

**East Renfrewshire Community Planning
Partnership**

Single Outcome Agreement

2008-2011

Annual Update 2009

Draft Submission to Scottish Government

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OUR VISION

Together we strive to create a healthy, confident and successful population in East Renfrewshire, where everyone lives in a safe, attractive environment and benefits from an enhanced quality of life.

OUR LOCAL OUTCOMES

1. Our economy is stronger, with a competitive, more diverse, business base.
2. More of our residents have the skills needed for employment.
3. Our learners are successful, confident individuals, effective contributors and responsible citizens.
4. More of our children have a better start in life and are ready to succeed.
5. Our local people are healthier, more active and inequalities in health are reduced.
6. Our most vulnerable residents enjoy a better quality of life and live as independently as possible.
7. Our residents are safer in their neighbourhoods and their homes.
8. East Renfrewshire residents have easier access to key services via sustainable modes of transport
9. Our local residents live in an attractive natural and built environment that is sustainable and enhanced for future generations.
10. There are high quality and affordable housing opportunities for our residents
11. Our communities are more engaged and have more influence over service design and delivery

Purpose & Scope of the Agreement

The purpose of our Single Outcome Agreement (SOA) is to deliver better outcomes for the people of East Renfrewshire.

The SOA reflects the most important priorities of our residents. It is the core strategic document for the East Renfrewshire Community Planning Partnership as we work to deliver excellent public services that focus on the delivery of outcomes and put the customer at the heart of everything we do. The SOA is a key demonstration of our commitment to the people of East Renfrewshire.

The SOA sets out the overarching context for partnership working in East Renfrewshire and it is the cornerstone of the new relationship between the Scottish Government and East Renfrewshire Community Planning Partnership.

The Single Outcome Agreement encompasses the work of all statutory community planning partners, other key public sector agencies and the voluntary and business sectors. It outlines the socioeconomic context for East Renfrewshire and the key strategic challenges and opportunities facing the area. The agreement sets out specific commitments made by East Renfrewshire Community Planning Partnership and the Scottish Government as we work to redesign and improve services and harness the benefits of greater local freedom, reduced ring fenced funding and reporting.

The SOA clearly sets out how the East Renfrewshire CPP can best contribute to the outcomes the Scottish Government want to see delivered for Scotland as a whole (these can be found in diagram 1 on page 22) . The national outcomes have been developed around the Scottish Government's strategies, to make our communities:

- Healthier
- Wealthier and Fairer
- Smarter
- Safer and Stronger
- Greener

The SOA clearly sets out, through eleven local outcomes, how the East Renfrewshire CPP can best contribute to the strategic priorities and outcomes that central government wants to see delivered for Scotland as a whole.

In meeting these aims, the CPP will fulfil the duties placed on it of community planning, best value, equalities and sustainable development. Together with East Renfrewshire's revised community planning arrangements, the SOA provides community planning partners and the Scottish Government with a clear framework for working together and being held to account.

This SOA will cover the period 2008-2011. It will continue to develop and be updated on an annual basis to ensure that it is as effective as possible in delivering local and national outcomes.

The East Renfrewshire CPP is committed to the delivery of eleven strategic local outcomes and to using any additional flexibility from government to achieve better outcomes for local people. However it must be recognised that this is in the context of tight financial constraints and the wider economic downturn. Delivery of these is based on the assumption that Partners receive similar levels of funding in future.

A Profile of East Renfrewshire

The Area

East Renfrewshire is situated to the south of the city of Glasgow. It covers an area of 18,000 hectares; 75% of which is agricultural land. The town of Barrhead lies to the west of the authority with Newton Mearns, Clarkston, Giffnock, Thornliebank and Busby located in the east. There are three bustling villages: Neilston, Uplawmoor and Eaglesham and two smaller settlements: Waterfoot and Shillford. There are four priority areas for regeneration in Barrhead, Neilston, Mearns and Thornliebank.

Overview: our diverse, growing and ageing population

East Renfrewshire's population is dynamic and changing. In 1981, 80,200 people lived in East Renfrewshire. Today around 89,630 live in the area and this is projected to grow to 94,851 by 2018.

