 1,000 population (75+)	155.8	189.4	342.1	747.9	505.6	1	3	9
	% of care services graded 'good' (4) or better in Care Inspectorate reports	84.4%	84%	79%	75.8%	79.6%	17	21	16
	% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life <sup>22</sup>	77.8%	N/A	83.6%	78.1%	80.8%	25	N/A	7
	% of adults supported at home who agree that they are supported to live as independently as possible <sup>23</sup>	78.3%	N/A	80.4%	78.8%	82.9%	26	-	11
	% of carers who feel supported to continue in their carer role <sup>24</sup>	35.3%	N/A	28.4%	29.7%	34.0%	14	-	23

<sup>22</sup> The data for this indicator comes from the bi-annual Health and Care Experience Survey. 2021/22 data is not yet available.

<sup>23</sup> As above.

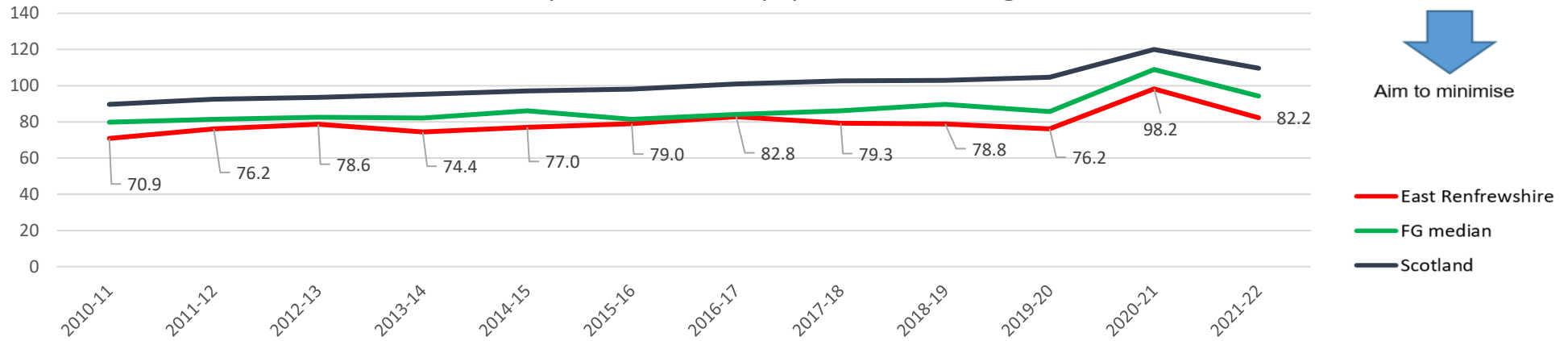
<sup>24</sup> As above.

	% of adults supported at home who agree that they had a say in how their help, care or support was provided	74.8%	N/A	73.8%	70.6%	73.8%
<b>Efficiency Outcome</b>	Home care costs per hour for people aged 65 or over	£26.83	£37.24	£30.79	£28.59	£29.80
	Residential costs per week per resident for people aged 65 or over.	£343	£418	£424	£649	£966.40

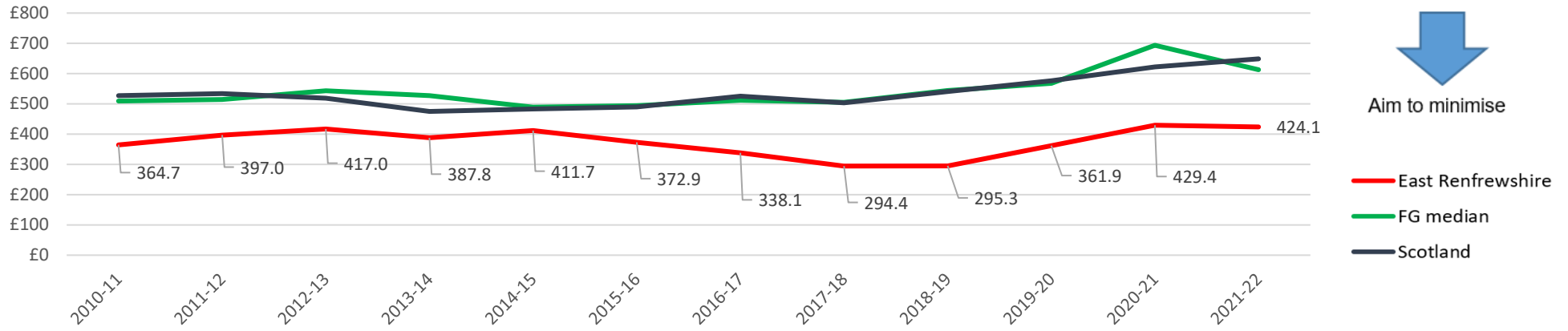
14	-	23
21	29	17
1	3	2

Adult Social Care: Spotlights

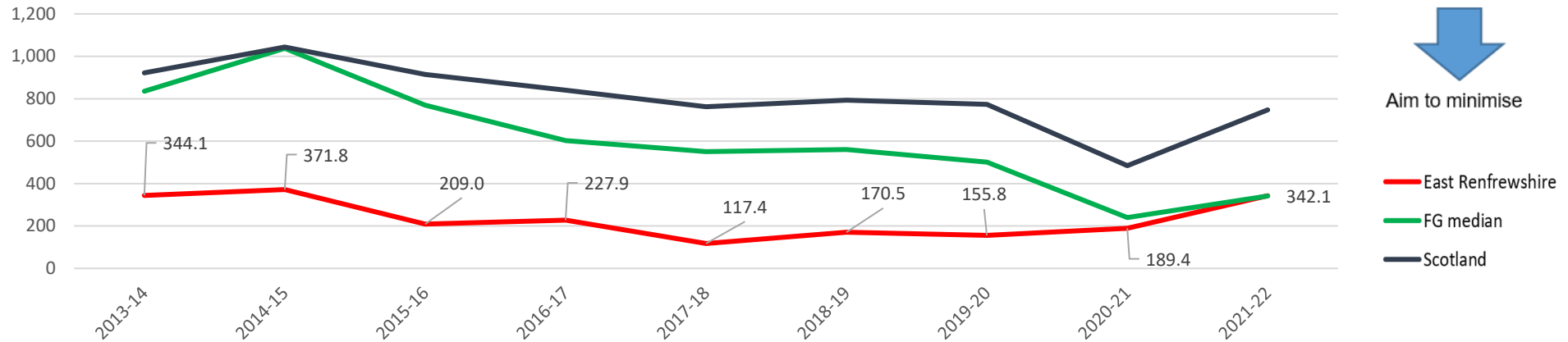
Rate of readmission to hospital within 28 days per 1,000 discharges



Older persons (over 65's) Residential Care Costs per week per resident



Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)





## Adult Social Care: Information

### Health & Social Care Partnership's Strategic Policy Intention

We work to maximise the number of older people and people with long-term conditions that are able to live independently and well in their own home and community, and also in partnership with primary and acute health care colleagues to minimise unplanned hospital care. Through development of rehabilitation services and targeted action by our Hospital to Home team, we intend to minimise delayed discharges and readmissions to hospital. In close partnership with local voluntary sector stakeholders we aim to ensure that all carers can access the supports they need.

### Health & Social Care Partnership's Performance

We remain focused on shifting provision away from institutional care and the acute sector and continue to see very good performance in relation to minimising delayed discharges and hospital readmissions. Although East Renfrewshire performs very well in relation to delayed discharges, and we are ranked 9<sup>th</sup> in Scotland, we saw increased pressures on homecare provision and discharges from hospital during 2021/22. Reflecting the continuing impact of the Covid-19 pandemic during the period, our Care at Home team saw an increase in the volume and complexity of new referrals into the service. Coinciding with increased demand pressures, Care at Home services saw continuing Covid-related absence amongst frontline staff and there was reduced service capacity in the external market due to ongoing recruitment and retention issues in the sector. During 2021/22, these factors impacted our approaches to discharging people from hospital into appropriate care in the community. The HSCP has been addressing these challenges through enhanced recruitment and increasing local intermediate care options allowing earlier discharge from hospital. We also continue to work collaboratively with our local care homes, working to minimise emergency attendances and admissions and supporting safe and early discharge from hospital. Over the previous two years our performance has significantly improved on the percentage of people aged 65 and over with intensive care needs receiving care at home and our ranking has improved to 14<sup>th</sup> in 2021/22. The level of service has improved also with 83% of adults supported at home feeling that it had improved or maintained their quality of life being ranked 7<sup>th</sup> (up from 25<sup>th</sup> in 2020/21). We continue to support the expansion of choice and control by encouraging the uptake of Self-Directed Support (SDS) options. Residential costs per week per resident (65 or over) have increased this year to £424 (from £418 in 2020/21). This has resulted in our ranking improving from 3<sup>rd</sup> to 2<sup>nd</sup> and remains significantly below our family group average of £966. The change in cost per resident relates to the level of contribution from individuals living in our care homes, which varies from year to year. Our overall cost remains low in comparison with the Scottish average reflecting the higher proportion of self-funders in East Renfrewshire. Our homecare costs per hour for people aged 65 or over have decreased with our ranking increasing significantly from 29<sup>th</sup> to 17<sup>th</sup>. During the pandemic period of 2020/21 actual delivered homecare hours reduced due to services being cancelled; and at the same time costs increasing due to service requirements changing. During 2021/22, the delivered care hours have grown past previous levels by 16%. This alongside a reduction in budget spend has caused the service hourly cost to reduce. Although we have seen a reduction in cost per hour, it still remains slightly above national average.

### What the HSCP is doing to improve services

The HSCP continues to be at the forefront of local efforts to support our most vulnerable residents. As we continue to experience significant pressures in the wake of the Covid-19 pandemic we will continue to develop our services to meet the needs of those in greatest need in our communities. We will make best use of technology and health monitoring systems to support independence and self-management. In line with the NHS GGC recovery planning we will support the increased use of digital technology to support new ways of delivering services. We remained focused on ensuring people are supported in their community and avoid unnecessary use of hospital services. We continue to develop our support to local care homes and other supported living providers through safety and professional assurance arrangements. To meet continuing demand pressures following the pandemic we have undertaken significant recruitment activity, strengthening capacity in our Review Team and Intensive Support Service. We have also established a range of multi-disciplinary roles to support our interim care arrangements.

## Organisational Outcomes

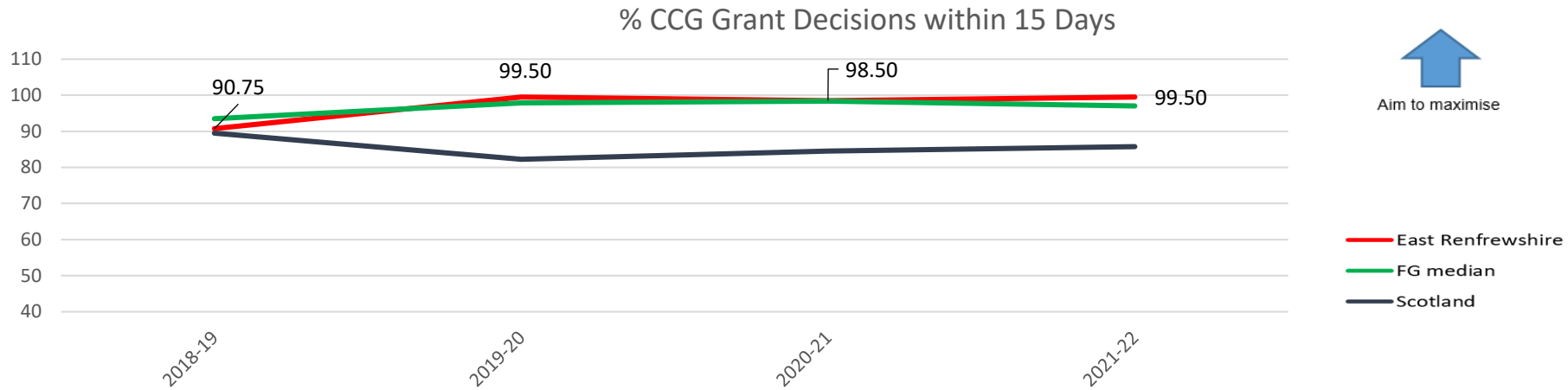
Customer: Satisfied customers access services that meet their needs

Efficiency: Our physical, information and financial assets are efficiently managed

People: We have engaged employees who are motivated to deliver our outcomes

## Costs & Processes

Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
Efficiency Outcome	Support services as a % of total gross expenditure	5.0%	4.8%	4.5%	4.1%	4.2%	26	26	25
	Cost per dwelling of collecting Council Tax	£13.09	£15.03	£17.89	£6.60	£7.73	30	30	31
	% of income due from Council Tax received by the end of the year	97.5%	96.4%	96.8%	95.7%	96.1%	3	6	9
	% of invoices sampled that were paid within 30 days	75.3%	79.8%	86.6%	92.2%	91.9%	32	31	25
	The proportion of SWF Budget Spent	97.5	62.1	98.9	115.2	118.7	21	24	20
	The Proportion of DHP Funding Spend	89.2	67.5	83.8	96.00	85.2	29	32	26
	% of CCG Grant Decisions within 15 days	99.5%	98.5%	99.5%	85.8%	87.8%	3	9	4
	% of Crisis Grant decisions within 1 day	96.8%	99.5%	97.8%	93.3%	93.6%	21	5	14



Corporate Costs & Processes:

Information

Strategic Policy Intention

To provide efficient and effective support services, to properly and adequately resource the democratic governance of the Council and the area.

Council Performance

Council Tax collection rate continues to be top quartile and above the Scottish average. Cash collected increased by 0.34% and net billed figure increased to £59.8m with an additional £1m of cash collected. This indicator is above the Scottish average ranked 9th, however has reduced from 6th in the prior year due to the impact on collections of implementing the new Council Tax and Benefits ICT system. The cost of Council Tax collection has been adversely impacted by project costs recharged for implementing the new system. It is anticipated that these costs will continue to be elevated as we seek to modernise and improve Council Tax and Benefits processes. Invoice payments performance has improved, moving this indicator from 31st to 25th place. Accuracy rates have improved to a 0.1% error rate which compares to an external benchmark of best practice of 0.3%. This has been achieved against a backdrop of significant process and compliance demands due to Covid-19, with local businesses and residents supported through the payment of grants. The lower quartile position is not reflective of the improvements in accuracy and error rates, avoiding duplicate payments and mitigating against potential financial risk. A rigorous compliance regime is firmly embedded and auditors continue to recognise the very significant performance improvements made. The new indicator on DHP funding is under investigation. The Scottish Government have confirmed that incorrect data was used for the estimated funding and this will be updated once the true figure is known.

What the Council is doing to improve services

We are keen to improve customer journeys, processing times and the digitisation of our end to end processes. The implementation of the new finance/procurement system and the subsequent merging of the Creditors and Debtors teams into the new Accounts Payable/Receivable team are now resulting in modernisation and streamlining of both our invoice payments and sundry debt processes. The replacement of the Council Tax and Benefits ICT system is providing a platform to allow fundamental process change and improvement. The Citizen Access customer portal has been phased in since 2022. Council Tax online went live in May 2022 and Education Benefits online in July 2022, with Benefits online scheduled for 2023. These changes are leading to improved automation and an improved customer experience.

## Corporate Assets

Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
Efficiency Outcome	% of operational buildings that are suitable for their current use	84.2%	84.5%	84.8%	85.3%	89.3%	18	18	19
	% of internal floor area of operational buildings in satisfactory condition	83.9%	84.1%	86.6%	90.1%	92.2%	25	27	26

### Corporate Assets: Information

#### Strategic Policy Intention

To deliver high quality, efficient and effective asset management and property maintenance to support a thriving, attractive and sustainable place for residents and businesses to grow. Providing efficient buildings that are cost effective, user friendly and support new ways of working are also key to contributing to the Council's overall efficiency.

#### Council Performance

Overall, both indicators have continued to improve again in 2021/22. This reflects both improvements in property condition and consideration of detrimental changes with defects recorded against properties.

#### What the Council is doing to improve services

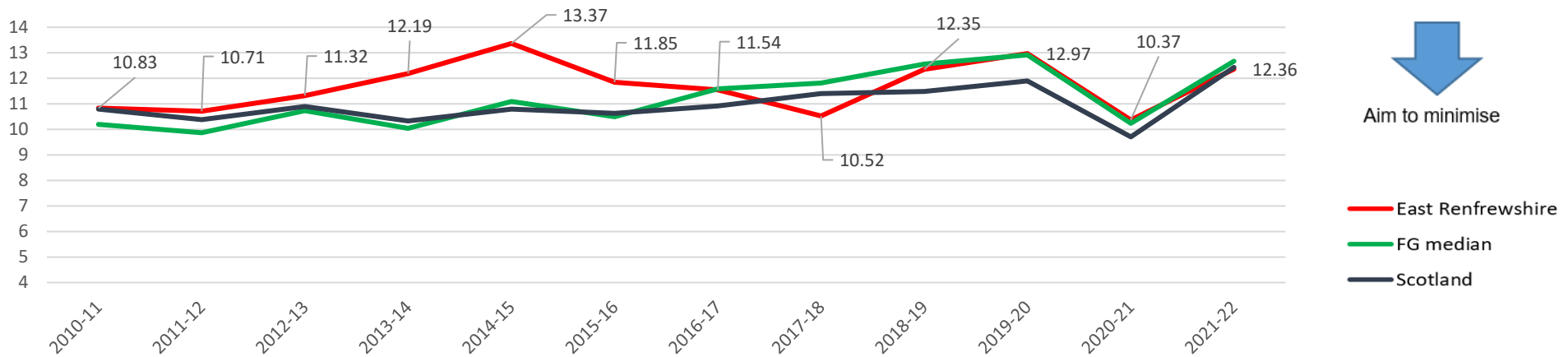
The Council continues to explore opportunities for property colocation with community partners. Asset Management Plans have been updated to ensure they all tie to the same period.

# Employees

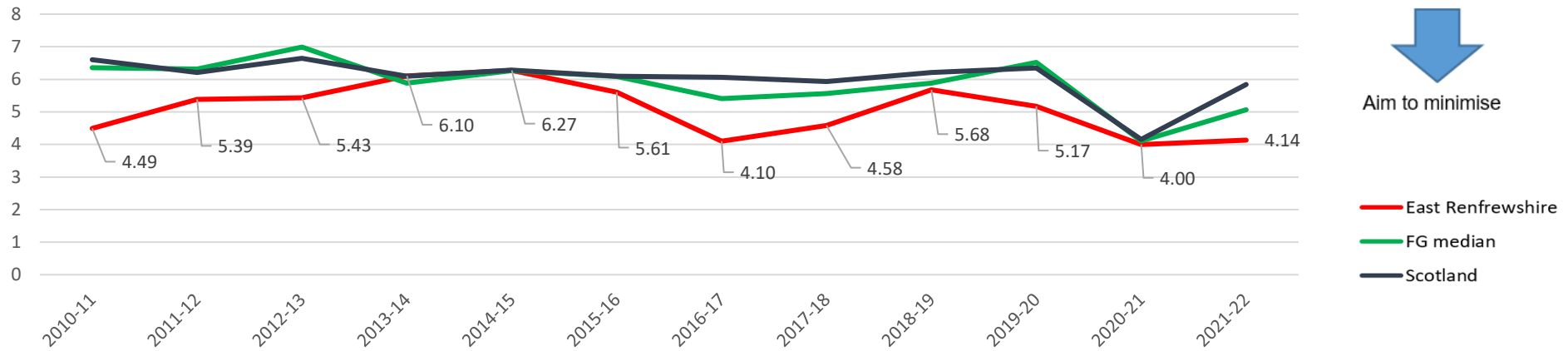
Alignment	Indicator	East Renfrewshire values			2021/22 Scotland	2021/22 Family Group	East Renfrewshire ranks		
		2019/20	2020/21	2021/22			2019/20	2020/21	2021/22
People Outcome	% of the highest paid 5% employees who are women	59.3%	57.5%	61.9%	59.0%	59.2%	11	14	4
	The gender pay gap (%)	6.3%	6.5%	5.7%	3.5%	2.7%	27	27	27
	Sickness absence days per teacher	5.2	4	4.1	5.8	5.6	6	15	1
	Sickness absence days per employee (local government employees)	13	10.4	12.4	12.4	12.3	26	24	15

## Employees: Spotlights

Sickness Absence Days per Employee (non-teacher)



Sickness Absence Days per Teacher



Employees: Information

Strategic Policy Intention

To reduce the number of sickness absence days within the Council and ensure that ERC continues to be a fair and equal employer.

Council Performance

Our sickness PI rankings have improved significantly since last year with the Council ranking number 1 for teachers’ absence compared with 14th for last year. LGE ranking has also improved and we are sitting at 15th compared with 25th the previous year. The gender pay gap has improved and decreased to 5.7%.

What the Council is doing to improve services

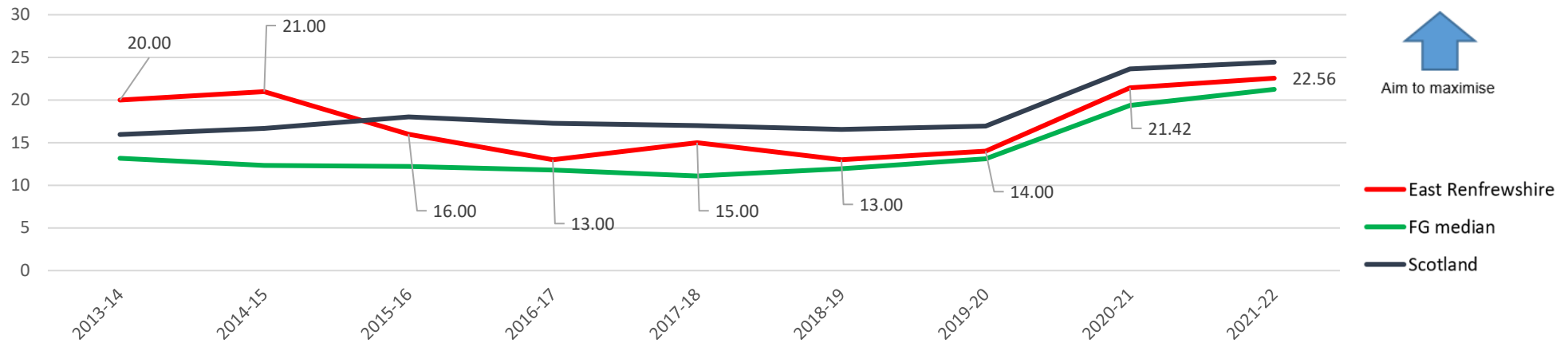
We will continue to focus on the health and wellbeing of our employees.

## Financial Sustainability

Alignment	Indicator	East Renfrewshire values					East Renfrewshire ranks		
		2019/20	2020/21	2021/22	2021/22 Scotland	2021/22 Family Group	2019/20	2020/21	2021/22
Efficiency Outcome	Total useable reserves as a % of council annual budgeted revenue ( <i>% of income held in reserves</i> )	18.3%	23.4%	21.8%	24.4%	26.9%	12	14	23
	Uncommitted General Fund Balance as a % of council annual budgeted net revenue ( <i>% of revenue that is not committed to a specific theme/project</i> )	4.0%	4.5%	4.4%	3.5%	2.5%	6	8	5
	Ratio of Financing Costs to Net Revenue Stream - General Fund	9.0	7.6	7.2	5.9	5.3	25	25	23
	Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account	29.7	32.1	31.3	22.1	23.4	20	21	21
	Actual outturn as a % of budgeted expenditure ( <i>% of budgeted spend that is spent in practice</i> )	99.2%	97.4%	98.7%	98.3%	98.2%	19	19	17

## Financial Sustainability: Spotlights

Total useable reserves as a % of council annual budgeted net revenue



## Financial Sustainability: Information

Strategic policy intention

East Renfrewshire's vision is to ensure a financially secure position underpinned by efficient and effective use of all financial resources.

Council performance

Overall performance reflects a short term improvement and is mainly due to late receipt of Covid-19 related government funding. There still remains an ongoing challenging financial situation.

What the Council is doing to improve services

Given the current financial climate is not anticipated to improve in the short or medium term this will present a challenge to improve performance. As the Council's Capital Programme and Housing Capital Programmes become more ambitious it is likely that, regardless of steps taken, the indicators around these areas will not improve. Directors have been requested to avoid non-essential spending and to manage any forecast overspends during the year. This reflects a deliberate policy and will allow the Council to continue to not to have to call on the planned use of reserves and therefore allows them to be used to balance future year budgets.



EAST RENFREWSHIRE COUNCILCABINET11 May 2023Report by Director of Business Operations & PartnershipsDRAFT GAELIC LANGUAGE PLAN 2023-2028**PURPOSE OF REPORT**

1. The purpose of this report is to advise Cabinet that East Renfrewshire Council is required to produce its' second Gaelic Language plan this year and to propose a draft plan for the purposes of consultation with the public.

**RECOMMENDATIONS**

2. It is recommended that Cabinet:
  - (i) Note that East Renfrewshire Council is required to produce a Gaelic Language Plan for 2023-2028 by 01 October 2023, under the statutory powers delegated to Bòrd na Gàidhlig by the Scottish Government
  - (ii) Approve the draft plan (Annex 1) as the basis for the mandatory consultation on this plan
  - (iii) Note the decision to apply for external funding for the purposes of offering Gaelic awareness training to interested staff
  - (iv) Approve the timeline and process as set out in paragraph 21

**BACKGROUND AND CONTEXT**

3. The Gaelic Language (Scotland) Act 2005 was passed by the Scottish Parliament with the view of securing the status of the Gaelic language as an official language of Scotland commanding equal respect to the English language. The Act gives an official framework to the efforts to grow, preserve and sustain the Gaelic language and culture.
4. The Act stipulates that Bòrd na Gàidhlig prepares a [National Gaelic Language Plan](#) every 5 years and, in partnership with other organisations and stakeholders, they are responsible for carrying out the provisions of the Act.
5. Under the terms of the Act, Bòrd na Gàidhlig's responsibilities include:
  - to give advice to Scottish Ministers on Gaelic matters;
  - to prepare and steer the National Gaelic Language Plan;
  - to give advice on Gaelic and Gaelic Education in Scotland;
  - to provide guidance to public bodies in Scotland on Gaelic Language Plans; and
  - to monitor the implementation of the European Charter for Regional or Minority Languages, and report the findings to the Scottish Ministers.

6. Under Section 3 of the **Gaelic Language (Scotland) Act 2005** Bòrd na Gaidhlig has authority to issue a statutory notice to any relevant public authority, requiring it to prepare a Gaelic Language Plan, with the aim of raising the status and profile of Gaelic and creating practical, sustainable opportunities for its' use.
7. East Renfrewshire Council received a statutory notice from Bòrd na Gàidhlig on 05 April 2022, to inform that our next edition of the Gaelic Language Plan is due on the 01 October 2023. The notice has instructed East Renfrewshire Council to renew, review and submit our revised Gaelic Language Plan by the date provided.
8. The Education (Scotland) Act 2016 places a legislative duty on education authorities to promote and support Gaelic Medium Education (GME) and Gaelic Learner Education (GLE); and that parents can request GMPE from their education authority; and that when a threshold of demand is evidenced there is, as described in Statutory Guidance, 'an effective entitlement to GMPE', and that local authorities will 'secure the provision of GMPE in the GMPE assessment area unless it would be unreasonable to do so'.
9. In February 2022, a full assessment of the need for Gaelic Medium Primary Education (GMPE) in East Renfrewshire was carried out, after five children were identified for the school year 2023/2024 and a further six children for subsequent years. A [paper](#) was submitted in June 2022 to the Education Committee which then approved for composite GMPE provision to be located at Thornliebank Primary School from autumn 2023 with the recruitment of two Gaelic speaking staff.

## REPORT

10. East Renfrewshire's Gaelic Language Plan 2023-2028 is the second of its' kind as developed under the 2005 Act. Some significant developments during the period covered by the first plan include:
  - Assessment and confirmation of a GMPE commencing in August 2023 and the recruitment of associated Gaelic staff
  - The employee HR portal now asks if staff 'are a Gaelic Speaker?' within the equality information section and communications will be sent to staff to update their equality information on the employee self-service portal. For posts where Gaelic speaking is required, recruitment packs will be in both English and Gaelic.
  - Most of our public facing documents and statements now have an added section at the back stating a Gaelic (and other languages) version can be made available on request.
11. Bòrd na Gàidhlig has published [statutory guidance](#) under section 8 of the 2005 Act, which provides advice on how Gaelic Language Plans should be structured including;
  - Background/context setting
  - Internal Capacity Audit
  - Corporate Aims- standardised, non-negotiable, Corporate Service Aims that will be issued as part of the formal notice given to public bodies
    - High level Aims – coproduced with Bòrd na Gàidhlig and focus on how public body will achieve strategic objectives of the national plan

12. The guidance recognizes that each plan will differ depending on the functions of individual public authorities and where they operate in Scotland, and in terms of the number of Gaelic speakers and the potential for the development of Gaelic in their area.
13. East Renfrewshire has a relatively small Gaelic speaking community. The 2011 census indicated that, across the council area, 0.997% (874 people) of those aged 3 and over, have some Gaelic language skills.
14. The Gaelic Language (Scotland) Act requires public bodies to consult stakeholders on the development of their plans. The proposed consultation approach is to publish a draft plan and send this to local organisations for comments, and to invite feedback from the public online, for a minimum 6-week period. Following consideration of the issues raised during consultation, a revised plan will then be brought back for approval prior to formal submission to Bòrd na Gàidhlig.
15. The draft plan in Annex 1 has been a cross-departmental exercise, alongside East Renfrewshire Culture and Leisure, where a positive yet proportional approach has been favoured in setting the actions for the next 5 years. ERCL's Senior Management Team approved all actions relevant to their organisation at an SMT meeting w/c 27<sup>th</sup> March 2023.
16. There is no designated budget attached to this work at a corporate level, meaning all actions must be delivered within existing mainstream budgets. Therefore, while the new plan aims to be ambitious and continue to build on the developments of the previous plan, it is vital to be realistic in considering what is achievable given current local authority budget constraints.
17. Bòrd na Gàidhlig operates a Gaelic Plans Fund to which applications can be made to support any initiatives with resource implications. Applications can be made for a maximum of £25,000 to cover up to 80% of costs of any project relating to a Gaelic Language Plan.
18. In 2019/2020, East Renfrewshire Council was awarded £750 from this fund to cover the majority of the costs of Gaelic Awareness Training sessions provided by Feisean nan Gaidheal. However, due to coronavirus restrictions, these training sessions weren't able to be carried out.
19. An internal Gaelic language skills capacity audit was carried out between February-March 2023 where 25 members of staff that responded expressed some interest in Gaelic awareness training. East Renfrewshire Council have submitted another application to the Gaelic Plans Fund for this very purpose and would look to offer optional Gaelic Awareness sessions to any interested staff members between August 2023 and August 2024 if the application is successful.
20. Breakdown of application as follows:
  - 2 x introductory one hour awareness sessions delivered online- £900
  - Applied for £720 from Gaelic Plans Fund (80%)
  - If application approved, remaining £180 (20%) of costs covered by internal Council training budget
21. Therefore, Cabinet are asked to approve the following timeline for submission to Bòrd na Gàidhlig of East Renfrewshire's Gaelic Language Plan 2023-2028

- Draft plan for consultation approved by Cabinet- 11<sup>th</sup> May
- Consultation on draft published- 15<sup>th</sup> May
- Consultation deadline- 26<sup>th</sup> June
- Revised plan to Cabinet for approval- September 7<sup>th</sup>
- Submission to Bòrd na Gàidhlig - End of September

## **FINANCE AND EFFICIENCY**

22. Approving the draft plan will have no direct financial implications. If consideration needs to be given in future to identifying resources to meet any demands arising from implementation of the plan, this will be the subject of future reports to the appropriate group. Bòrd na Gàidhlig operates a Gaelic Plans Fund to which applications will be made to support any initiatives with resource implications.

## **CONSULTATION AND PARTNERSHIP WORKING**

23. This plan has been developed in partnership with ERCL and across all relevant departments in the Council. ERCL Senior Management Team have approved the commitments set out in this plan and we will continue to tie in with them around implementation and monitoring over its' life course.

24. There will be a public consultation on this draft plan for a minimum of 6 weeks once approved by Cabinet that will seek input from staff and residents. This will be carried out online using the Council's consultation platform Commonplace.

## **IMPLICATIONS OF THE REPORT**

25. There are no specific implications of this report in terms of staffing, property, legal, ICT, equalities or sustainability.

## **CONCLUSION**

26. East Renfrewshire Council have a statutory obligation to produce its' second Gaelic Language Plan for 2023-2028. While the plan aims to be ambitious and advance the use, learning and awareness of Gaelic in the local area, it also needs to be proportional and realistic given the population size and challenging budget landscape in which the Council is currently operating. We will seek to utilise any external funding opportunities where possible and will continue to explore opportunities for partnership working with other local authorities to develop our Gaelic offer.

## **RECOMMENDATIONS**

27. It is recommended that Cabinet:

- (i) Note that East Renfrewshire Council is required to produce a Gaelic Language Plan for 2023-2028 by 01 October 2023, under the statutory powers delegated to Bòrd na Gàidhlig
- (ii) Approve the draft plan (Annex 1) as the basis for the mandatory consultation on this plan

- (iii) Note the decision to apply for external funding for the purposes of offering Gaelic awareness training to interested staff
- (iv) Approve the timeline and process as set out in paragraph 21

**REPORT AUTHOR**

Megan McIntyre, Strategic Services Officer, [Megan.McIntyre@eastrenfrewshire.gov.uk](mailto:Megan.McIntyre@eastrenfrewshire.gov.uk)

**BACKGROUND PAPERS**

Cabinet 25 June 2015 : [2025-2019 Gaelic Language Plan](#)

Education Committee 13 June 2019: [Gaelic Language Plan 2017-2022](#)

The National Gaelic Plan 2018-2023- <https://www.gaidhlig.scot/wp-content/uploads/2018/03/BnG-NGLP-18-23.pdf>

East Renfrewshire Draft Gaelic Language Plan- Update, Cabinet June 2015.

Consultation of the establishment of Gaelic Medium Primary School (GMPE) at Thornliebank Primary School from August 2023 and beyond- Update, Education Committee June 2022.

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Annex 1

**East Renfrewshire Council**  
**Gaelic Language Plan 2023-2028**  
**DRAFT**



This draft plan has been prepared under Section 3 of the Gaelic Language (Scotland) Act 2005

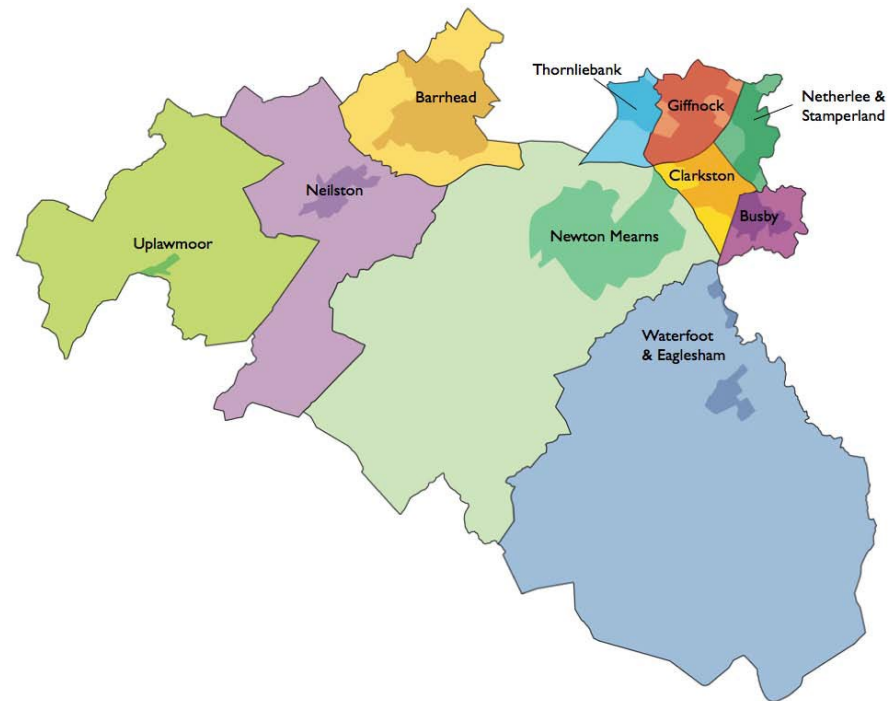
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## 1. Introduction

### Local Area

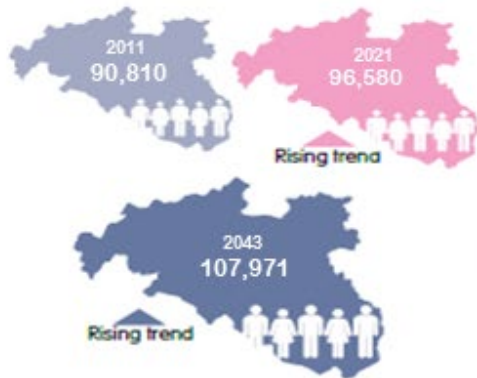
East Renfrewshire is situated to the south of the City of Glasgow and covers an area of 67 sq miles, 85% of which is rural land with the remaining area comprising mainly residential suburbs. The Levern Valley area includes the settlements of Barrhead, Neilston and Uplawmoor. The Eastwood area includes Busby, Clarkston and Williamwood, Eaglesham and Waterfoot, Giffnock, Netherlee and Stamperland, Newton Mearns and Thornliebank.