The population is one of the most ethnically diverse in Scotland, with significant Jewish and Muslim communities; half of the Jewish population in Scotland live in East Renfrewshire. Our black and minority ethnic residents have increased from 2,000 in 1991 to almost 3,500 by 2001. This is almost twice the Scottish average. Some East Renfrewshire communities have a minority ethnic population three times the national average.

In 2007 median earnings per week in East Renfrewshire were £552. This is 25% higher than the Scottish median. However East Renfrewshire has significant pockets of disadvantage and deprivation. 7.5% of East Renfrewshire's population is income deprived¹.

Our residents have a life expectancy of 80 years from birth, which is substantially above the Scottish average of 77 years² and has improved from just under 78 years, ten years ago. Life expectancy has improved and the number of years people experience good health has also increased. However there are significant differences between geographic communities.

A boy born in Clarkston or Sheddens can expect to live to around 81 years while another born in Dunterlie, East Arthurlie or Dovecothall might live to just over 66 years of age. This represents a difference of 15 years. A new born girl in Whitecraigs or Broom can expect to reach 86 years but her peer in Dunterlie, East Arthurlie or Dovecothall might live to around 74 years of age – a difference of 12 years³. In some of our communities there is evidence of declining life expectancy.

In East Renfrewshire the major causes of death are cancer, coronary heart disease and stroke.⁴ These account for 27 per cent, 18 per cent and 12 per cent of the 854 deaths in East Renfrewshire in 2007. Respiratory diseases, such as pneumonia, account for a further 15 per cent of all deaths. On the whole mortality from the commonest causes has declined in East Renfrewshire. For example the rate for premature death from coronary heart disease has fallen from 97 to 58 in the ten years to 2007. Again, however, there are marked disparities. The standardised mortality rate for premature death from CHD among men is 91 while for women it is 26.

¹ SIMD 2006

² General Register Office (Scotland). *Life Expectancy for Administrative Areas within Scotland 2005-2007*. GRO(S). September 2008.

³ SCOTPHO. *Health and Wellbeing Community Profiles*.

⁴ General Register Office (Scotland). *Vital Events Reference Tables 2007*. GRO(S). 2008.

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Across East Renfrewshire communities there are geographical variations. In Auchenback the standardised mortality rate for premature death from CHD is 145 while for Mearnskirk and South Kirkhill it is 19.⁵

Smoking remains the primary cause of preventable death and ill health. While significant progress has been made in addressing the health impact of smoking, rates remain high in our more deprived communities and continue to contribute to health inequalities.⁶

East Renfrewshire currently sits within the second quartile of Scottish local authorities, in terms of monthly participation in sports, with a participation rate of 49%, which is higher than the Scottish average of 46%. The figures including walking 2+ miles were 59% for monthly participation. Monthly participation for women was 43% compared to 55% for men. The Scottish average is 40% and 54% respectively.⁷

East Renfrewshire has a diverse volunteer base. In 2006/07 there were 196 volunteer enquiries to East Renfrewshire Voluntary Action resulting in 123 volunteer placements, a 66% increase on 2005/06. 63 of these were new to volunteering and 117 were young people. 12.5% were from a minority ethnic background. Of the 123 volunteers placed, 17 considered themselves to have additional support needs, 21 were in receipt of incapacity benefit and two were on job seekers allowance.

Children & young people

20% of the population is under 18. This has remained fairly stable in the past 2-3 years. In 2006 the 0 - 17 population was 20,862. It marginally reduced to 20,218 in 2008. Between 1992 and 2008 there has been a dramatic increase in the school age population; mainstream pupil numbers have risen by 14%. East Renfrewshire has 1.74% of the Scottish population but 2.4% of the school population. This, coupled with changes to the maximum class size, has put extreme pressure on the number of pupil places. Over the last three years the school population has remained fairly static with 16,217 pupils currently on primary and secondary schools rolls.