Local Demographic

EAST RENFREWSHIRE FAST FACTS

Population



Where people live



Life expectancy



New homes planned up to 2031



Economically active: 78%  
 Economically inactive: 22%



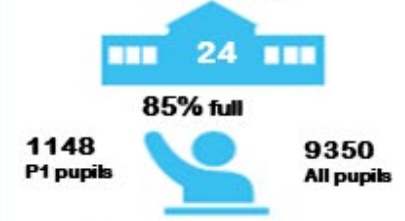
Extra moving into East Renfrewshire 2021



Early learning



Primary



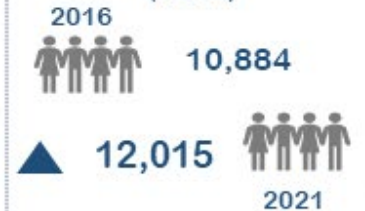
Secondary



ASN School



Young People in East Renfrewshire (10-18)



## Local authority

East Renfrewshire Council provides local government services for all of East Renfrewshire and aims to be a **modern, ambitious council creating a fairer future with all**. The Council employs over 4000 members of staff that operate across 5 departments:

- Chief Executives Office
- Business Operations and Partnerships
- Education
- Environment
- Health and Social Care Partnership

East Renfrewshire Council is a coalition administration between Labour and one independent councillor. 18 councillors represent 5 multi-member wards with a political composition of:

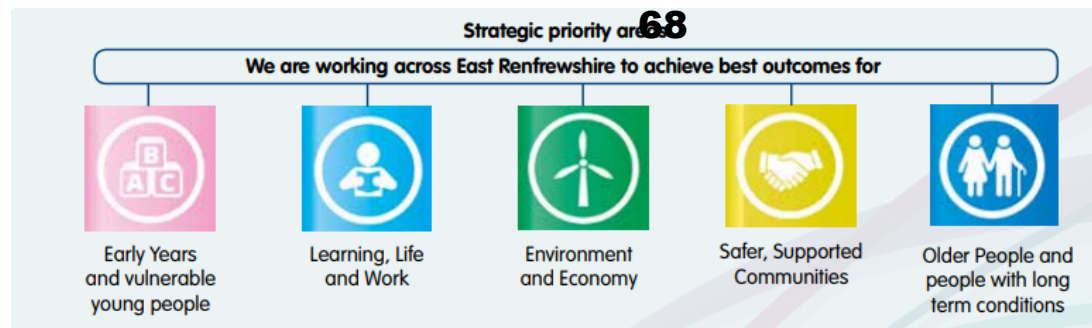
- SNP- 6
- Conservative- 5
- Labour- 5
- Independent- 2

Expenditure for East Renfrewshire Council in 2022/23 was over £330m. However, in October 2022, the Council announced it was facing a funding shortfall of more than £30m over the next three years due to a variety of reasons. Tough savings for both staff and residents have been proposed over the coming years, therefore this plan has been developed in the context of this precarious financial climate and the actions set out are reflective of this.

## Local priorities

We strive to maintain the area's reputation as an attractive and thriving place to grow up, work, visit, raise a family and enjoy later life. We do this by working with our Community Planning Partners to create stronger and fairer communities together with the people of East Renfrewshire. Our Community Plan (including Fairer East Ren) is a 10-year high-level plan that articulates the priorities and context for partnership working in East Renfrewshire to ensure all of the plans and strategies of the Community Planning Partnership are working towards the same aims and vision for our communities.

These outcomes describe what life will be like for our children, young people, adults and older people when we achieve our ambitions. There are currently five priority areas that are consistent throughout our strategic planning. These are:



The plan includes Fairer East Ren (our Local Outcomes Improvement Plan). Focusing on tackling inequalities across East Renfrewshire, we are delivering on action plans for each of the Fairer East Ren themes with our community planning partners.

The commitments set out in East Renfrewshire's Gaelic Language Plan 2023-2028 will contribute to this vision, in particular through the following outcomes:

- 2.1 Residents have the right skills, learning opportunities and confidence to secure and sustain work (Fairer East Ren)
- 2.2 Children and young people are included
- 2.3 Children and young people raise their educational attainment and achievement and develop the skills they need
- 3.4 East Renfrewshire is a great place to visit
- 4.4 Residents live in communities that are strong, self-sufficient and resilient

## Gaelic within East Renfrewshire

### Overview

East Renfrewshire has a relatively small Gaelic speaking community. The 2011 Census indicated that, across the council area, 0.997% (874 people) of those aged 3 and over, have some Gaelic language skills. As of March 2023, we are still awaiting the results of the 2022 Census, however we do know that there has been a significant population increase in the area.

Area	All people aged 3 and over	Understands but does not speak, read or write Gaelic	Speaks, reads and writes Gaelic	Speaks but does not read or write Gaelic	Speaks and reads but does not write Gaelic	Reads but does not speak or write Gaelic	Other combination of skills in Gaelic	No skills in Gaelic
<b>East Renfrewshire</b>	<b>87685</b>	<b>252</b>	<b>306</b>	<b>193</b>	<b>50</b>	<b>60</b>	<b>13</b>	<b>86811</b>
<b>Barrhead</b>	<b>16838</b>	<b>26</b>	<b>41</b>	<b>34</b>	<b>7</b>	<b>9</b>		<b>16721</b>
<b>Busby</b>	<b>3155</b>	<b>3</b>	<b>9</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3131</b>
<b>Clarkston</b>	<b>9019</b>	<b>30</b>	<b>33</b>	<b>21</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>8920</b>
<b>Eaglesham</b>	<b>2995</b>	<b>20</b>	<b>13</b>	<b>7</b>	<b>5</b>		<b>1</b>	<b>2949</b>
<b>Giffnock</b>	<b>11809</b>	<b>41</b>	<b>51</b>	<b>31</b>	<b>6</b>	<b>12</b>	<b>1</b>	<b>11667</b>
<b>Neilston</b>	<b>5162</b>	<b>14</b>	<b>19</b>	<b>11</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>5110</b>
<b>Netherlee</b>	<b>4414</b>	<b>19</b>	<b>28</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4360</b>
<b>N'ton Mearns</b>	<b>23493</b>	<b>62</b>	<b>80</b>	<b>55</b>	<b>13</b>	<b>17</b>	<b>3</b>	<b>23263</b>
<b>Stamperland</b>	<b>3477</b>	<b>10</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>1</b>		<b>3449</b>
<b>Thornliebank</b>	<b>3936</b>	<b>15</b>	<b>13</b>	<b>12</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>3886</b>
<b>Uplawmoor</b>	<b>534</b>	<b>2</b>	<b>1</b>					<b>531</b>
<b>Waterfoot</b>	<b>1250</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>1</b>			<b>1236</b>
<b>Outlying rural</b>	<b>1603</b>	<b>4</b>	<b>3</b>	<b>4</b>		<b>4</b>		<b>1588</b>

### *Education*

East Renfrewshire Council is committed to providing Gaelic education opportunities for our residents and those who wish to undertake this in the future. We provide financial support to transport a small number primary pupils and secondary pupils to the Glasgow Gaelic School and to the Mount Cameron Gaelic facility in South Lanarkshire. Following a consultation in February 2022, a full assessment of the need for GMPE in

East Renfrewshire was carried out, after five children were identified for the school year 2023/2024 and a further six children for subsequent years.

A [paper](#) was approved in June 2022 by the Education Committee, proposing that composite GMPE provision be located at Thornliebank Primary School from autumn 2023 with the recruitment of two Gaelic speaking staff. This will allow pupils starting Primary 1 in August to access local provision within a dedicated establishment. This is a significant step for East Renfrewshire and it is hoped that embedding GMPE within our schools will have a wider ripple effect across our communities in terms of language acquisition and usage. We believe this will demonstrate a commitment and recognition of the prestige of Gaelic across the Council and will continue to actively promote Gaelic language learning.

### Gaelic in Scotland

Results from the 2011 Census have shown that the decline in the number of Gaelic speakers has slowed since 2001. The total number of people recorded as being able to speak and/or read and/or understand Gaelic was 87,056. Of these 58,000 people (1.1% of the population) aged three and over in Scotland were able to speak Gaelic. For the first time there was an increase in the number of speakers aged under 25, even though the overall figure decreased slightly. The census also showed that Gaelic speakers live in most communities across Scotland, with approximately 50% living in the Highlands and Islands, and 50% across the rest of the country.

### National Gaelic Language Plan

The National Gaelic Plan concludes that Gaelic development has made good progress yet there is much to do to maintain this progress and increase momentum by means of new commitments to ensure that **“Gaelic is used more often, by more people and in a wider range of situations”**. The plan also highlights the important role that Gaelic plays in the Scottish economy and in Scotland’s cultural life.

East Renfrewshire Council supports the aim of the National Gaelic Plan 2018-2023 and is committed to contributing through focussing our work under these three headings:

- Increasing the use of Gaelic within our authority and encouraging more people to use Gaelic when interacting with us
- Increasing the opportunity for people to learn Gaelic
- Promoting a positive image of Gaelic whenever we can as part of our operations as an organisation

## **Gaelic Language (Scotland) Act 2005**

The Gaelic Language (Scotland) Act 2005 was passed by the Scottish Parliament with a view to securing the status of the Gaelic language as an official language of Scotland commanding equal respect to the English language. The Act empowers Bòrd na Gàidhlig to require public authorities to prepare a Gaelic Language Plan (GLP) to ensure that the public sector in Scotland plays its part in creating a sustainable future for Gaelic by raising the status and profile of the language and creating practical opportunities for its use.

This document is East Renfrewshire's second Gaelic Language Plan prepared within the framework of the Gaelic Language (Scotland) Act 2005. It sets out how we will use Gaelic in the operation of our functions, how we will enable the use of Gaelic when communicating with the public and key partners, and how we will promote and develop Gaelic. East Renfrewshire's Gaelic Language Plan has been prepared in accordance with statutory criteria set out in the 2005 Act and having regard to the National Gaelic Language Plan and the Guidance on the Development of Gaelic Language Plans.

## **Gaelic Language within ERC**

We conducted an internal staff Gaelic capacity audit in preparing this document so that the actions and commitments could be aligned with the existing skills of our organisation and to highlight where additional recruitment and/or training is required.

### **Summary of findings**

- There are currently 0 jobs in East Renfrewshire Council that require Gaelic as a skill, however one FTE Principal Teacher post for the new GME school is in the recruitment process at present (March 2023).
- There were 40 responses to the survey in total
- 5 people could understand/read/write/speak Gaelic to a certain extent
- 4 people had participated in some level of Gaelic learning, ranging from using Duolingo to it being part of their school curriculum
- No respondents had ever had to use Gaelic in the workplace
- 70% expressed some interest in taking part in Gaelic awareness training

We will use this information as baseline data and will look to compare this against information gathered for our next Gaelic Language Plan 2028-2033.

## **2. Key Principles**

This section of the plan confirms East Renfrewshire Council's commitment to three key principles to be applied across the plan and throughout the authority.

### **Equal Respect**

Under the terms of the 2005 Act, Bòrd na Gàidhlig works with a view to securing the status of the Gaelic language as an official language of Scotland commanding equal respect to the English language. The Bòrd, in turn, expects that public authorities will demonstrate in their plans how the principle will be achieved and maintained in practice.

East Renfrewshire Council will ensure that where Gaelic is included as part of our operations and services, we will ensure they are of an equal standard and quality as those that we provide in English.

### **Active Offer**

East Renfrewshire Council will make an active offer of our Gaelic services to our employees and the public. This will ensure that where Gaelic services are made available by us, Gaelic users are made aware of their existence, and are actively encouraged to use them.

This will take the responsibility away from the individual to ask for the service and will give Gaelic users the confidence to know that their needs will be met if that is their choice.

We will ensure that our Gaelic language services are as accessible as our English language services.

### **Mainstreaming**

In the formation, renewal and monitoring of policies, East Renfrewshire Council will consider the commitments made in this Gaelic language plan and ensure that the impacts on Gaelic are in line with the National Gaelic Language Plan's aim that Gaelic is used more often, by more people and in a wider range of situations.

In order to achieve this aim, the normalisation or mainstreaming of Gaelic as part of the day-to-day fabric of modern Scottish life is a key action and public authorities are central to this.



### **3. Our Plan Commitments**

#### **3.1 Corporate Service Aims**

Bòrd na Gàidhlig has developed a set of standardised Corporate Service Aims. The Corporate Service Aims are based on Bòrd na Gàidhlig experience of approved Gaelic Language Plans to date, with the aim of standardising key Gaelic services over time across the public sector. All public authorities are expected to address all of these Corporate Service Aims in their plan, describing current practice, actions needed to achieve the aim, timescales and which team will have responsibility for progressing the actions.

We have ensured that the actions set out are proportionate to and reflective of both the size of our local authority and our ability to develop Gaelic in the local area within the context of a challenging budget position over the next few years.

#### **Status**

<b>Desired Outcome</b>	<b>Current Practice</b>	<b>Actions Required</b>	<b>Target Date</b>	<b>Responsibility</b>
<b>Logo and brand-</b> render the corporate logo branding in both Gaelic and English at the first opportunity and as part of any renewal process. The logo should demonstrate equal prominence for both language	There is currently no Gaelic logo or branding for East Renfrewshire	A dual version of the corporate logo will be developed.  This dual logo will be made available on request from the Communications Team, as required.	Year 1  Year 1 onwards	Business Operations and Partnerships

<b>Signage-</b> Prominent signage will include Gaelic and English as part of any renewal process	There is currently no Gaelic signage on East Renfrewshire Council premises	Signage in the GME school will include Gaelic and English as part of any renewal process.	Year 2 onwards	Education/Environment
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### Communicating with the public

Desired Outcome	Current Practice	Actions Required	Target Date	Responsibility
<b>Promotion-</b> positive message that communication from the public in Gaelic is always welcome	At present, we do not consistently promote the use of Gaelic to our residents.	A web page will be created outlining the GMPE offer in East Renfrewshire, which will be in both languages. There will also be a website section for the Gaelic Language Plan in both languages that will include a statement that says we welcome any communication from the public in Gaelic.	Year 1	Business Operations and Partnerships
<b>Written communication-</b> written communication in Gaelic is always accepted (post, email and social media) and replies will be provided in Gaelic in	Where requests have been received, we have responded in Gaelic within an appropriate timeframe.	Our Translation, Interpretation and Communication guidance will be refreshed to include specific reference to Gaelic and the process to be followed in replying in this language, ensuring the most recent Gaelic Orthographic Conventions are adhered to.	Ongoing	Business Operations and Partnerships

accordance with general policy				
<b>Reception and phone-</b> where Gaelic speaking staff can provide this service, they are supported to do so, and the service is promoted to the public	We do not currently have any Gaelic speaking staff on reception or phones.	Appropriate training will be offered for staff who express an interest in learning Gaelic, where resources allow.	Ongoing	Business Operations and Partnerships
<b>Public meetings-</b> Opportunities to hold public meetings bilingually or in Gaelic are regularly explored and promoted	Where notice of 3 weeks is given, we provide an interpreter service for key public meetings	Continue to implement this policy and actively offer this service to the public, as requested	Ongoing	Business Operations and Partnerships

## Information

Desired Outcome	Current Practice	Actions Required	Target Date	Responsibility
<b>News releases-</b> high profile news releases and all news releases related to Gaelic are circulated in both Gaelic and English	We do not currently issue any news releases bilingually.	A dual language news release will be issued upon the opening of the GMPE establishment in August 2023.  Other opportunities to promote the work of the GMPE school and other Gaelic work will be identified on an ongoing basis	Year 1  Year 1 onwards	Business Operations and Partnerships

<b>Social media-</b> Gaelic content distributed regularly through social media, guided by the level or actual and potential users	We have highlighted the GMPE offer on social media.	Content from the GMPE establishment and other Gaelic content will be shared on the council's social media regularly.	Year 1 onwards	Business Operations and Partnerships
<b>Website-</b> Gaelic content should be available to the public authority's website, with emphasis given to pages with the highest potential reach	The Council's website currently has a page which provides information about GMPE and how this can be accessed.	Another web page will be created outlining the GMPE offer in East Renfrewshire, which will be in both languages. This will also outline Gaelic learning and cultural opportunities, as appropriate.  The Gaelic Language Plan 2023-2028 will be published on the council website in both languages.	Year 1  Year 1	Business Operations and Partnerships
<b>Corporate publications-</b> produced in Gaelic and English, with priority given to those with highest potential reach	We currently include a statement in corporate publications detailing that the document can be provided in an alternative language or format on request.	Relevant corporate publications will be considered for translation into Gaelic, as deemed appropriate.	Year 1 onwards	Business Operations and Partnerships
<b>Language utility-</b> a process is in place to ensure that the quality and accessibility of Gaelic language in all	We follow our existing translation and interpretation process when required, utilising the services of a professional translator.	We will continue to utilise the services of a professional translator when requiring services for translation for publications, social media and website content	Ongoing	All services

corporate information is high				
<b>Exhibitions-</b> opportunities to deliver public exhibitions bilingually or in Gaelic should be explored on a regular basis, with priority given to those with the highest potential impact	East Renfrewshire Council does not, at present, provide a Gaelic element to any exhibitions	We will work with partners in East Renfrewshire Culture and Leisure to identify opportunities to deliver public exhibitions to highlight Gaelic language and culture	Year 1 onwards	All services

### Staff

Desired Outcome	Current Practice	Actions Required	Target Date	Responsibility
<b>Internal Audit-</b> conduct an internal audit of Gaelic skills and training needs through the life of each plan	We currently do not have any information around the Gaelic language skills and training needs of our staff	An internal staff language skills audit to be carried out which will also include information gathering around interest or need for Gaelic training and how often the language is used in the workplace	Year 1	Business Operations and Partnerships

<b>Induction-</b> knowledge of the public authority's Gaelic Language plan included in new staff inductions	East Renfrewshire Council does not currently include the Gaelic Language Plan in new staff inductions.	Slides will be added to our current Corporate Induction to detail our Gaelic Language Plan	Year 2	Business Operations and Partnerships
<b>Language training-</b> Gaelic language skills training and development offered to staff, particularly in relation to implementing the Council's GLP	We do not offer any Gaelic language skills training or development to staff	We will work collaboratively with other public authorities to provide online learning opportunities to staff  We will provide information on all Gaelic e-learning forums such as 1+2 Languages, Go Gaelic!, Learn Gaelic and Duolingo sites	Year 2 onwards	Business Operations and Partnerships
<b>Awareness training-</b> Gaelic awareness training offered to staff, with priority given to directors, board members, councillors and staff dealing directly with the public	There is currently no offer of Gaelic awareness training for staff	We will seek to provide a short eLearning Gaelic awareness course and actively promote this offer to staff, with a particular focus on senior staff and Councillors, which we will look to develop this partnership with neighbouring local authorities.	Year 1 onwards	Business Operations and Partnerships
<b>Recruitment-</b> recognising and respecting gaelic skills within the recruitment process throughout the public authority	Recruiting managers have the ability to update the person specification for vacancies to state if a language is essential / desirable for a particular role.	Continue to offer recruiting managers the opportunity to include a language as essential/desirable for a particular role.	Ongoing	Business Operations and Partnerships

<b>Recruitment-</b> Gaelic named as an essential and/or desirable skill in job descriptions in order to deliver the GLP and in accordance with the Bòrd na Gàidhlig recruitment advice	Recruiting managers have the ability to update the person specification for vacancies to state if a language is essential / desirable for a particular role.	Continue to offer recruiting managers the opportunity to include a language as essential/desirable for a particular role.	Ongoing	Business Operations and Partnerships
<b>Recruitment-</b> bilingual or Gaelic only job adverts where Gaelic is an essential skill	Where Gaelic is listed as an essential skill, we have included the candidate pack bilingually.	We will continue to ensure that where Gaelic is an essential skill, information will be published in both Gaelic and English	Year 1 onwards	Business Operations and Partnerships

### Gaelic Language Corpus

Desired Outcome	Current Practice	Actions Required	Target Date	Responsibility
<b>Gaelic Orthographic Conventions-</b> the most recent Gaelic Orthographic Conventions will be followed in relation to all written materials	All written materials produced by East Renfrewshire Council follow the most recent Gaelic Orthographic Conventions	We will ensure that Gaelic Orthographic Conventions are adhered to in all written materials produced	Ongoing	All services

products by the public authority				
<b>Place-names-</b> Gaelic place name advice from Ainmean-Aite na h-Alba is sought and used	If we require information relating to place names, we would use Ainmean-Aite na h-Alba	We will use Ainmean-Aite na h-Alba whenever we require information relating to place-names	Ongoing	All services

### 3.2 High-Level Aims

East Renfrewshire Council has agreed a set of high-level aims with Bòrd na Gàidhlig and the Scottish Government Minister with responsibility for Gaelic.

The high-level aims are a small number of strategic level actions, closely linked to the National Gaelic Language Plan 2018-2023, and framed around the three National Gaelic Language Plan headings of:

- Increasing the use of Gaelic
- Increasing the learning of Gaelic
- Promoting a positive image of Gaelic

East Renfrewshire's high-level aims are:

<b>Increasing the use of Gaelic</b>
<b>ERC High-level aim:</b> Strengthen partnerships with East Renfrewshire Culture and Leisure, local businesses and other key stakeholders to increase both the use and awareness of the Gaelic language in the Council area.



Desired Outcome	Current Practice	Actions Required	Target Date	Responsibility
Residents are aware of and supported to use the Gaelic language in a range of settings throughout the authority.	We have an established a Gaelic Language Working Group, with officer representation from across Council departments and the Trust, to work in partnership to develop this plan and the implementation of the Gaelic Language Plan.	Increase the use and awareness of existing Gaelic resources in libraries.	Year 1 onwards	All services
		Explore opportunities for the GME school to work in collaboration with East Renfrewshire Culture and Leisure	Year 1 onwards	Education
		Raise awareness among businesses and tourism/hospitality providers, of the economic benefits of using Gaelic, recognising that Gaelic and its associated culture has something unique and engaging to offer visitors.	Year 1 onwards	Environment
		Continue to meet as a Gaelic Language steering group and expand membership to ensure commitments of this plan are being delivered and there is a strategic approach to increasing the	Ongoing	All services

		use of the language in the authority.		
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<b>Increasing the learning of Gaelic</b>				
<b>ERC High-level aim:</b> Undertake the duty under the Education (Scotland) Act 2016 to promote & support Gaelic Education, with progress monitored through existing quality improvement and self-evaluation processes.				
<b>Desired Outcome</b>	<b>Current Practice</b>	<b>Actions Required</b>	<b>Target Date</b>	<b>Responsibility</b>
<p>Gaelic Medium Primary Education is established at Thornliebank Primary School in August 2023.</p> <p>Children benefit from high-quality learning experiences throughout the curriculum.</p> <p>Teachers are well supported through opportunities to network with other GMPE establishments.</p>	<p>Pupils are transported to GMPS provision in neighbouring local authorities.</p>	<p>Recruit Gaelic Medium Principal Teacher 1FTE</p> <p>Recruit Gaelic Medium Teacher 0.5FTE</p> <p>Recruit Gaelic speaking PSA</p> <p>Recruit development officer/identify central support for GMPE pedagogy and practice</p>	<p>April 2023</p> <p>August 2023</p> <p>August 2023</p> <p>August 2023/TBC</p>	<p>Education</p>

ERC High-level aim: Plan towards GME provision at secondary level in 2030.				
ERC High-level aim: Raise awareness of Gaelic and increase opportunities for Gaelic learner education.				
Desired Outcome	Current Practice	Actions Required	Target Date	Responsibility
Parents and children are aware of Gaelic learning opportunities they can access.	No Gaelic learner education for children/young people.	Develop a strategic approach to sharing information with parents and children about Gaelic learning opportunities across the working area and in other neighbouring authorities.	August 2023	Education
Children at Thornliebank Primary School have planned opportunities to learn Gaelic as part of the wider curriculum.		Plan Gaelic learning curricular opportunities to be phased in from P1 and expanded in line with GMPE year group progression.	From August 2023	Education
		Plan whole-school opportunities to raise the profile of Gaelic through shared exploration and celebration of languages, cultures and diversity.	From August 2023	Education

		Create opportunities for parents of children in GME to network and to increase their own Gaelic language skills.		
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<b>ERC High-level aim:</b> Raise awareness of Gaelic and ensure adult Gaelic learners have access to appropriate Gaelic learning opportunities.				
<b>Promoting a positive image of Gaelic</b>				
<b>ERC High-level aim:</b> Promoting a positive image for Gaelic through delivery of the corporate service and educational commitments in this Gaelic language plan				
<b>Desired Outcome</b>	<b>Current Practice</b>	<b>Actions Required</b>	<b>Target Date</b>	<b>Responsibility</b>
Gaelic language is viewed positively in East Renfrewshire by residents and staff and its importance is valued by key stakeholders	Where resources have allowed, we have looked to promote a positive image of Gaelic through delivering actions set out in our previous Gaelic Language Plan 2018-2023.	Promote and enhance the Gaelic commitments agreed in this current plan to all staff and monitor its application annually.  Learning opportunities in partnership with third sector organisations and neighbouring local authorities.	Year 1 onwards	All services

#### **4. Links to the National Performance Framework**

East Renfrewshire Council's Gaelic Language Plan will help advance the following outcomes of the National Performance Framework:

- children and young people - we grow up loved, safe and respected so that we realise our full potential.
- communities - we live in communities that are inclusive, empowered, resilient and safe.
- culture - we are creative and our vibrant and diverse cultures are expressed and enjoyed widely.
- economy - we have a globally competitive, entrepreneurial, inclusive and sustainable economy.
- education - we are well educated, skilled and able to contribute to society.
- human rights - we respect, protect and fulfil human rights and live free from discrimination.

Full details of the National Performance Framework can be accessed at <https://nationalperformance.gov.scot/>

## **5. Publication**

This Gaelic language plan will formally remain in force for a period of 5 years from the date it is approved by Bòrd na Gàidhlig. This section of the plan sets out how East Renfrewshire Council will publish this Gaelic Language Plan and how we will let both internal and external stakeholders know about it.

### **Internal**

East Renfrewshire's Gaelic Language Plan will be published in Gaelic and in English and we will let staff and other internal stakeholders at all levels know about the plan, any responsibility they have in terms of delivery and the opportunities that exist for them to use Gaelic and/or develop their skills.

This will be done by:

- publishing information on our staff intranet

- including Gaelic in the eLearning induction module

## **External**

The Gaelic Language Plan will be published in Gaelic and English on our website. In addition, we will:

- Publicise the plan through a variety of social media platforms
- Make hard copies available on request
- Share the plan with key stakeholders in the public, private and third sectors.
- We will alert other organisations, including third parties and arms-length organisations, by social media and via the Council's website and we will encourage them to operate in the spirit of the activities outlined in this plan.

## **6. Resourcing the plan**

Most of the costs involved in implementing this plan will be mainstreamed within existing budgets and/or as part of ongoing renewal processes. Where there are any extra cost implications, these will be agreed by the Council in line with normal budget processes. We will also continue to seek external funding opportunities for Gaelic in East Renfrewshire.

## **7. Monitoring the plan**

The ongoing monitoring of approved Gaelic Language Plans is a requirement of the Gaelic Language (Scotland) Act and Bòrd na Gàidhlig ask all public authorities to produce a monitoring report annually, from 12 months after the date of the plan's approval and each year thereafter.

East Renfrewshire Council will compile an annual progress report that will be provided to Bòrd na Gàidhlig and made available to the public

## **8. The Gaelic Language Plan in the Public Authority**

**Overall responsibility for the plan**

The Director of Business Operations and Partnerships has the overall responsibility for East Renfrewshire's Gaelic Language Plan and can be contacted as follows:

NAME: Louise Pringle & Mark Ratter

POSITION: Directors

DEPARTMENT: Business Operations & Partnerships and Education

NAME OF ORGANISATION: East Renfrewshire Council

ADDRESS: Eastwood Park, Rouken Glen Rd, Giffnock, G46 6UG

TELEPHONE NUMBER: (0141) 577 3000

E-MAIL ADDRESS: [louise.pringle@eastrenfrewshire.gov.uk](mailto:louise.pringle@eastrenfrewshire.gov.uk) mark.ratter@eastrenfrewshire.gov.uk

### **Day-to-day responsibility for the plan**

Strategic Services has day-to-day responsibility for the delivery and monitoring of East Renfrewshire's Gaelic Language Plan. Queries regarding the day-to-day operation of the plan should be addressed to:

NAME: Megan McIntyre

POSITION: Strategic Services Officer

DEPARTMENT: Business Operations and Partnerships

NAME OF ORGANISATION: East Renfrewshire Council

ADDRESS: Eastwood Park, Rouken Glen Rd, Giffnock, G46 6UG

E-MAIL ADDRESS: [megan.mcintyre@eastrenfrewshire.gov.uk](mailto:megan.mcintyre@eastrenfrewshire.gov.uk)

### **Gaelic Language Implementation and Monitoring Group**

To ensure that the Gaelic Language Plan is embedded across the corporate structure of the authority, Bòrd na Gàidhlig recommends the establishment of a Gaelic Language Plan implementation and monitoring group, consisting of staff from across the authority with responsibility for developing, implementing and monitoring different aspects of the plan.

East Renfrewshire Council has established a Gaelic Language Plan Working Group, with the primary responsibility of developing the commitments within this plan. Membership is cross-departmental and includes representation from Strategic Insights and Communities, Human Resources, Communications, Education, Customer Services and East Renfrewshire Culture and Leisure.



EAST RENFREWSHIRE COUNCILCABINET11 May 2023Report by Director of EducationREQUEST FOR APPROVAL FOR DIRECT BID TO OSIRIS EDUCATIONAL WOODHALL  
SPA LIMITED**PURPOSE OF REPORT**

1. The purpose of this report is to seek approval to award a negotiated contract without call for competition, in relation to a direct bid with Osiris Educational Woodhall Spa Limited for the provision of professional learning and development services across the education department at an annual estimated average spend of £50,000. The contract would be for a 48 month period with a total contract value of £200,000.

**RECOMMENDATIONS**

2. Cabinet is asked to approve a direct purchase under Regulation 33(1)(b)(ii) of the Public Contracts (Scotland) Regulations 2015 from Osiris Educational Woodhall Spa Limited for the provision of professional learning and development at a total cost of £200,000 across the duration of the contract.

**BACKGROUND**

3. Under ERC's Devolved School Management (DSM) Scheme, head teachers and heads of centre are empowered to make key decisions regarding the best use of resources to ensure the highest level of experiences and outcomes for learners. However, with this autonomy there remains the responsibility to comply with both legislation and the financial regulations of the council, including being mindful of the potential impact of decisions made at individual school level on wider contractual and financial obligations of the council.

4. In partnership with colleagues in procurement, the education department seeks to monitor the level of spend with individual suppliers across the department to ensure appropriate procurement routes are followed. Ongoing work in this area has recently highlighted that the level of current/planned spend with Osiris Educational Woodhall Spa Limited (OSIRIS) across our schools requires Cabinet approval to allow our Head Teachers to continue engaging with this supplier directly without a need for any competitive quotation or tendering exercise being undertaken.

**REPORT**

5. OSIRIS is currently used to provide specific professional learning and development programmes aimed at teachers and school leaders who are seeking to embed the latest research into how to further understand, evaluate and maximise their impact on learning. The OSIRIS 'Visible Learning Plus' programme is based on Professor John Hattie's research into what works best in schools to improve learning and progress.

6. A number of our secondary Head Teachers have engaged with this supplier in recent years to deliver aspects of the OSIRIS professional learning programmes. Given positive evaluations they would wish to have the option to procure further services from OSIRIS, subject to budget availability, to take forward actions arising from school improvement planning.

7. Given the programme is covered by a trademark and OSIRIS are the only UK company able to deliver these programmes, the most appropriate procurement route going forward is considered to be a direct award to OSIRIS. Based on the latest information from Head Teachers, the planned spend over the next 4 years would average out at approx. £50,000 per annum, subject to budget availability. Initially for 2023/24, the planned spend is circa £100,000 given a few schools wish to follow up professional learning programmes which commenced during 2022/23 academic session.

8. Whilst a contract of the proposed value would normally require competition, regulation 33 of the Public Contracts (Scotland) Regulations 2015 notes various circumstances where competition is not required and contracts can be entered into by direct negotiation. In the present case, given the proprietary nature of the services provided by this organisation, regulation 33(1) (b) (iii) is considered applicable there being no reasonable alternative on the market providing the particular training in question.

#### **FINANCE AND EFFICIENCY**

7. Funding will be met from the education department's revenue budget, mainly that devolved to Head Teachers under the approved Devolved School Management scheme.

#### **CONSULTATION**

8. The Chief Officer Legal and Procurement and the Chief Procurement Officer have been consulted on the use of Regulation 33 and have authorised it as appropriate.

#### **IMPLICATIONS OF THE PROPOSALS**

9. There are no staffing, IT, legal, sustainability or other specific implications associated with this report.

#### **CONCLUSIONS**

13. In line with the principles of Devolved School Management, Head Teachers have the autonomy to make decisions on the best use of the resources available to them whilst ensuring compliance with legislation and ERC's financial regulations. Given the level of planned ongoing spend by some schools and the exclusive rights associated with the programmes offered by OSIRIS, a direct award with a negotiated contract is deemed appropriate.

#### **RECOMMENDATION**

14. Cabinet is asked to approve a direct purchase under Regulation 33(1) (b) (iii) of the Public Contracts (Scotland) Regulations 2015 from Osiris Educational Woodhall Spa Limited for the provision of professional learning and development at a total cost of £200,000 across the duration of the contract

Mark Ratter  
Director of Education  
11 May 2023

Report Author

Mary Docherty, Education Resources Senior Manager

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EAST RENFREWSHIRE COUNCILCabinet11 May 2023Report by Director of EnvironmentEXTERNAL WALL INSULATION CONTRACT VARIATION**PURPOSE OF REPORT**

1. The purpose of this report is to advise of a breach in Contract Standing Orders and request that the required variation be approved by Cabinet retrospectively.

**RECOMMENDATIONS**

2. The Cabinet is asked to note a breach in Contract Standing Orders and approve that the required variation be approved by Cabinet retrospectively.

**BACKGROUND**

3. As Social landlords local authorities require to ensure their housing stock meet the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (EESH) targets.

4. The Roof and Render Renewal programme are part of the Council's investment plan to meet SHQS and EESH.

5. The Council procured a one-year contract via a tender exercise for External Wall Insulation (EWI) and Roof Installation. The contract was tendered on Public Contracts Scotland in September 2021 and awarded in December 2021. In previous years, the tender has been issued with a request for contractors to provide a cost per property. However, in 2021/22, the project was tendered using a Bill of Quantities. This is a methodology that is new to the service. This methodology was adopted as the new PAS 2035 standard (see paragraph 8) was forthcoming but given that the detail of the standards was partially unknown to the service and a lack of in-house expertise it was felt that a bill of quantities approach was a better approach.

6. A Bill of Quantities is a document that incorporates details of materials, labour and other work requirements, with estimated quantities for each. These materials, labour and work requirements are itemised alongside estimated quantities. The contractor then prices the bill for tendering purposes.

7. The contract was led by Property and Technical Services (PATS) on behalf of the client (Housing Services).

8. A new standard PAS 2035 for retrofitting dwellings for improved energy efficiency was subsequently published by the Scottish Government on 27 January 2022.

9. The new standard contains additional requirements:
- the need to carry out air leakage testing;
  - additional works to external meters and pipework to prevent coldspots or thermal loss;
  - introduction of mandatory mechanical ventilation (i.e. extractor fans);
  - SWIGA Guarantee (Solid Wall Insulation Guarantee Agency) - Independent body required to provide guarantee to social landlords; and
  - Trustmark Certification.
10. The new standard comes with significant benefits to homes and their occupants as it provides improved air tightness in the homes, which makes them more energy efficient, especially at this crucial time where energy costs are rising. The Housing Service was aware of these forthcoming standards and many of the elements were incorporated into the contract.
11. The contract was awarded to Procast Building Contractors Limited on 6 December 2021 with a contract value of £1,790,350. The contract was expected to run for 36 weeks from commencement date and be completed by August 2022.
12. This contract, out of the three tenders returned, provided the most economically advantageous tender after the technical and commercial evaluation.

## REPORT

13. As noted at para 11 the contract value was for £1,790,350. However as at 23 March 2023, the work certified totalled £2,063,700. The final account is still to be settled and is estimated to be a total of £2.2m, this is an overspend of £409,650 (23% of contract value). Budgetary provision was made and this was reported to Cabinet on 1<sup>st</sup> December 2022 in the Housing Capital Programme update.
14. Contract Standing Orders 14 states that the contract value may, if necessary, be routinely extended by a sum no more than 15% (in the case of contracts for works), provided the appropriate authorisation route as outlined below is complied with.
15. It further states that all variations greater than £100,000 must be reported to Cabinet for approval prior to the variation being instructed. If the variation is urgently required, approval may be given by two members of Cabinet. In that case, the variation should be reported to full Cabinet as soon as practicable after such approval.
16. In this instance, Contract Standing Orders were not complied with as the required approval to vary the contract was not sought and obtained in advance from Cabinet.
17. A number of errors occurred with the management of this contract in particular in relation to the financial monitoring of spend against contract sum. The unit costs per property were unknown at the beginning of the contract and should have been established as soon as possible. The number of properties passed to the contractor could have been more closely monitored until the costs were known. The number of properties the contractor was working on determined the final contract sum. As such an over commitment occurred before the probable outturn was established. This meant that the value of the contract was exceeded without the necessary permissions to exceed spend being obtained. The fact that this was a bill of quantities contract and a new methodology exacerbated these difficulties.

18. As a consequence of this error, a review of procedures and working practices has been undertaken. In particular, more regular monitoring of contract spend against budget will be carried out from hereon to ensure that prompt appropriate action is taken to identify potential overspends and prevent them occurring. In addition, a range of other control checks have been implemented.

19. Furthermore additional staffing resources are being sought to increase capacity for additional contract scrutiny and monitoring. In addition, training on Contract Standing Orders has been delivered to staff.

20. When the contract overspend was identified, the Chief Executive referred the matter to the Chief Auditor for review. A report has been prepared with several recommendations.