East Renfrewshire has a strong reputation in educational attainment. 93.6% of 2007/08 school leavers went into positive destinations, compared to an average of 88.0% across peer authorities and 86.5% across Scotland as a whole. 7% (90) of East Renfrewshire school leavers entered "negative destinations", compared to 12% across peer authorities and 13% in Scotland.

East Renfrewshire has the highest proportion of school leavers entering higher education (53% or 687 leavers) and the lowest proportion entering training (3%) or employment (20%). The global economic downturn may affect the numbers of young people finding employment, but this may be counteracted by the 16+ Learning Choices initiative which will encourage and promote further learning in schools, colleges and universities. In East Renfrewshire, there is already some indication in the Barrhead area that more young people are opting to stay on at school. Further Education participation rates within East Renfrewshire fall significantly below the national average, at just 75 per 1,000 of the working age population.⁸

⁵ Information and Statistics Division, heart disease statistics 1998-2007. SCOTPHO Community Profiles for intermediate geographic areas.

⁶ Smoking Atlas

⁷ Scottish Omnibus Survey 2003-06

⁸ East Renfrewshire College: A Supply & Demand Analysis January 2009

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Resident enrolments in the area have declined by 2% in recent years. This is in contrast with a change in enrolments at the Scottish and Glasgow levels, which have been relatively static.

Analysis shows the disparity in attainment by young people who live in the four regeneration priority areas, compared to East Renfrewshire as a whole. In primary school National Assessment results in reading for those living in regeneration priority areas have risen slightly from 78% in 2005 to 81% in 2007 compared to an authority average of 90% in 2005 and 91% in 2007. In writing there was a decrease over the same period from 74% in 2005 to 69% in 2007, with authority averages of 85% in 2005 and 86% in 2007. In mathematics the average for primary school children in regeneration priority areas achieving national standards was 89% in 2005 decreasing to 83% in 2007 against authority wide averages of 93% in 2005 and 2007. A similar picture of a widening gap can be seen when comparing SCQF average tariff scores. The three year average for young people in S4 living in regeneration priority areas in 2005-07 was 158 compared to an authority wide average of 235; in 2006-08 the gap had widened to 83 points with those living in regeneration areas scoring on average 160, albeit a small increase, and across the authority an increase of 8 points to 243.

There is evidence that Asian-Pakistani boys perform less well than other groups at school. On entry to school baseline scores for Asian-Pakistani boys is 11 points below the East Renfrewshire average. Although improving slightly, this picture is repeated throughout primary school; the standardised test average for Asian-Pakistani boys has consistently been 8 points below the East Renfrewshire average. In the 2007-08 diet of external examinations in S4 Asian-Pakistani boys again performed below the East Renfrewshire average. In English, for example the average mean tariff score for this group was 21, well below the authority average of 30.

While population trends and projections show a slight decline in the younger population, the population of vulnerable children is increasing. Child protection referrals rose from 45 to 137 in the three years to 2006 before reducing in the last two years to 106 in 2007/08.

The number of children looked after has risen from 80 in 2005 to around 140 in 2008. Children reported to be affected by domestic abuse incidents increased from 230 in 2003 to 434 in 2006, although this fell to 364 in 2007.

The number of persistent young offenders in East Renfrewshire is very small. In 2006-2007 there were five persistent young offenders and in the previous year the figure was below this level. Across Scotland as a whole there were 1,429 persistent young offenders. East Renfrewshire has 0.3% of the national figure.

There has been a significant increase in the prevalence of Autistic Spectrum Disorder (ASD), mental health problems, including emotional and behavioural disorders, and complex needs reported among children. The number of children with additional support needs in East Renfrewshire is increasing and rose steadily from 416 to 576 over the four years to 2007/08. Mental health problems are projected to increase by 12 per cent among working age people under 20, by 19 per cent among those in their 20s.⁹

Healthy weight among children is an ongoing issue. The proportion of children classified as 'obese' is increasing. National estimates suggest that the percentage of overweight children rose from 12.1 to 15.6 per cent in the fifteen years to 2001¹⁰. The average across peer

⁹ East Renfrewshire Integrated Children's Services Plan

¹⁰ ONS, 2004

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authorities of children and young people walking/cycling to school is 50.5%, while in East Renfrewshire the figure is 44%. The Active Schools programme has encouraged children and young people to adopt more healthy and active lifestyles and in 2007-2008 3,799 activity sessions were delivered in primary schools and 2,442 within secondary schools.