## **FINANCE AND EFFICIENCY**

21. As noted at paragraph 19 a senior Quantity Surveyor will be recruited to provide additional resources for scrutiny and contract monitoring in the future. This will be funded via the PATS fee that is charged for the delivery of capital projects. An existing post is vacant in the structure.

22. It is important to note that the Procurement team carried out a best value comparison with other Councils to establish the contractor's costs for similar projects and these costs were still found to be comparable.

## **CONSULTATION**

23. No consultation has been required for the preparation of this report.

## **PARTNERSHIP WORKING**

24. Assistance from the Council's Procurement team has been provided in the preparation of this report.

## **IMPLICATIONS OF THE PROPOSALS**

25. There are no climate change, equality or sustainability implications associated with this report.

## **CONCLUSIONS**

26. The contract value for Roofing and External Wall Insulation (EWI) was for £1,790,350 and was awarded on 6 December 2021 to commence on 13 December 2021. As at 23 March 2023, the work certified totalled £2,063,700. The final account still to be settled is estimated to be a total of £2.2m, this is an overspend of £409,650 (23% of contract value). Despite this, the contract still represented best value.

27. Regrettably in this instance the appropriate mechanisms to approve overspend of the contract value were not adhered to and therefore retrospective permission for the overspend is sought. Procedures have been reviewed to ensure that this error is not repeated.

**RECOMMENDATIONS**

28. The Cabinet is asked to note of a breach in Contract Standing Orders and approve that the required variation be approved by Cabinet retrospectively.

Director of Environment

Further information can be obtained from Phil Daws, Head of Environment (Strategic Services) 0141 577 3186 or [phil.daws@eastrenfrewshire.gov.uk](mailto:phil.daws@eastrenfrewshire.gov.uk)

May 2023



EAST RENFREWSHIRE COUNCILCABINET11 May 2023Report by Director of EnvironmentDRAFT GET TO ZERO ACTION PLAN CONSULTATION**PURPOSE OF REPORT**

1. The purpose of this report is to present to Cabinet the draft East Renfrewshire Council's Get to Zero Action Plan and the proposal for public consultation.

**RECOMMENDATIONS**

2. The Cabinet is recommended to:
- a) Approve the draft GTZ Action Plan and related Environmental Report for public consultation for a period of 6 weeks; and
  - b) Note that a final GTZ Action plan will be presented to the Cabinet in November 2023 for formal approval.

**BACKGROUND**

3. The Council declared a climate emergency in October 2021 and Cabinet agreed a Get to Zero Ambition Statement in November 2021. These committed the Council to complete a Get to Zero Action Plan (GTZAP) setting out how the Council will meet its legislative requirements under Climate Change (Emissions Reduction Targets) (Scotland) Act 2019.
4. A draft Get to Zero Action Plan (GTZAP) has been prepared with input from staff across all departments. The main input was via a series of workshops, held in May and June 2022.
5. Under the Environmental Assessment (Scotland) Act 2005, public bodies are required to assess, consult on and monitor the likely impacts of their plans on the environment. As such, a Strategic Environment Assessment (SEA) of the draft GTZAP has been undertaken and the output from the assessment is an Environmental Report.
6. The Council is now in a position to consult on the draft GTZAP and related Environmental Report.

**REPORT**

7. The link to the [Environmental Report](#) is attached. The Action Plan and proposed consultation questions are provided in the appendices.
8. The GTZAP addresses the need to reduce the Council's own operational emissions and recognises its enabling role in terms of reducing community emissions i.e. emissions arising from residents' and business activities. The GTZAP also encompasses actions that

will be required to adapt to our changing climate i.e. ensuring that we are better equipped to deal with increased rainfall and heat-waves.

9. Whilst public consultation is required prior to adoption of the GTZAP and may result in amendments, it is prudent to highlight to Cabinet the anticipated key implications of the plan. These are covered in the sections below.

### Targets & Policy Objectives

10. In November 2022, the Cabinet agreed to set a target for the Council of achieving net-zero carbon emissions by 2045, for both direct (i.e. gas/water/fuel) and indirect (i.e. electricity) emissions. This aligns with the national target for net-zero emissions.

11. While the Council has set no formal interim targets, it is worthwhile to note that the Scottish Government has set a national interim target of 75% reduction by 2030 and 90% reduction by 2040 (from a baseline year of 1990).

12. The Council has a statutory duty to complete a Local Heat and Energy Efficiency Strategy and Action Plan by January 2024 and to ensure that all social housing performs at Energy Performance Certificate (EPC) Band C. This is currently being prepared.

13. The Scottish Government also has contributing policy objectives that do not currently have a statutory basis. These are shown in the table below. It demonstrates that in key areas, the Council is required to make significant change to its plans and operations in order to reach its net-zero target.

Theme	Target	By When
<b>Buildings &amp; Estate</b>	Zero direct emissions (e.g. removal of gas boilers)	2038
<b>Fleet &amp; Transport</b>	20% reduction in car kilometres travelled	2030 (against 2018 baseline)
	No longer operate cars with internal combustion engines (ICE).	2025
	Begin, and complete, ceasing the purchase of new ICE vans and light commercial vehicles (i.e. less than 3.5 tonnes).	2025-2030
	Have plans in place that means no new ICE heavy goods vehicles (e.g. bin lorries, gritting trucks, buses) are purchased	2030
<b>Housing</b>	All social housing at EPC Band B to meet requirements of Energy Efficient Standard for Social Housing (ESSH) 2	2032

14. The proposed approach to be taken by the Council is reflected in the draft GTZAP and is summarised below:

- I. Estate – It is proposed that the Council commits to meeting the Scottish Government target of having zero emission heating systems, supported by high levels of energy efficiency, in all its buildings by 2038.
- II. Fleet – Work is underway to develop the proposed approach to the Scottish Government’s phasing out of the purchase and use of internal combustion engine vehicles from 2025-2035. This proposal, as it stands, would see a transition to electric vehicles from 2025.
- III. Housing – The Council is on track to meet the target of all social housing to meet EPC Band C by 2025. It is further proposed that all council-owned homes will achieve Energy Performance Certificate B by 2032 in order to meet EESSH 2.
- IV. Transport – The GTZAP proposes that the Council supports the national route map to reduce car kilometres by 20% by 2030.

15. Supply-chain emissions (i.e. carbon emitted in the production/manufacture and transportation of the goods and services that the Council buys) accounted for 57% of overall council emissions in the 2019/20 carbon baseline. The procurement categories making up most of these emissions are construction of buildings, roads engineering, food in schools, and ICT equipment. However, it should be noted that while the GTZAP addresses the need to reduce these emissions, it does not intend to include these in its target-setting at this stage. This is because the methodology behind measurement of supply chain emissions is currently evolving as data availability and accuracy develops. Until the methodology matures there is limited benefit in inclusion. This aligns with the current approach being taken by all Scottish local authorities.

16. It should be noted that, whilst the proposed plan is an ambition statement it will be subject to the financial resources available to the Council. A number of the actions have a significant financial impact which will need to be resourced if they are to be progressed. Discussions with the Scottish Government will continue in order to identify if funding will be made available to local authorities.

### Timescales

17. The draft GTZAP spans a 22-year period. Given that this is a long-term delivery plan with action timescales ranging from 12 months up to 10 years, it is expected that the plan would be reviewed every year, reviewing progress and available funding opportunities.

18. Meeting the proposed target timescales will be challenging. In particular, meeting the objective of zero emissions heating systems in the Council’s estate by 2038 will be particularly challenging. For example, there are 48 educational establishments alone and major improvement works will be limited to school holiday periods due to practical considerations. This means to achieve this target works need to get underway as soon as possible, perhaps by as early as 2025, and would see multiple major improvement works being undertaken concurrently.

### Costs

19. The cost to implement the GTZAP is another major challenge to the Council, at a time of unprecedented budget constraints. It requires the Council to deliver actions that need significant capital and revenue investment. More detail of estimated costs is provided in the Finance & Efficiency section of the report.

20. The Scottish Government has made funding available for specific areas of focus within the action plan, but at this point there is no indication that they will provide comprehensive funding support to deliver all actions. Like all local authorities the Council will not be able to fully implement the GTZAP without additional funding.

21. Many of the initial actions identified in the first 1-2 years are related to scoping and appraising options for investment. Investing in these actions aims to position the Council favourably, should Scottish, UK Government or other funding become available.

### Consultation

22. Subject to Cabinet approval, the GTZAP will be consulted on for a period of 6 weeks. As well as seeking the views of statutory consultees: Scottish Environment Protection Agency (SEPA), NatureScot and Historic Environment Scotland (HES), the public will be encouraged to review the GTZAP and Environmental Report. The views of all consultees will be considered in preparing the final Get to Zero Action Plan. The proposed consultation questions are shown below with full details in Appendix 2.

- i. Do you agree with the actions the Council is proposing to reduce carbon emissions within its own operations and the community?
- ii. Do you agree with the timescales for actions proposed within the Get to Zero Action Plan?
- iii. Do you agree with the environmental baseline information referred to in this Environmental Report?
- iv. To what extent do you agree with the environmental assessment findings?
- v. Do you agree that the draft GTZAP is maximising the positive environmental effects identified in the environmental report?
- vi. Do you agree with the proposed approach to mitigation and monitoring set out in the environmental report?
- vii. Are you aware of further information that to inform the assessment findings, please explain? If yes, please explain.

### **FINANCE AND EFFICIENCY**

23. Costs for implementing the GTZAP have been estimated but given the long-term nature of the plan, it should be noted that costs may change considerably over time. Estimates are provided here purely to illustrate the scale of the investment required.

24. The major spending requirements have been identified and estimated as follows:

- I. Investment in the Council estate (offices, schools, leisure centres and community halls) with estimated capital cost of £110- £255m over 15-year period.
- II. Additional fleet capital costs of £7m from 2024-2035.
- III. Depot upgrading capital costs to accommodate EV/Hydrogen vehicles of £2m by 2027.
- IV. Social Housing estimated capital cost of £45- £135m over a 15-year period.

25. In addition to capital costs, additional revenue for staff and project costs are estimated at £6.5-£23.3m in the period from 2023 to 2030. Delivery of the GTZAP will be slowed or not achieved without reprioritising or dedicating staff resource to the implementation of actions. It should be noted that this is a broad estimate and needs to be subjected to further detailed scrutiny.

26. Detailed costs will be brought forward on an individual project basis. However, it is important to note that any identified costs, whilst substantial, may well be significantly less than the costs of climate impacts and will be presented in this context.

27. Some grant funding has been made available for specific statutory actions e.g. funding an officer to develop a Local Heat & Energy Efficiency Strategy (LHEES). To date, however, there has not been a major commitment of funding to local government for the climate change action necessary to delivery on targets and interim policy objectives.

## **CONSULTATION AND PARTNERSHIP WORKING**

28. In preparing this paper, discussion was carried out with the Member Officer Working Group and Senior Officer Working Group for climate change. The staff identified as leading actions within the draft GTZAP have had the opportunity to review, comment and agree the list of actions. Due to their experience in community engagement and publications, the corporate Strategic Services and Communications team were also consulted.

29. Officers are active on the Sustainable Scotland Network (SSN), a grouping of most public bodies in Scotland. This group has been constructive in terms of sharing good practice.

30. The GTZAP is over-arching and encompasses many strategies and policies across the Council. For example the Local Transport Strategy, Local Housing Strategy and Local Heat & Energy Efficiency Strategy form part of the GTZAP. For each of these strategies in development, public consultation and partnership-working will be undertaken. This will provide the public with more specific detail and policy proposals as they come forward.

## **IMPLICATIONS OF THE PROPOSALS**

30. The GTZAP is in draft format for public consultation and as such, there are no immediate implications related to this paper in terms of staffing, property, legal, IT and subsidy-control. A climate change impact assessment (CCIA) and equalities, fairness and rights impact assessment (EFRIA) will be undertaken once the GTZAP is finalised, following incorporation of consultation feedback.

31. The Council reported its 2021/22 progress on climate action to Cabinet in January 2023. The report outlined that whilst emissions have reduced, the forecast suggests the Council will miss its 2045 net-zero target without taking additional actions. The GTZAP sets out the actions, and the scale of investment required, to achieve the 2045 target.

32. Whilst the financial challenges are clear and highlighted in paragraphs 21-23, the cost of inaction is also significant. Implementation of the action plan provides an opportunity to not only reduce carbon emissions and adapt to climate change, but would deliver healthier communities with improved built infrastructure, air quality and protection and enhancement of biodiversity and greenspace.

## CONCLUSIONS

33. To meet its statutory requirements and to address the Climate Emergency Declaration, made in October 2021, the Council has prepared a Get to Zero Action Plan. The GTZAP sets out actions that will achieve climate change targets by reducing council and community emissions and supporting the regional climate adaptation programme.

34. The draft GTZAP outlines actions over a very long period (22 years) and provides estimated costs for delivering actions. Significant capital investment is required to meet the emissions reductions targets.

35. The draft GTZAP and associated appendices are proposed to undergo a 6-week public consultation, including with statutory consultees, before returning to Cabinet for agreement of the final GTZAP in November 2023.

## RECOMMENDATIONS

36. The Cabinet is recommended to:

- a) Approve the draft GTZ Action Plan and related Environmental Report for public consultation for a period of 6 weeks; and
- b) Note that a final GTZ Action plan will be presented to the Cabinet in November 2023 for formal approval.

Director of Environment

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May 2023

## APPENDICES

1. Draft Get to Zero Action Plan
2. Consultation questions



# GET TO ZERO

A CLIMATE ACTION PLAN  
FOR EAST RENFREWSHIRE

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## 1. OUR CONTEXT

East Renfrewshire Council's vision is to be a modern, ambitious council creating a fairer future for all. In relation to the economy and the environment the outcome that we want to achieve is that East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents.

East Renfrewshire is situated to the south of the city of Glasgow. It covers an area of 67 square miles; 85% of which is rural land with the remaining area comprising mainly residential suburbs. The towns of Barrhead and Neilston and the village of Uplawmoor lie to the west of the authority. Newton Mearns Giffnock, Thornliebank, Clarkston, Netherlee and Stamperland are located to the east, together with the smaller villages of Busby, Eaglesham and Waterfoot.

Our population is growing faster than the Scottish average with projections expecting an 8% growth (2018 to 2028) and 19% growth (2018 to 2043). Our upcoming 3<sup>rd</sup> Local Development Plan and Local Housing Strategy set out a clear framework for delivering the location, scale and type of housing to meet population increases and local needs across all tenures. More homes are expected to be built in the next 10-years to meet local housing requirements.

Currently, car ownership is very high with 64% of people using a car to commute to work. 81% of households have at least one car. Eighty-two percent of homes are privately owned.

The Council provides many services to citizens and businesses. Our Get to Zero Action Plan (GTZAP) sets out how we will change our services to:

- Reduce our own operational emissions;
- Support our communities to reduce their emissions; and
- Adapt both our own, and our community's buildings, infrastructure and spaces to adapt to a changing climate.
- Protect and enhance our natural spaces for biodiversity and wildlife.

Making these changes is demanding and requires a collective effort now- if the worst impacts of climate change are to be avoided. In recognition of the challenge, the Council declared a climate emergency<sup>1</sup> in October 2021.

### 1.1. What is climate change?

Climate change refers to long-term shifts in temperatures and weather patterns. These shifts may be natural, such as through variations in the solar cycle. But since the 1800s, human activities have been the main driver of climate change, primarily due to burning fossil fuels like coal, oil and gas.

The planet is becoming warmer as more 'emissions' from human activity are trapped in the atmosphere. Emissions from human activities are created when fossil fuels are burned to make power, burn natural gas for heating, or by burning petrol or diesel for vehicles.

Linked to climate change, the planet is facing a nature and biodiversity crisis too. Climate change is driving nature's decline, and the loss of wildlife and wild spaces reduces our ability to reduce carbon emissions and adapt to change. The actions that humanity will take need to address both climate and nature emergencies.

### The scale of the challenge

We are already feeling the effects of change. Average temperatures now are as much as 1.4 degrees hotter than the beginning of 20<sup>th</sup> century. Climatic changes already are estimated to cause over 150,000 deaths annually with estimates that between 2030 and 2050, climate change is expected to

cause approximately 250,000 additional deaths per year<sup>2</sup>, from malnutrition, malaria, diarrhoea and heat stress. Locally, we will continue to see increased rainfall and extreme weather including heat and droughts. This impacts our communities – land and property values are impacted, with the poorest disproportionately affected; health impacts are felt by the most vulnerable in our society; food supplies are threatened by crop harvests here and abroad; and travel and tourism to places with more extreme weather will be avoided. This impacts the Council – our roads, waterways and greenspaces now need to be managed differently with flooding, heat and drought in mind; and our buildings need more shade and mechanical cooling to make them useable.

## 1.2. Global challenges

The United Nations Environment Programme (UNEP)<sup>3</sup> states “The world is in a climate emergency – ‘a code red for humanity’.” The world is far from securing a global temperature rise to below 2°C as promised in the Paris Agreement<sup>4</sup> – a global commitment signed by 196 governments. To limit global temperature rises to below 2°C aiming for 1.5°C, as promised in the Paris Agreement, countries must cut Greenhouse Gas (GHG) emissions drastically every year. The Glasgow Climate Pact, agreed at COP26 in Glasgow 2022, committed governments, for the first time, to phase down unabated coal power and inefficient subsidies for fossil fuels. Reducing the demand and use of fossil fuels will be the most significant action governments, businesses and individuals can take in cutting GHG emissions.

## 1.3. Supporting Scotland’s Net Zero goal

The Scottish Government published its most recent update of the Climate Change Plan<sup>5</sup> in 2020. This followed their declaration of a climate emergency<sup>6</sup> in May 2019. The amended Climate Change Act has set new emissions targets for GHG as follows:



Diagram 1 - Scottish Government Carbon Net Zero Targets

The Scottish Government has also committed to the following targets:

- To reduce car kilometres driven by 20% by 2030.
- To have phased out new purchases of petrol/diesel cars and light commercial vehicles in Scotland’s public sector fleet by 2025.
- To have phased out the need for all petrol/diesel vehicles in Scotland’s public sector fleet by 2030.
- All publicly-owned buildings to meet zero emission heating requirements by 2038.
- Social housing to meet Energy Performance Certificate (EPC) Band B, or be as energy efficient as practically possible, by the end of 2032.

## 1.4. Specific challenges in East Renfrewshire

East Renfrewshire have some specific challenges which will shape the practical delivery of the GTZAP. For example:

- Car ownership is high (81% have access to a car) – 8<sup>th</sup> highest in Scotland, and 64% of people travel to work by car.

- There is a high proportion of owner-occupier households (82%) meaning we will rely on home-owners to take actions to the majority of properties.
- Although the adopted road network is improving a significant proportion of roads are still require repair and investment over coming decades
- There are recognised issues relating to the availability of buses, particularly in less-urban areas. It is also understood that connectivity between the east and west of the area is very poor; services are not well integrated between bus and trains; and funding subsidy for buses means some services are reducing.
- Active travel (i.e means making journeys by physically active means like walking, wheeling and cycling)decreased between 2014-2017, although active school travel in East Renfrewshire has steadily increased since 2008
- The Council’s property estate (i.e. schools, offices, community facilities, leisure centres) is generally in need of major upgrade to achieve lower energy consumption and zero-emission heating systems.