Our working age population and local economy

East Renfrewshire has 2,060 registered businesses, employing 13,000 people. In recent years East Renfrewshire has seen the closure of a number of major employers in the area (Shanks, Nestle and Volvo) with the loss of around 1,500 jobs. The number of registered businesses in East Renfrewshire has been falling in recent years. Business start-up growth in East Renfrewshire was -1% from 2000-2003. This rose to 4.3% over the period 2003-2007.¹¹ 92% of the businesses in East Renfrewshire are classed as small.

Trend analysis of recent business banking statistics (which show new businesses emerging in the local East Renfrewshire economy, but do not reflect closures) show that, over the period 2003-2008 business starts peaked at 504 in 2006. There was a drop during 2007 to 410. Comparison of statistics for the first quarters of 2007 and 2008 show a drop from 132 to 96.¹² Further analysis will be required however this may be an indication of the early effects of the economic downturn. The 2011 target set in the SOA reflects the current economic situation.

60% of the East Renfrewshire population is of working age (16-64). 70% of the working population travel out with the authority to work.¹³ Currently 16% of employees traveling to work use bus or rail (compared to 13.4% across peer authorities). The Glasgow-East Kilbride rail line is operating near capacity. East Renfrewshire has high levels of car ownership with 80% of households owning a car.¹⁴ This can have an influence on the willingness of individuals to use more sustainable modes of transport. East Renfrewshire has excellent road links to Glasgow and to Ayrshire, which have improved greatly due to the extension of the M77.

34.3% of our working age population are employed in public administration, education and health; 18.8% in distribution, hotels and restaurants; 18.7% in banking, finance and insurance; and 13.6% in manufacturing and construction. As a result of the global economic downturn East Renfrewshire may face significant employment decreases in manufacturing and construction, distribution, service industries, banking, finance and insurance.

Unemployment as a whole is below the Scottish average. Statistics released July 2007 to June 2008 show ILO unemployment in East Renfrewshire at 3.4%, compared to the Scottish average of 4.6%. This is compared to the 3.5% and 5% in the previous annual period (July 2006 to June 2007) for East Renfrewshire and Scotland respectively.¹⁵

18.6% of those employed in the area are classed in SOC code 1 (managers and senior officials). In contrast the rates are 13% for Scotland and 15.4% for the UK.

¹¹ Department of Business Enterprise and Regulatory Reform, as at 2007.

¹² Committee of Scottish Clearing Banker.

¹³ East Renfrewshire Economic Development Strategy 2007-2012

¹⁴ 2001 Census

¹⁵ International Labour Organisation measure of unemployment (Annual Population Survey 2007 and East Renfrewshire Economic Briefing February 2009 www.scotland.gov.uk)

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Joblessness rates vary across East Renfrewshire. They tend to be higher in the Barrhead area of the authority. The figures for 2007 show that 5,730 were claiming benefits, including Job Seeker's Allowance, Incapacity Benefit and other income related benefits.¹⁶ More than half of these claimants are on Incapacity Benefit. Benefit claim levels are higher in priority areas for regeneration – Barrhead, Neilston, Thornliebank and Mearns.

In 2005, the four priority areas listed above, contained one tenth of the total East Renfrewshire population and accounted for one third of all benefit claimants in the area. In order to achieve an overall reduction in the number of benefit claimants we need to close the gap between areas within East Renfrewshire.

Trend data from 2001-2007 shows there has been a steady decline in the number of claimants and the figures for East Renfrewshire are consistently below levels for Scotland and the UK as a whole. The number of claimants has decreased by 17% over this period (from 6,920 to 5,730).

However the most recent data on claimants of Job Seekers Allowance (JSA) shows that the number claiming JSA allowance in East Renfrewshire has risen by 70% from January 2008 to January 2009. In the same time period, comparator authorities¹⁷ have seen the number of those claiming JSA increase. The increase has ranged from 30% in Argyll and Bute to 96% in East Dunbartonshire.

In particular, those who have been unemployed for 6 months or less has increased significantly within the last year. From January 2008 to January 2009 those unemployed for 6 months or less in East Renfrewshire rose by 76.4%. Comparator authorities have also seen an increase in this figure, ranging from 36% in Argyll and Bute to 110% in East Lothian.¹⁸

Older People

20% of the East Renfrewshire population is over 65. The structure of our population is also changing rapidly with an increasing number and percentage of older people living in their community.

Between 2008 and 2020 the number of people aged between 65 and 74 will increase from 8,210 to 9,927. People aged 75 to 84 will increase from 5,516 to 6,549. Those aged 85 and over will increase from 1,904 to 3,113 over the same period – an increase of 64%. For these age groups this represents an increase of 20.9, 18.7 and 63.5 per cent respectively.¹⁹

Men can expect to live just over 77 years of age while women have a life expectancy of over 82. Women's life expectancy has increased more than men's over the last decade. Life expectancy for women rose by 2.8 years while for men the increase was 1.7 years.²⁰ The gap has widened between years of life and years free from poor health. This means that people tend to spend more years with limiting long-term conditions that adversely affect their health.²¹ For example, for men in 1980 the gap between life expectancy and self-assessed years in good health at age 65 was 2.1 years but by 2003 it was 3.2 years. For women the

¹⁶ DWP Tabulation Tool

¹⁷ ABC Benchmarking Group – a group of local authority areas of similar size and socio-economic profile to East Renfrewshire

¹⁸ www.nomisweb.gov.uk Local Authority Profiles

¹⁹ General Register Office (Scotland) 2006-based population projections. GRO(S). 2007.

²⁰ General Register Office (Scotland). *Life Expectancy for Administrative Areas within Scotland 2005-2007*. GRO(S). September 2008.

²¹ Clark, D., McKeon, A., Sutton, M. and Wood, R (2004). *Healthy Life Expectancy in Scotland*.

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gap between life expectancy and years in good health at age 65 rose from 4 to 4.2 years over the same period.²²

The ageing population means an increase in the size of the older disabled population and increased potential demand for support and services. As a result of this changing population people with dementia will increase from the current 1,200 to 1,660 by 2020 with an accompanying rise in the number of people with severe dementia from 390 to just over 550. It is estimated that around one-third of people will have caring responsibilities at some point in their lives. There are over 9,200 carers in East Renfrewshire at present. Carers provide the bulk of support to people with support needs in our community.

The number of people with learning disabilities has increased by just over 1 per cent each year and this is expected to continue until the 2010s. In East Renfrewshire this means a rise in the number of people with learning disabilities known to services from 374 at present to almost 400 by 2020. A particular trend has also been identified among older age groups with a doubling of the prevalence in those aged 65 to 74 and the emergence of a significant number of people with learning disabilities in their 70s and 80s.

Safer communities

Overall, East Renfrewshire residents enjoy low levels of crime.

Crime levels have fallen over the past two years in East Renfrewshire (a longer time series of comparable data was not available) and levels compare favourably to neighbouring authorities – in terms of housebreaking, vandalism and violent crime. Violent crime is particularly low. Reported crime in East Renfrewshire is lower than the national average however the Citizens' Panel and other surveys have shown a disparity between levels of fear of crime and actual incidence of crime.

In 2006-2007 there was a total of 323 domestic house-breakings (which equates to 36 per 10,000 population); a decrease of 10% on the previous year. This compares to 40 per 10,000 population across the whole of Scotland, 43 in neighbouring Renfrewshire and 62 in Glasgow City. In the same year there were a total of 1,484 incidences of vandalism (equating to 166 per 10,000 population). There were 344 incidents that were fire-related and 37 malicious false alarms²³.