### 1.5. Ambition for East Renfrewshire

The Council agreed in November 2022 to set a target to achieve net zero carbon emissions by 2045. This aligns with the Scottish Government target. There is a national interim target to achieve 75% emissions reduction by 2030 and 90% by 2040 (from 1990 baseline). The Get to Zero Action Plan acknowledges the interim targets because they help to bring the 22-year net-zero target into the field of vision.

### What does “net zero” mean?

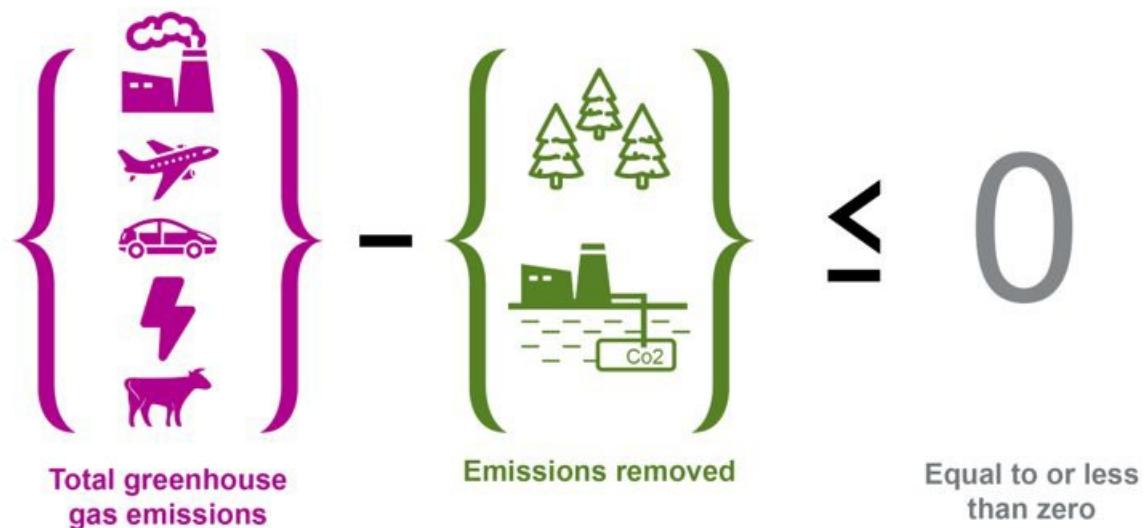


Diagram 2 - Scottish Government Carbon Net Zero Targets

This will require very significant reductions in the emissions from our operations, covering: the things we buy ; how we heat and power our buildings (e.g. schools, offices, leisure facilities, community facilities); how we manage the waste and recycling we collect from homes; how our vehicles are powered; and how and where our staff work.

Whilst the Council is estimated to contribute only 5% of the emissions in the area, the Climate Change Committee (CCC) (the UK and devolved governments' advisory body) estimates that we can influence as much as 50% of the emissions in our area. Through our work on transport, roads, active travel, planning, building control, regeneration, town-centre investment, and education we can influence the transformation that is needed to achieve this national ambition. Changing how homes and businesses meet their heating requirements, where they get electricity from, how citizens move around and use local services can be shaped by the Council.

Together with our regional partners, the Council is part of Climate Ready Clyde<sup>7</sup> (CRC), which is a cross-sector initiative supported by the Scottish Government. CRC developed Glasgow City Region's first Adaptation Strategy and Action Plan, launched in June 2021. The strategy aims to ensure Glasgow City Region's economy, society and environment is not only prepared for but continues to flourish in a changing climate.

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## 2. CARBON BASELINE

Achieving carbon reductions to 'Get to Zero' (i.e. Net zero emissions of carbon each year) requires a good understanding of the emissions that are being generated. The Council holds information on its own operations, which must be reported to Scottish Government each year, with data widely available to complete this. Local community emissions (i.e. from houses, business properties and transport) are more difficult to calculate given the data available. Improvements must be made on how we collect, analyse and publish data, with a particular need to better understand the community emissions being generated and how these might change over time.

### 2.1. Council Operations

The Council is starting from a position of progress. Emissions have reduced in the last decade, mainly through actions such as: street-lighting LED replacement programme; lighting improvements for energy efficiency in properties; investment in council housing; and a new waste contract diverting most waste from landfill to energy recovery.

The Council, like all public bodies, sets the boundaries for what it measures in terms of carbon emissions. The Council measures the following emissions.

Scope	Definition	Sources
Scope 1	All direct emissions from sources that are owned or controlled by the Council	<ul style="list-style-type: none"> <li>• The gas supply and water supply and treatment for:               <ul style="list-style-type: none"> <li>○ The council's own buildings</li> <li>○ Buildings operated by East Renfrewshire Culture and Leisure Trust (ERCLT)</li> <li>○ Offices in Domestic property</li> <li>○ Sheltered housing</li> </ul> </li> <li>• Petrol and diesel vehicles in the council fleet</li> </ul>
Scope 2	Energy-related indirect emissions from generation of purchased electricity, steam and heating/cooling consumed by the Council	<ul style="list-style-type: none"> <li>• Generation of purchased electricity for:               <ul style="list-style-type: none"> <li>○ The council's own buildings</li> <li>○ Buildings operated by East Renfrewshire Culture and Leisure Trust (ERCLT)</li> <li>○ Domestic property – close lighting and offices</li> <li>○ Sheltered housing</li> <li>○ Un-metered supply (i.e. street lighting, traffic signals, CCTV, bollards etc.)</li> <li>○ Electric vehicles</li> </ul> </li> </ul>
Scope 3	All other indirect emissions that are a consequence of the activities of the Council	<ul style="list-style-type: none"> <li>• Council business travel</li> <li>• Waste disposal and processing               <ul style="list-style-type: none"> <li>▪ Landfill</li> <li>▪ Recycling</li> <li>▪ Incineration</li> <li>▪ Composting</li> </ul> </li> <li>• Supply chain emissions (e.g. purchased goods/services)</li> </ul>

Figure 1- Scope boundary for Council emissions

The Council's latest report on its own emissions is published on our website<sup>8</sup>. A summary of the main emissions is shown in **Figure 2**.

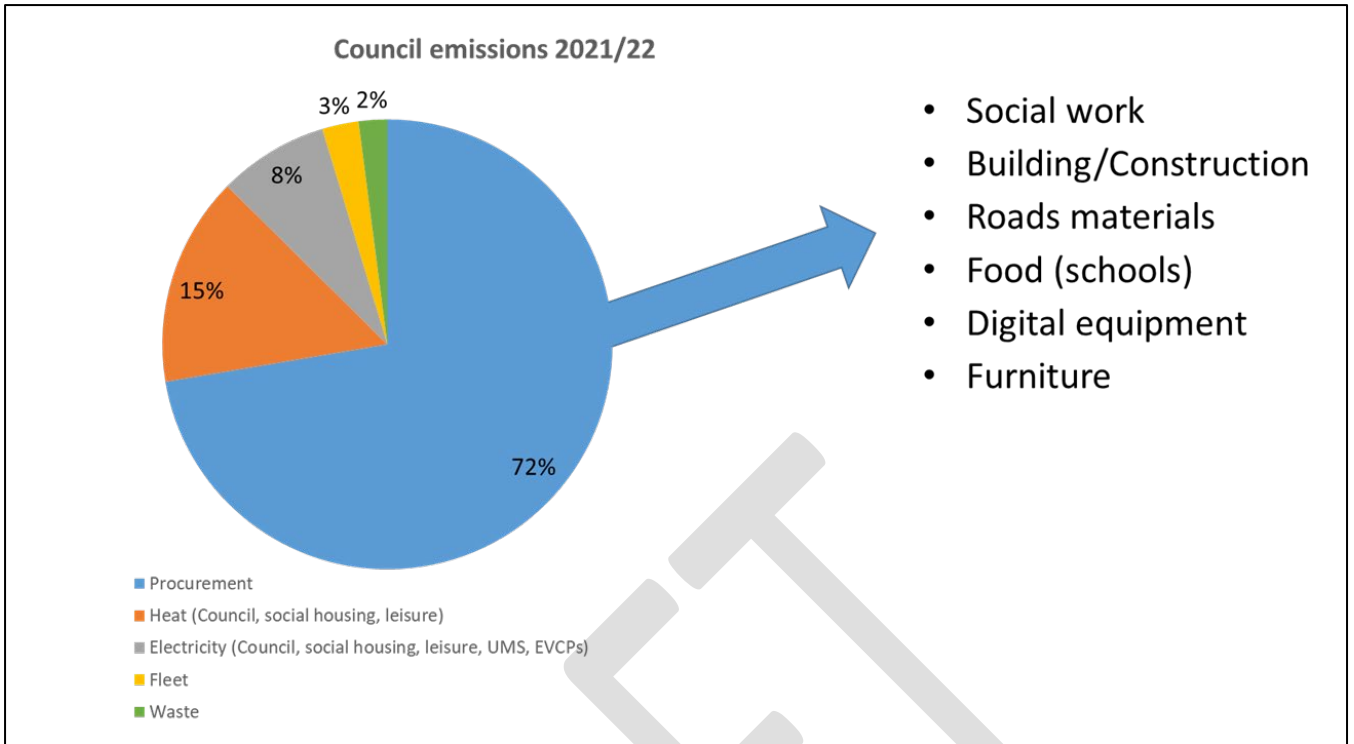
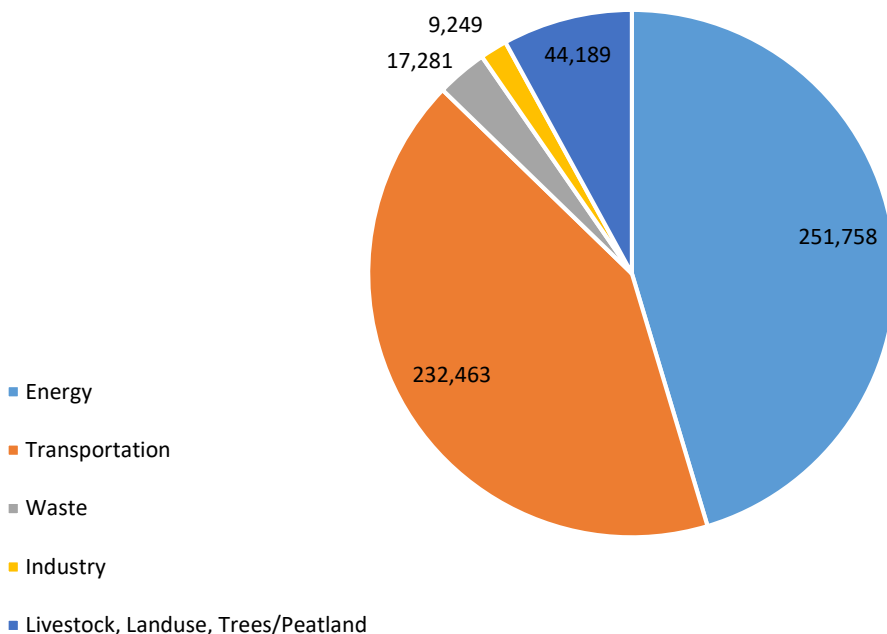


Figure 2- Council Operational Emissions 2021/22

**2.2. Community emissions**

The Council does not hold an accurate baseline position on the emissions that are generated across the area. This will be an area for improvement in our action plan. The Department for Business, Energy & Industrial Strategy (BEIS) publishes data<sup>9</sup> that estimates in East Renfrewshire, based on a disaggregation of the UK GHG inventory. This data is limited in that it will only reflect improvements made nationally, which won't reflect any local action, or inaction, being taken. The BEIS data suggests emissions have reduced by 35% (505ktco2e to 391ktco2e) over the period 2005 to 2019 in East Renfrewshire. BEIS have made a tool available called 'SCATTER' to help understand area-based emissions. A summary of the SCATTER<sup>10</sup> tool calculation for 2019 is shown in Figure 3

**Area-wide emissions in East Renfrewshire tCO2e [2019]**



Source: <https://scattercities.com/>



Figure 3- East Renfrewshire area-wide emissions 2019

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### 3. TARGETS FOR EAST RENFREWSHIRE

#### 3.1. Net Zero

The Council commits to achieve the national target of being net-zero carbon by 2045. In achieving this end-target, the Council acknowledges the national interim targets to reduce emissions by 75% against the 2020 baseline by 2030, and 90% against the baseline by 2040.

#### 3.2. Supply-chain emissions

The Council measured supply chain emissions within its 2020 carbon emissions calculation. These were included to acknowledge the significant percentage of emissions from the things that we buy and to help drive a change on how we purchase goods and services. However, the Council is one of the first public bodies in Scotland to measure supply chain emissions and the data and methodology is still being developed.

Until the data calculation methodology has been resolved for supply-chain emissions, the Council has chosen not to report supply-chain emissions in progress towards the net-zero target. However, it remains committed to reducing emissions from the goods and services it purchases. It is proposed that the Council will set a target to reduce supply-chain emissions once the data methodology issues have been improved.

#### 3.3. Our estate

The Council commits to meet the Scottish Government target of having zero emissions heating systems, supported by high levels of energy efficiency, in all its buildings by 2038.

#### 3.4. Our fleet

The Council recognises the Scottish Government's ambitions to decarbonise the public sector fleet, as follows:

- After 2025, public bodies are expected to no longer operate cars with internal combustion engines (ICE). In practice this means all cars being used would be electric from 2025/26.
- Between 2025 and 2030, public bodies are expected to have begun, and completed, ceasing the purchase of new ICE vans and light commercial vehicles (i.e. less than 3.5 tonnes).
- By 2030, public bodies are expected to have plans in place that mean no new ICE heavy goods vehicles (e.g. bin lorries, gritting trucks, buses) are purchased.

The Council will bring forward policies that are practical and consistent with the Scottish Government targets for fleet decarbonisation.

#### 3.5. Housing

The Council commits to meet the Energy Efficient Standard for Social Housing 2 (EESH2), to have all Council-owned homes at Energy Performance Certificate B by 2032.

#### 3.6. Community emissions

The Council will contribute towards national targets for reducing community emissions:

- To reduce car kilometres driven by 20% by 2030.
- To introduce building standards measures to require zero emissions heating in all new buildings from April 2024.

### 3.7. Climate adaptation

As part of Climate Ready Clyde, the Council will contribute to the wider Glasgow City Region targets for climate adaptation. These are to have:

- Increased resilience of over 140,000 of the region's most vulnerable people to the impact of climate change;
- Closed the region's adaptation finance gap of £184m a year; and
- Involved 125 new organisations, community groups and businesses supporting Glasgow City Region to adapt to climate change

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## 4. STRATEGIC ENVIRONMENTAL ASSESSMENT

A Strategic Environmental Assessment (SEA) is a way of considering the environment when preparing public plans, programmes and strategies. It identifies potential significant environmental effects and, where necessary, describes how these effects can be avoided or reduced. Through consultation, SEA also provides an opportunity for the public to express their views on proposed policies and their potential environmental impacts. In this case, SEA is being used to assess the likely environmental effects of the Draft Get to Zero Action Plan.

### 4.1. How was the Strategic Environmental Assessment undertaken?

Consultants (LUC Ltd.) reviewed all actions and held workshops with staff who will lead the delivery of GTZAP actions. This informed their draft assessment. The assessment identifies positive and negative environmental effects and the significance of these; considers whether they would be temporary or permanent; and notes where they would arise in the short, medium or long term. It also distinguishes between effects arising directly from the Draft Get to Zero Action Plan and any 'secondary' effects, which would indirectly impact on the environment.

The consultants completed a draft Environmental Report, which was the basis of consultation alongside the draft GTZAP. The draft Environmental Report is provided as an appendix to the GTZAP.

### 4.2. Strategic Environmental Assessment findings

The environmental effects are considered as direct and indirect effects from the action themes.

Overall, only some of the actions will result in direct effects. The majority of direct effects relate to 'climatic factors'; 'population and human health'; and 'material assets' topics. The built environment actions were the only actions likely to directly affect cultural heritage and historic environment. During the assessment, no significant negative effects against the SEA topics were identified. Some of the actions within the built environment action theme are expected to result in significant positive effects in relation to biodiversity, flora and fauna.

There will be indirect effects on the environment across most of the topics, but most of the effects are minor. Most of the effects are positive for the environment.

### 4.3. What measures could be put in place to avoid, reduce or manage the environmental effects of the Draft Get to Zero Action Plan?

No significant adverse effects are identified from the assessment. Consideration of mitigation is focused on opportunities to avoid, reduce or manage minor adverse effects.

## 5. PRIORITISING OUR ACTION

We will prioritise the actions that can bring the most significant reduction in carbon emissions, whilst ensuring that we also adapt to the changing climate. This plan will address:

- Actions to reduce emissions from Council operations;
- Actions to support emissions reductions in the wider East Renfrewshire community;
- Actions needed to enable better decision making; and
- Actions to help the Council and the community adapt to a changing climate.

A summary of the action outcomes is provided in this section with a more detailed plan covered in the [timetable for action](#).

### 5.1. Council operations

The Council's operational emissions are covered earlier ([here](#)) in the action plan. The following section outlines the actions the Council will take to reduce these emissions, and actions that will help both the Council and the wider community adapt to the changing climate.

#### 5.1.1. What we buy – procurement and shaping our supply chain

The largest part of the Council's operational emissions (72%) comes from the goods and services it purchases. Reducing emissions from the supply chain will take time, and will rely on working closely with suppliers. The Council will need to adopt a willingness to innovate and try new approaches, as some of the solutions needed may not currently exist in the market. The Council spent c. £130 million on procurement of goods and services in 2021/22. There is a huge opportunity to use this spending power, working alongside other public bodies, to drive innovation in supply chains and develop new low-carbon products, or entirely new ways of using materials. The Council will seek ways to use products and services in ways that de-couple the money we spend with the normal assumption of consuming natural resources. Considering options for service-based systems, specifying remanufacture or redistribution at the end of life, and specifying refill, repair, reuse and refurbish, where possible, will drive down emissions. These options are within circular procurement<sup>11</sup> principles, which the Council is keen to adopt.

Whilst seeking ways to reduce emissions across all categories, the scale of council spending means there is a need to focus on key categories that the data shows will have the most significant carbon impacts. These are covered in the sections below.

#### Building & Construction

The Council builds many different types of properties. The actions here will focus on reviewing the contracts for major projects (e.g. schools) and the products used by our largest suppliers to understand what scope there is for alternative products or changes to the design process. The Council is already adopting the principles of the Net Zero Public Sector Building Standard<sup>12</sup> and Passivhaus<sup>13</sup> but will consider formalising this in its construction design specifications.

#### Roads materials

Most road materials are fossil-derived products, or involve large quantities of heavy, quarried material. The climate impacts are therefore very high for the money invested. Actions here will focus on working with the supply chain, and in collaboration with national agencies and centres of procurement (e.g. Scotland Excel) to drive innovation that still meets the engineering needs of the roads network.