In 2006-2007 there were 19 violent and sexual crimes per 10,000 population (a total of 166 incidents). The figures for this indicator are very low in East Renfrewshire, particularly compared to Scotland as a whole (41 per 10,000 population) and authorities such as Glasgow (90 per 10,000 population).

Gender-based violence continues to be a significant problem in Scottish society. Domestic violence incidents recorded by the police in East Renfrewshire have increased from around 170 to over 400 over the seven years to 2007. The data shows a 2005-2006 baseline of 450 domestic abuse incidents per 100,000 population. This compares to 899 across Scotland as a whole and 1,446 per 100,000 population in Glasgow.

Demand for criminal justice social work services follows an increasing trend with Social Enquiry Reports rising from 280 to 320 and Probation Orders from under 50 to around 80 per

²² SCOTPHO 2008 HLE.

²³ Further information is contained within Strathclyde Fire and Rescue's Strategic Assessment for East Renfrewshire 2007-2008.

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annum. Assessments for Community Service have tended to reduce, in line with the increase in the use of probation as a community disposal and the substance misuse-associated ill-health of offenders, and have reduced from 60-70 to 30-40 each year.

The National Strategy places a target of a 2% reduction in re-offending across Scotland by 2011. 43% of those convicted in East Renfrewshire during 2004-2005 were reconvicted within two years.

The impact of alcohol-related harm extends across all communities and is associated with crime, anti-social behaviour ill-health, and premature death. Alcohol and drug-related harm remains a persistent issue. There has been a long-term increase in alcohol-related harm. In East Renfrewshire the number of people admitted to hospital for alcohol-related diagnosis has almost doubled – increasing from just fewer than 260 to around 500 in the ten years to 2007. The number of people with problem substance misuse is also rising and increased from 641 to 723 people in the three years between 2001 and 2004. There have been 34 drug-related deaths over the last ten years in East Renfrewshire.

Our environment and sustainability

East Renfrewshire residents have high levels of satisfaction with the area. 92% are very satisfied or satisfied with East Renfrewshire as a place to live.

East Renfrewshire compares favourably with peer authorities in terms of the tonnage of waste collected per 1,000 households and the amount collected has steadily declined with waste arisings down from 58,550 tonnes in 2004/05 to 56,349 tonnes in 2007/2008. There is a challenging national target for this area in the National Waste Plan to have 0% waste growth beyond 2010.

There is a strong focus on promoting recycling and composting within East Renfrewshire. This has helped to reduce the amount of waste that is sent to landfill while increasing the recovery of valuable resources. However, whilst the proportion of municipal waste that is recycled or composted has increased, the rate at which this is happening has slowed in recent years. Between 2002-03 and 2003-04 the rate increased by 11 percentage points, while the increase during 2006-07 and 2007-08 was 3.7 percentage points. Further development of services will be required to meet the challenging government targets for recycling and landfill diversion.

East Renfrewshire landfills the highest proportion of waste when compared to its peer group of authorities of similar size and socio-economic profile and performs slightly worse than the national average. The proportion of municipal waste recycled has remained static over the past two years.

East Renfrewshire Council is committed to reducing carbon emissions from council controlled building and activities over the next five years. In 2006-2007, East Renfrewshire Council's emissions of CO₂ equated to 19,550 tonnes and through the SOA there is a commitment to reduce this by 2012-2013.

Local Citizens' Panel surveys and focus group research have shown that local residents value the high quality environment in East Renfrewshire and that access to green open spaces are one of the main assets that make East Renfrewshire a good place to live and provide a good quality of life.

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Housing in East Renfrewshire is distinct due to the very high level of owner occupation. The figure currently stands at above 83% across the area with over 90% owner-occupation in Eastwood (Census 2001). It is anticipated that the size of the owner-occupied sector will continue to increase. Currently, there are fewer than 5,000 socially rented properties in East Renfrewshire. The area has a very small private rented sector with only 2% of households renting privately. In Census 2001, 2% of households were registered as living rent free.