## Food

School catering is a very significant category spend for the Council, which is likely to grow with increased school meal provision being forecast. Food production, manufacture, packaging, transport and waste have huge carbon impacts. Reducing emissions in this area will require meticulous assessment of data at a product level, more than any other spend category, to understand where emissions can be reduced. It is likely that considering the dietary requirements, with more plant-based choices, as well as improved energy efficiency in manufacture, low-carbon/reduced transport, reusable packaging and reduced waste will offer solutions to reducing emissions.

## Digital equipment

Electronic equipment, both infrastructure (e.g. servers) and personal equipment (e.g. laptops), is extensively used and purchased by the Council. It is estimated that making a mobile phone accounts for 85–95% of its annual carbon footprint because manufacturing its electronics and mining the metals that go into them is energy-intensive<sup>14</sup>. Solutions to reduce such emissions are likely to consider: reducing the volume of personal equipment needed; considering purchase of refurbished, reused or remanufactured equipment; consideration of ‘product as a service’<sup>15</sup>; and purchasing lower-carbon equipment (i.e. the manufacturing process is more material and energy efficient than currently).

### 5.1.2. Our estate

The council estate has over 100 properties, including schools, offices, leisure centres, community facilities, depots and stores. The council estate accounts for most of the direct (i.e. gas, water) and a large amount of indirect (i.e. electricity from the grid) emissions the Council generates. Excluding procurement emissions, around 50% of operational emissions is from the properties owned and managed by the Council. The first step in reducing these emissions will be establishing plans and proposals to manage investments, using both council and wider government funds. The Scottish Government’s ambition to ensure that there is zero emissions from heating public buildings by 2038, will shape the scale and scope of the Council’s plans for its estate.

As well as reducing emissions, it will be vital that the future estate is safeguarded as well as possible against the changing climate. More extreme heat-waves, prolonged periods of high-winds, and localised flooding are all expected to occur as the climate continues to change. Adapting buildings to cope with the changing climate will be integrated into the investments the Council makes to its properties.

## Our future estate

The actions to manage the long-term transition to low-carbon heat and power systems for Council properties will start with establishing senior officer groups to consider recommendations to refurbish, rebuild or dispose of properties. This will inform the investment strategy and shape the application of funding from the government and/or its agencies.

## Heat and power for our buildings

In the short to medium term, there are improvements that can be made to buildings. Taking actions to improve the lighting, heating, cooling and insulation in the estate will deliver incremental changes in advance of a much greater investment. Giving greater autonomy to responsible persons (i.e. those who are responsible for safety, security and welfare in each property) to monitor energy use, building temperatures, and support staff to take energy efficiency measures will help reduce energy demand.

## Council homes

The Council currently owns 3,170 social houses. The Council is focused on achieving the Energy Efficiency Standard for Social Housing (ESSH) 2 standard, which aims to have all homes at Energy

Performance Certificate (EPC) level B by 2032. The actions to deliver this will focus on assessing properties, piloting new approaches and reflecting the findings from these pilots into the investment strategy for social homes. The Council will also consider the standard it will build future social homes to, endeavouring to achieve the highest possible standard for energy efficiency, low-emission heating, electric vehicles charging (where appropriate), and also to ensure buildings are adapted to a changing climate.

### **5.1.3. Our vehicles**

The Council currently operates a fleet of 173 vehicles, including social work rapid response cars, housing repairs vans, refuse collection vehicles, gritters, adapted buses, tractors, quad-bikes and mini-excavators. The Scottish Government has set out a challenging policy ambition to decarbonise the public sector fleet. To achieve this the Council must consider the following: additional cost for electric vehicles (EVs) or low-carbon fuels; the development of the market for vehicles; the infrastructure required to support new vehicles (e.g. charging points); and operational challenges (e.g. charging time for vehicles used across three shift patterns). The Council has a major constraint with the power supply at its main depot, which will need to be addressed alongside the transition to a low-carbon fleet. This constraint shapes the timing of the actions set out in the following sections.

#### **Cars and light vehicles**

The actions will be shaped by a 'Fleet Decarbonisation Officers' Group' who will recommend the steps required to secure the necessary charging infrastructure and to support fleet service-users to assess their options for transitioning to zero-emissions vehicles. The main fleet-users (i.e. HSCP, Roads, Housing, and Neighbourhood Services) will set out a business case for investment to remove internal combustion engine (ICE) cars from use by 2025 and vans over the period 2025 to 2030.

#### **Heavy and specialist vehicles**

There is more time to address the heavy and specialist vehicles (e.g. refuse collections, gritters, adapted school buses). However, work will start long before the deadline of 2030 for ceasing the purchase of ICE heavy and specialist vehicles. The main fleet-user services (i.e. Roads, Neighbourhood Services, and Education) will set out a business case for investment to stop purchasing internal combustion engine (ICE) heavy and specialist vehicles by 2030.

### **5.1.4. How we work**

Council staff are returning to the office, following the disruption caused by the COVID pandemic. Some of the benefits of hybrid working, and reduced business travel likely mean that many emissions from Council operations have already been reduced. However, the Council will seek to ensure that the benefits from more digital working and the reduced need to travel for meeting other staff or customers is retained. Further emissions reductions are believed to be possible by promoting active travel to staff, reviewing IT infrastructure energy requirements, supporting more digital meetings and consideration of new policies for business travel.

## 5.2. Community – shaping business and citizen climate action

The Council will have a significant impact on reducing emissions created by homes, businesses and transport across East Renfrewshire. It will also play its part in making sure our community is prepared and ready to adapt to a changing climate. The UK Climate Change Committee estimates that as much as 50% of emissions in East Renfrewshire could be influenced by Council policy and decisions (*See Figure 4*).

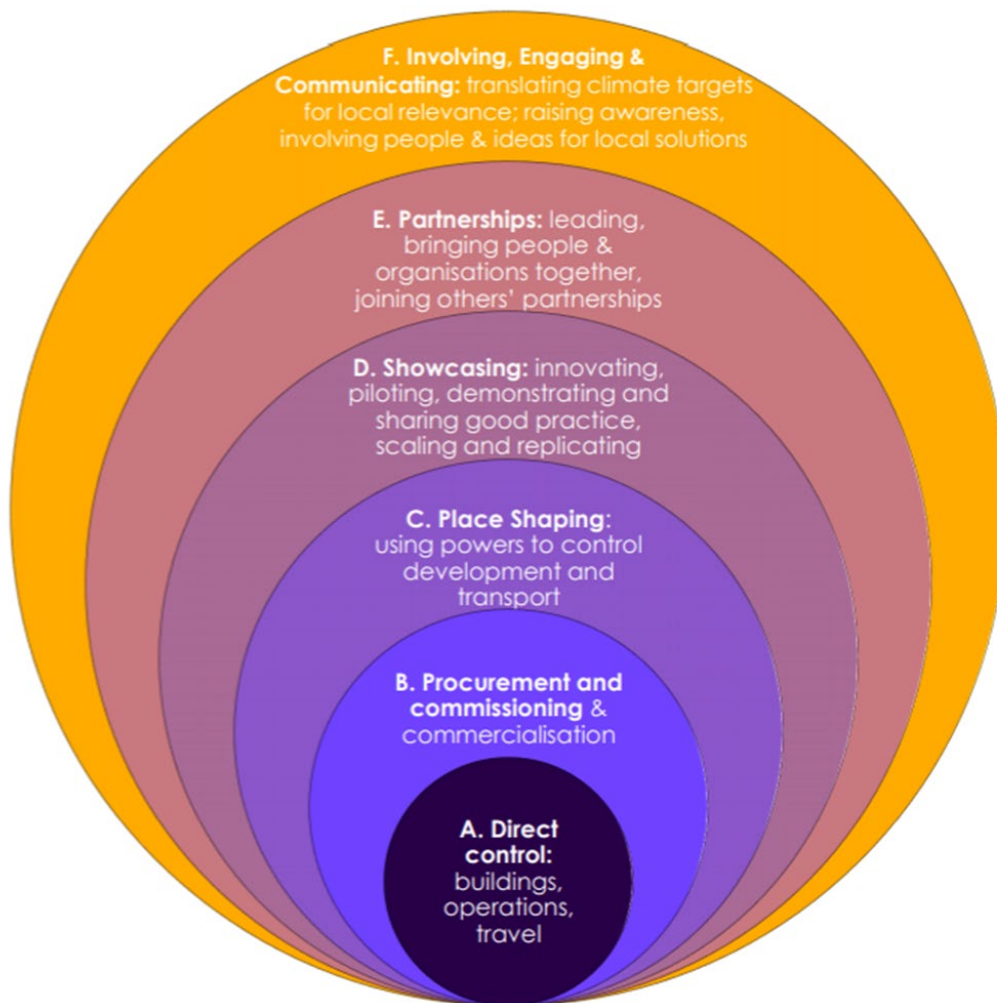


Figure 4 How local authorities control and influence emissions, SOURCE: Local Authorities and the Sixth Carbon Budget<sup>16</sup>

The following sections outline the actions the Council will take to support our community.

### 5.2.1. Heating and powering homes and businesses

The energy needed to heat and power homes and businesses across East Renfrewshire is estimated to account for 60% of emissions within the area. Tackling these will be a joint effort, with input required from property owners, national government and other agencies.

#### Heat and power in homes and businesses

The Council will complete a Local Heat and Energy Efficiency Strategy (LHEES) by the end of 2023, which will establish area-wide plans and priorities for systematically improving the energy efficiency of buildings and decarbonising heat. The LHEES and accompanying Delivery Plan will be updated every 5 years and will reflect and support local and national policies, frameworks, strategies and targets, and identify opportunities for energy efficiency improvements and heat decarbonisation.



### Powering homes

The Council will consider what more it can do to investigate and scope opportunities for renewable energy projects of varying scale across the area. These projects are expected to be community or private sector led, therefore predicting where and when they happen is difficult. However, the Local Development Plan 2<sup>17</sup> (Policy D14) sets out that proposals involving the introduction of energy efficiency measures and/or micro-renewables installations to listed buildings and in conservation areas will be supported.

#### 5.2.2. Transport

East Renfrewshire has a high rate of car ownership and use. Poor integration between active and public transport networks is a key issue impacting the convenience, attractiveness and affordability of sustainable transport options. Public transport is managed by a number of different operators across the Glasgow City Region. Effective partnerships with bus and rail operators is therefore vital to improving connectivity, accessibility and reliability of public transport provision. This, together with the development of high quality active travel links networks (to support more walking, wheeling and cycling for shorter, everyday journeys) and the ongoing development of Ultra Low Emission Vehicle infrastructure is key to reducing emissions from transport.

Local and regional partners, such as Strathclyde Passenger Transport (SPT), Scottish Water and Network Rail will also be vital in ensuring the transport infrastructure is adapted to meet the impacts of climate change. With localised flooding, heat-waves and high-winds becoming more frequent, infrastructure will need to evolve to continue to serve our communities.

### Getting around

The Sustainable Travel Hierarchy[i] aims to reduce emissions by prioritising walking or cycling, then public transport over private car use. These principles will inform the development of a new Local Transport Strategy and Active Travel Action Plan, which will provide a framework for transport decision making and investment in the area over the next 10 years.

### Electric vehicles

Electric Vehicle Charging Points (EVCPs) have been introduced in the last five years, but the network is limited to 11 public charging sites across East Renfrewshire. Working closely with Glasgow City Region partners, the expansion of the network will be shaped by the new regional EVCP policy. This considers how private sector investment may accelerate network expansion.

### Street lighting

Carbon savings of 62% have already been achieved through the LED replacement programme of street lights. The programme of replacing remaining old-style lamps will continue and a street lighting improvement initiative on active travel routes to enhance safety, prioritising remote footpaths and school routes.

#### 5.2.3. The built environment

How we use land for its climate benefits or for development, and the standard to which we build future properties, will have long-lasting effects on area-wide emissions. National policies, such as the revised Building Standards and National Planning Policy Framework 4<sup>18</sup>, and the Local Development Plan will shape many aspects of climate action - from buildings' location and specification, forests and

peatlands, and transport; to how we adapt our spaces, buildings and infrastructure to changing climatic conditions.

The most important decisions the planning system makes is where new development should be built and ensuring the best use of available infrastructure.

### Planning

The Local Development Plan 2 (LDP2) was adopted in March 2022 and work has commenced on Local Development Plan 3. LDP2, and the guidance that supports it, will play a major role in shaping the built environment and how green-spaces are protected, managed and enhanced. LDP2 sets out a range of policies which contribute to tackling climate change through encouraging sustainable site selection; sustainable design, sustainable travel; integrated green infrastructure, electric vehicles, encouraging renewable energy proposals, reducing waste and pollution; encouraging recycling; promoting sustainable drainage and flood management; and the regeneration of vacant and derelict land. Specific actions will focus on: publishing supplementary guidance on 'development contributions', green network, affordable housing, place-making and supporting a planning culture to consider whole-life carbon costing. It will also support risk assessment of buildings and infrastructure for climate adaptation. The new 4<sup>th</sup> National Planning Framework (NPF4) will be one of the key documents that will inform the next LDP, with an increased focus upon climate change, improving health and well-being, and securing positive effects for biodiversity and nature recovery. We will strive to lead the way in setting ambitious policy that supports emissions reduction and climate adaptation.

### Building control

We will fully introduce the Scottish Government's 2024 New Build Heat Standard (zero emissions heating in new buildings).

### Greenspaces

We will continue to support and contribute towards the 'Central Scotland Green Network' project to create high quality green infrastructure across the Glasgow and Clyde Valley Region. We will shortly prepare of an 'Open Space and Play Sufficiency Strategy' to inform LDP3 and a biodiversity action plan. We will make changes to our Parks' services to reduce operational emissions and review opportunities for increased tree-planting to absorb carbon and improve biodiversity. Greenspaces will play an important part of adapting to climate change, and the Council will continue to support the delivery of the Climate Clyde Forest project. This aims to plant 18 million trees over the next 10 years across Glasgow City Region.

#### 5.2.4. Investing in communities

The Council has secured £44m investment from the Glasgow City Region deal. Planned projects will improve transport links, increase leisure opportunities, support business development, create jobs and unlock residential land. How we deliver these projects will be aligned with climate ambitions. Projects will assess climate impacts and introduce a whole-life costing approach in line with Scottish and UK Government expectations.

#### 5.2.5. Consumption

As much as 80% of the carbon footprint comes from the products that are bought, consumed and wasted. Taking action to reduce such emissions will require UK and Scottish Government action, as well as action from manufacturers and consumer brands. The Council and the wider community can also play a part by changing the typical model of 'buy-consume-dispose' which is the key feature of the current economic model.

**Circular economy**

Whilst much of the significant progress is expected to be shaped by Scottish or UK policy interventions, the Council will support local actions. The actions we will take will support food waste reduction in schools and communities; review the impact of clothing, including in schools; remove single-use items from catering facilities; and identify ways to support businesses that encourage repair, refill and sharing. We will consider what actions the Council can take to support more local food growing to build food supply-chain resilience.

**Waste and recycling**

The Clyde Valley Residual Waste contract has already provided significant reductions in carbon emissions from the management of residual waste. The Council has one of the highest recycling rates in Scotland<sup>19</sup> (56.6%, 2020; 2<sup>nd</sup> highest in Scotland), but there is likely to be improvements to the service provision. Upon completion of the Deposit Return Scheme<sup>20</sup> rollout in 2023 and the introduction of a revised Extended Producer Responsibility<sup>21</sup> system, the Council will consider what further actions are appropriate to maximise recycling, particularly of food and textiles waste, which have significant carbon impacts.

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### 5.3. Enabling actions

To support the delivery of the actions in previous sections, the Council will progress cross-cutting actions that will support achieving the desired outcomes for the GTZAP. This includes our approaches to communication, reporting, data analysis, and forming critical partnerships. These ‘enabling’ actions will typically have less of a tangible impact on reducing emissions directly but they are no less vital in the achievement of the Council’s Get to Zero ambitions.

#### 5.3.1. Communication and transparency

The Council is a trusted communicator that can provide the community with clarity on the action needed to tackle climate change. The Council also has a role to play in giving confidence to the public on the data and decision-making processes that the Council will follow.

##### Community engagement

The Council has committed to setting up a community partnership group to communicate, encourage and assist local residents and businesses to reduce their carbon footprint. This will involve councillors, residents, young citizens, businesses and other relevant parties.

The Council will communicate, using campaigns where appropriate and effective, with different parts of the community to raise awareness and encourage action at a business, group or individual level.

##### Education

East Renfrewshire has many of the best schools in Scotland. Using this strength, the Council will build on progress to date to further embed climate change into the primary and secondary curriculum, strengthen the Green Flag scheme within schools, and encourage and support pupils to make climate-friendly choices.

##### Reporting progress

The Council will provide an annual update of progress on our operational emissions, community emissions and the progress made to prepare for a changing climate.

##### Governance

The Council will establish a suitable governance process to make effective decisions, monitor and report on progress and fulfil the statutory duties with regard to climate change. To support this, the Council introduced a process in 2022 for Climate Change Impact Assessments to be carried out on all proposals seeking decision from Council/Cabinet/Committee reports.

#### 5.3.2. Improving data and capability

The quality of data has been a limiting factor in making progress to date, but should not be a barrier to the goals the Council seeks. Improving the sources of data and the capturing, analysis and publishing of data will allow council staff, elected members and the wider community to make decisions with greater regard for climate impacts.

##### Operational data

The Council will continually seek to improve the data it captures on its own operational emissions, and how this is analysed to inform decision-making from staff and elected members. We will work with subject-matter expertise within the Council and from recognised bodies to find ways of improving data collection, analysis and application. We will also look at ways to automate the collection of data, streamlining the process and reducing the burden on staff and suppliers. This will be particularly challenging for data on supply-chain emissions and we will work with the Scottish Government, Sustainable Scotland Network (SSN) and others to find solutions.

### Community data

The community data the Council holds is limited. Specifically, the Council needs better data on heat and power within domestic and non-domestic properties and better information on transport emissions. To inform better decision-making by the Council and also to empower communities to take their own action, the Council will seek to gather and analyse new or improved data. This will require working with community partners and national bodies. We will seek to make this information available to the community in helpful ways that allows communities to scrutinise the data and make informed decisions on their own.

### Better analysis – shaping decision-making

The Council introduced a Climate Change Impact Assessment (CCIA) process in 2022, which requires all proposals seeking a decision from Cabinet/Council/Committee to have completed an assessment of the operational/community emissions and adaptation impacts of the proposal. The CCIA process will be rolled out across other aspects of the Council, including the Capital Asset Management Group, Procurement Strategy, and grant-giving functions, to ensure decision making is informed by climate impacts. In line with updated Climate Changes duties, and to meet expectations from Audit Scotland, the Council will consider how it further aligns its budget-setting processes with the GTZAP. Audit Scotland expect that all investment decisions are based on their contribution to climate change.

#### 5.3.3. Climate confident staff

Achievement of the Council's climate ambitions will be a collective endeavour, involving all staff at some point. There is a core group of staff who shape policy and will implement decisions who will be vital in making progress. To support those staff, the Council will take forward a programme of professional development to build awareness of climate change, how it affects specific services and what solutions could be implemented. The programme will consider senior decision-makers and how they understand the strategic context; service-level decision-makers and how they understand the service development needs for GTZAP; and all staff to build general awareness and individual action.

#### 5.3.4. Partnerships

Working in partnership with national and regional agencies, including our neighbouring councils within the Glasgow City Region, will be necessary to achieve our Get to Zero ambitions. The partnerships we have formed and will help the Council and its staff by learning from others, sharing examples of where we are making progress and in the delivery of actions that require a regional approach.

### Learning and sharing intelligence

Through national and regional networks, such as SSN, Improvement Service and the Association of Public Service Excellence (APSE), we will ensure staff are connected to best practice, emerging thinking and policy developments. The Council will also share its own examples of best practice, and ensure that these are shared with community partners who could benefit.

### Action through collaboration

The Council plays its part in regional collaborations. Climate Ready Clyde, Glasgow City Region groups, Green Network and procurement centres of expertise will continue to be key relationships. The Council will remain open and willing to work with any partner who can assist with the implementation of the GTZAP.



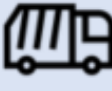

The Council operates a 'trusted trader' scheme to help choose reliable traders to carry out work in the area. Trading Standards Trusted Traders have been vetted by East Renfrewshire Trading Standards and the scheme is supported by Police Scotland and Citizens Advice Scotland. This scheme, and the




support from Trading Standards in ensuring that consumers are protected from bad trading practices, will be an important feature of supporting homes and businesses to make the net-zero transition.









### Investing with others

The Council will seek to use its influence as a buyer to investigate new ways of funding action. Established principles, such as planning gain or community benefit clauses, are examples that we will investigate to understand what more can be gained from procurement in terms of driving local investment in climate action. The Council is also exploring 'Authority-based insetting'<sup>22</sup>, which is a new way of promoting local investment in projects to reduce or absorb carbon emissions. We have been working with other local authorities across the UK on Authority-Based Insetting, which looks to promote local, verifiable, projects to direct both Council funding (i.e. from managing residual emissions) and attract third party funding (e.g. from other organisations who are paying to offset residual emissions). Through this approach the Council is keen to attract investment within East Renfrewshire.

6. TIMETABLE FOR ACTION

		2023	2024	2025	2026	2027	2028-2040
<b>Council emissions</b>	 <b>Purchasing</b>	Engage suppliers and review current	Identify product improvement, supported by better data to reduce supply-chain emissions by 2%		Supplier engagement, revised approach to tender specifications and development of circular business models, reducing supply-chain emissions by a further 5% between 2025-2030; a further 10% between 2030-2038		
	 <b>Buildings &amp; Social Housing</b>	Gather data and recommend priorities for Office/Education estate	Disposal of buildings not required	Rolling programme of investment in retrofit/replacement of office/education buildings to meet 2038 standard for zero-emission heating			
			Gather data and recommend priorities for ERCLT estate	Disposal of not required buildings	Rolling programme of investment in retrofit/replacement of ERCLT buildings to meet 2038 standard for zero-emission heating		
		Social housing retrofit pilots	Social housing investment business case	Rolling programme of investment in retrofit/replacement of social housing to meet EESSH2 by 2032			
	 <b>Vehicles</b>	Implement purchasing policy for GTZ	Cars – transform to EVs only where practicable. No ICE cars in use by 2027.			Cars/Vans – All purchases EV-only. No ICE vans in use by 2030.	Waste/Gritters/Buses – transform to EV/Hydrogen
 <b>How we work</b>	Expand support for home-working	Review operational emissions from IT	Reduce operational emissions from IT and adapt to future climate risks				
	Improve internal waste/recycling provision	Promote active travel for staff and revise associated policies					

		2023	2024	2025	2026	2027	2028-2040
<b>Enabling actions</b>	 <b>Communication /Transparency</b>	Establish effective governance	Tools/information for public/staff to take climate action				
	 <b>Data/Capability</b>	Adapt Council-wide decision-making for climate change	Ongoing action to improve operational/community data to help decision-making				
		Priority staff training on climate change	Ongoing programme of induction and staff training to raise capability on taking climate actions				
 <b>Partnerships</b>	Climate Clyde Forest tree planting initiative						
	Delivery of actions to adapt to climate change, working with Climate Ready Clyde						
	Develop strategy for managing residual emissions					Manage residual emissions, including 'Insetting' approach for local projects	

		2023	2024	2025	2026	2027	2028-2040	
Area-wide emissions (Whole community)	 <b>Heat/Power for homes &amp; businesses</b>	Develop Local Housing Strategy		Implement Local Housing Strategy				
		Draft Local Heat & Energy Efficiency Strategy		Implement LHEES action plan to support homes/businesses to become more energy efficient, install zero-emission heating and utilise renewable sources for heat and electricity.				
	 <b>Transport</b>	Develop Local Transport Strategy		Develop Active Travel Plan		Implement LTS and active travel actions, supported by SG/UK funding and policy action to reduce car Kms by 20% from 2019-2030		
		Improve communications, information and advice relating to sustainable transport and active travel options						
	 <b>Transport</b>	Develop Electric Vehicle charging point policy with GCR		Expansion of EVCP through new policy, harnessing private sector investment and Council-owned assets				
	 <b>Transport</b>							
	 <b>Planning/ Land-use</b>	Implement new Building Standards and Heat in Buildings Standard						
	Supplementary Planning Guidance for LDP2		Assess climate risks in community					
	Develop LDP3, guided by NPF4							
 <b>Community investment</b>	Adapt City Deal projects to calculate and support climate mitigation/adaptation		Implement City Deal projects with clearer climate mitigation/adaptation benefits					
 <b>Consumption</b>	Review existing recycling services, after Deposit Return has been implemented							
	Develop and implement Local Food-growing Strategy							
	Support community circular economy projects with Council-managed grant funds							
 <b>Education</b>	Ongoing – embed climate change into school curriculum							
	Ongoing – develop 'Green Flag' programme to expand and improve climate related outcomes in schools							



## 7. PRINCIPLES FOR ACTION

The Council will follow a set of principles to tackle challenges that are known and others yet to be encountered. This will support the plan to be adaptable to the changing circumstances that we face.

### 7.1. Prioritise reducing emissions over managing residual emissions

The primary focus of this action plan is to reduce emissions as quickly as possible, recognising the practical and financial constraints within which the Council operates. Real, measurable reductions in emissions will be the best way for the Council to achieve its targets. This will be a priority for our actions. In the long-term, this is also likely to be the most cost effective way of achieving net-zero targets.

The Council is likely to have some 'residual emissions' that will be required to be managed in order for the Council to achieve interim (i.e. 75% and 90%) and net zero targets. Residual emissions are the gap between the Council's annual operational emissions and the relevant target for net zero. Typically, managing residual emissions is achieved by purchasing offset credits from accredited markets. This works by paying someone else to reduce emissions or to fund a project that absorbs and stores carbon. This is known as sequestration or carbon capture (e.g. tree-planting, peatland restoration).

The primary focus is to reduce emissions and the Council does not want to rely heavily on managing its residual emissions. In 2020, to plant trees to capture the amount of Scope 1 and Scope 2 emissions the Council produced (~25ktco<sub>2e</sub>) would require 82 football-pitches (44ha) of space. This space would be required every year to offset the Council's annual emissions, assuming no reductions were made. Clearly this scale of land allocation and the associated cost is not feasible and moreover would not be as effective as tackling climate change as reducing emissions.

We have committed in this action plan to develop our strategy for dealing with residual emissions.

### 7.2. Putting communities at the heart of climate action

People are going to be at the heart of tackling climate change. The solutions and changes needed to reduce emissions and adapt our buildings and infrastructure within our communities will require strengthened partnerships with the community.

Initiatives like the rollout of electric vehicle charging points, retrofitting housing with insulation and new heating systems and having access to active travel routes, all run the risk of creating dis-benefits to parts of the community. The Council will address these risks in its approach and strive to make sure that every community is included and consulted as these initiatives are developed.

Fuel poverty is a major issue for ~24% of families in Scotland with an estimated 13% of homes in East Renfrewshire in fuel poverty. There continues to be some homes that suffer from dampness caused by poor ventilation and heating. In taking action to reduce emissions from heating homes through the Get to Zero Action Plan, the Council will also ensure that fuel poverty and health outcomes for citizens are improved.

### 7.3. Evidence

The Council has long-established processes for developing business cases prior to investing time and money. The Council commits to continue development of a strong evidence-base to inform its decision-making. These business cases are shaped by the data we hold, from research undertaken and applying good practice from other public bodies. However, it might not always be possible to gather accurate and relevant data- particularly for actions that are not fully adopted elsewhere. The Council will follow best practice where it is recognised, but in circumstances where this isn't possible, we will make our assumptions clear and explain the rationale we have taken.

Having declared a climate emergency, we cannot afford to wait for the perfect solution before taking action. The Council commits to maintain an open mind to innovation and a willingness to try new things, accepting that we might not always succeed at first.

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## 8. MEASURING PROGRESS

To meet its target (see Section 3), the Council will need to track and report on its progress each year. The Council commits to provide an annual report, supported by publishing the data used to compile the report.

### 9.1. Targets

#### Emissions reporting, excluding supply-chain emissions

Excluding supply chain emissions, the Council has a baseline of ~25,000 tCO<sub>2</sub>e (2020). To achieve the target of zero by 2045, and the national interim targets, the Council needs to reduce emissions by approximately 1,900 tCO<sub>2</sub>e between 2020-2030 and 400 tCO<sub>2</sub>e between 2030-45.

The data for scope 1 and 2 emissions is reliable and easily captured. We do not anticipate any data challenges in reporting these.

Certain elements of Scope 3 emissions data are more difficult to capture and report on. Table 1 explains more:

Scope 3 emissions source	Comment on data availability/quality
Council business travel	Available but could be improved
Council leased domestic properties (gas and electricity)	Available and reliable
Procurement of goods and services (including social care contracts and leisure centres)	Available but limited. Requires significant improvement to be useful.
Waste disposal and processing	Available and reliable

*Table 1 – Data quality for Scope 3 emissions*

The data on Council business travel is recorded on a digital system but is too simplistic to capture the full extent of all travel and the vehicles being used for car mileage. Improving this would lead to better reporting.

#### Supply-chain emissions reporting

The main limitation with supply-chain reporting is that the data is directly linked to the amount of money spent by the Council. If the Council continues to spend the same amount then the data would not change, even if the products being purchased were lower-carbon or being swapped for a circular economy approach. Until the Council is able to report on the carbon impact at a product level, there will be limitations to reporting on progress.

The Council will work with suppliers, centres of procurement expertise, the Scottish Government and SSN to develop an approach that provides better quantitative data on which to base a progress-report.

This explains why supply chain emissions have separate targets and will be reported on separately. In the meantime, the Council will use a qualitative approach to report on supply-chain emissions. This will focus on the high-impact products we are purchasing (i.e. Metals, Concrete, Glass, Bitumen-based materials, Food, Textiles, ICT equipment) and the service-areas who are mainly responsible for purchasing these materials.

#### Offsetting emissions reporting

The Council will record the total amount of residual emissions it needs to manage to achieve its targets each year. This will clearly show how much progress towards the net-zero target has been achieved through emissions reductions.

### Climate adaptation

The Council works with the Climate Ready Clyde partners to develop indicators for monitoring the targets within the Glasgow Regional Adaptation Strategy and Action Plan. Climate Ready Clyde anticipates completing a two-yearly independent assessment of progress. Climate Ready Clyde is developing a monitoring framework. Once completed the Council will gather the required data to track progress locally.

This is likely to include:

- Number of local interventions to support adaptation each year;
- A calculation of the number of people/homes benefiting from adaptation interventions; and
- Council expenditure on climate adaptation measures, including flood defence and land drainage.

Climate Ready Clyde will also gather a wider data-set from other partners and national statistics to inform progress reporting.

### 9.2. Reporting

The Council will publish an annual report covering, as a minimum the following:

- The Council's operational carbon emissions;
- An assessment of the progress towards the targets set out in the GTZAP;
- A progress report on the actions set out in the GTZAP;
- A qualitative assessment of progress made to reduce supply-chain emissions;
- Residual operational emissions, including what it may cost the Council should it want to purchase offsets; and
- An assessment of the climate adaptation preparedness for the Council and the community.

## 9. GLOSSARY

**Net Zero:** Net Zero refers to the goal of reducing the amount of greenhouse gases (GHG) produced by human activity as far as practical, with any residual GHGs produced being removed from the atmosphere.

**Greenhouse Gas (GHG):** Greenhouse gases are gases that trap heat in the earth's atmosphere, a process called the greenhouse effect. These gases occur naturally, but are also produced by human activity.

**Low-carbon fuel:** Fuels that, over their entire-life cycle, have lower carbon emissions compared to traditional fuels such as diesel and petrol. Examples include hydrogen and bio-fuels such as hydrotreated vegetable oil.

**Electric vehicle:** A vehicle that uses electric motors to drive the car forward. The power for the vehicle comes entirely, or in part, from rechargeable batteries.

**Passivhaus:** Passivhaus refers to a voluntary set of energy efficient building principles developed by the Passivhaus institute in Germany. Passivhaus houses are built to such a high construction, insulation, and ventilation standard that they require little to no additional heating or cooling.

**Carbon Footprint:** A carbon footprint is a measure of the amount of greenhouse gases produced (expressed as carbon dioxide equivalent (CO<sub>2</sub>e)) by an individual or organisation as a result of their activities.

**Territorial emissions:** Territorial emissions are all the greenhouse gases produced within a set boundary, for example all the emissions produced in East Renfrewshire.

**Local Heat and Energy Efficiency Strategy (LHEES):** The LHEES is a long-term strategic framework that aims to improve the energy efficiency of buildings in a local authority area, as well as reduce the greenhouse gas emissions that result from heating such buildings.

**Sustainable Travel Hierarchy:** The Sustainable Travel Hierarchy is a tool used to improve the impact of journeys taken by ranking travel options. The higher up on the hierarchy a transport mode is, the more sustainable the travel option. Walking or cycling are prioritised over public transport, with private car use at the bottom of the hierarchy.

**Climate Change Impact Assessment:** A Climate Change Impact Assessment examines the positive or negative impacts a project or plan will have on climate change.

**Circular economy:** The circular economy is a system model that looks to eliminate the reliance on finite resources by changing the linear model of production to one that focuses designing for longevity and on recycling and reusing materials.

**Fossil Fuels:** Fossil fuel is the term given to non-renewable energy sources that formed beneath the Earth's crust as a result of geological processes acting on the remains of plants and animals that existed millions of years ago. Examples of fossil fuels include coal, natural gas or crude oil.

**Circular procurement:** A purchasing approach that favours the purchase of goods, services or works that contribute to the circular economy and negate harmful environmental impacts.

**Deposit Return Scheme:** A deposit return scheme is when a small charge is paid on a product, for example a drink bottle, which is then reimbursed when the product is returned to a designated collection point.

**Extended Producer Responsibility:** Extended Producer Responsibility is a policy that places the responsibility and cost of a products packaging disposal onto the producer rather than the consumer.

**Energy Performance Certificate (EPC):** An Energy Performance Certificate indicates the energy efficiency of a property on a scale of A (very efficient) to G (very inefficient). It also estimates the energy costs of the property, and the potential energy costs if recommended improvements are undertaken.

**Fuel poverty:** Fuel poverty is defined by the Scottish Government as any household spending more than 10% of their income on energy - after housing costs have been deducted.

DRAFT

## 10. REFERENCES

- <sup>1</sup> [Climate Emergency Declaration 2021](#)
- <sup>2</sup> [WHO Climate Change & Health 2021](#)
- <sup>3</sup> [UNEP Climate Action Note, November 2021](#)
- <sup>4</sup> [Paris Agreement, November 2016](#)
- <sup>5</sup> [Climate Change Plan update, December 2020](#)
- <sup>6</sup> [Scottish Government Climate Change Declaration, May 2019](#)
- <sup>7</sup> [Climate Ready Clyde](#)
- <sup>8</sup> [East Renfrewshire Council Carbon Emissions Report 2019-20](#)
- <sup>9</sup> [UK local authority and regional carbon dioxide emissions national statistics: 2005 to 2019](#)
- <sup>10</sup> [SCATTER tool, Anthesis 2022](#)
- <sup>11</sup> [Circular Procurement principles – EC 2022](#)
- <sup>12</sup> [Net zero public sector buildings standard, SFT](#)
- <sup>13</sup> [What is Passivhaus, Passivhaus Trust UK](#)
- <sup>14</sup> [Smartphones are warming the planet far more than you think, Anthropocene Magazine 2018](#)
- <sup>15</sup> [Product as a service, CE Accelerator \(Zero Waste Scotland\)](#)
- <sup>16</sup> [Local Authorities and the Sixth Carbon Budget, 2020](#)
- <sup>17</sup> [Local Development Plan 2](#)
- <sup>(i)</sup> [Sustainable Travel Hierarchy, Transport Scotland](#)
- <sup>18</sup> [National Planning Framework: A spatial plan for Scotland to 2045](#)
- <sup>19</sup> [Household Recycling Data, SEPA](#)
- <sup>20</sup> [Deposit Return Scheme for Scotland, Zero Waste Scotland 2022](#)
- <sup>21</sup> [Extended Producer Responsibility, Ecosurety 2022](#)
- <sup>22</sup> [Authority Based Insetting initiative from Anthesis UK](#)

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Get to Zero Action Plan – Public Consultation

*It should be noted that, whilst the proposed plan is an ambition statement, it is dependent upon financial resources being provided to the Council. A number of the actions have a significant financial impact which will need to be resourced if they are to be progressed. Discussions with the Scottish Government will continue in order to identify if such resources will be made available to local authorities.*

1. Do you agree with the actions the Council is proposing to reduce carbon emissions within its own operations and the community?
  - a. *[Strongly agree, Agree, Disagree, Strongly disagree]*
  - b. *Please provide comments to explain your answer.*
  
2. Do you agree with the timescales for actions proposed within the Get to Zero Action Plan?
  - a. *[Strongly agree, Agree, Disagree, Strongly disagree]*
  - b. *Please provide comments to explain your answer.*
  
3. Do you agree with the environmental baseline information referred to in this Environmental Report?
  - a. *[Strongly agree, Agree, Disagree, Strongly disagree]*
  - b. *Please provide comments to explain your answer.*
  
4. To what extent do you agree with the environmental assessment findings?
  - a. *[Strongly agree, Agree, Disagree, Strongly disagree]*
  - b. *Please provide comments to explain your answer.*
  
5. Do you agree that the draft GTZAP is maximising the positive environmental effects identified in the environmental report?
  - a. *[Strongly agree, Agree, Disagree, Strongly disagree]*
  - b. *Please provide comments to explain your answer.*
  
6. Do you agree with the proposed approach to mitigation and monitoring set out in the environmental report?
  - a. *[Strongly agree, Agree, Disagree, Strongly disagree]*
  - b. *Please provide comments to explain your answer.*
  
7. Are you aware of further information that to inform the assessment findings, please explain? If yes, please explain.

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