Average house prices in East Renfrewshire vary across the authority. The highest average house price (in 2002) is in Giffnock with the figure sitting at £174,649 with the lowest average house price in the authority at £63,507 in Barrhead. A lack of affordable housing options within the authority boundaries is an issue for the people of East Renfrewshire.

A study of private sector housing conditions in East Renfrewshire in 2005 showed that 1.1% (356) of properties are classed as "below tolerable standard" (BTS). However a further 8% of properties are classed as "unsatisfactory", including conditions such as dampness or condensation. These figures compare with Scotland as a whole as follows in table below.

Table 1:

Condition Indicator	Scotland 2002	East Renfrewshire 2005
Below Tolerable Standard	1.0	1.1
Dwellings experiencing dampness	6.0	2.3
Dwellings experiencing condensation	11.0	5.7

The current percentage of properties meeting the Scottish Housing Quality Standard stands at 42.7% (2007-2008). Current investment plans have been prioritised towards the requirements of the SHQS by 2015, and these plans remain on target.

The numbers of homeless presentations in East Renfrewshire have fallen over the period 2003-2004 (403 presentations) to 2007-2008 (326).²⁴

²⁴ Scottish Government Statistics Division.

Key Challenges and Opportunities for East Renfrewshire – 2009 and Beyond

Key Challenges

- i. **Tackling poverty.** While East Renfrewshire is perceived to be wealthy there are significant pockets of disadvantage and deprivation. 7.5% of East Renfrewshire's population is income deprived²⁵. In 2006, East Renfrewshire had three data zones in the most deprived – this equated to 1905 residents. However, only 10% (680) of East Renfrewshire residents classed as income deprived actually live within one of the 15% most deprived areas.
- ii. **Promoting inclusion.** East Renfrewshire has one of the most diverse populations in Scotland. Half of the Jewish population in Scotland lives in East Renfrewshire. Overall the Jewish population is ageing rapidly as younger people migrate to London, where the Jewish community is larger. Our minority ethnic population is almost twice the Scottish average with some communities having a minority ethnic population three times the national average. This can present challenges around inclusion. For example the standardised test average for Asian-Pakistani boys at primary school has been consistently 8 points below the East Renfrewshire average. As a result by S4 Asian-Pakistani boys tend to perform below the East Renfrewshire average.
- iii. **Mitigating the impact of the downturn on the local economy, employment and training opportunities.**

We need to provide apprenticeships and improve access to, and the range of, local Further Education opportunities. 37% of our working population is employed in the finance and service sectors, which are most likely to be affected by the recession. We need to address recent economic impacts, such as the closure of major employers (Shanks, Nestle and Volvo) with the loss of around 1,500 jobs, and develop long-term policies to attract businesses and inward investment back to the area. We need to grow and diversify our local business base, which is very small compared to other local authority areas.

- iv. **Meeting the complex needs of our ageing population,** in particular the over 85 population is increasing at a higher rate than surrounding areas in the West of Scotland. We are seeing an increased demand for support services that require increasingly complex packages of support. At the same time expectations are changing. People expect to be supported to live independently and to influence how they are supported.
- v. **Directing resources toward early intervention rather than reactive service provision,** especially for children's services. We are striving to deliver services that are integrated, proactive and preventative. This can be particularly challenging when demand for reactive services increases in the short to medium term and public sector budgets are constrained.
- vi. **Maintaining high levels of achievement and attainment among our learners and improving the life chances of underachieving groups.** We want to close the gap for those starting from a lower baseline and support our most vulnerable children, young people and adults to succeed and meet their potential.

²⁵ SIMD 2006

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- vii. **Encouraging all our residents, including people with disabilities and long term conditions, to take an active responsibility for their own health and wellbeing.** If we are to succeed in reducing health inequalities, we need our residents to have the confidence and willingness to make informed choices about their lifestyle and take steps to improve their health.
- viii. **Ensuring our communities and services are sustainable.** East Renfrewshire land and housing prices are high compared with other areas. This can constrain the availability of appropriate, affordable housing and land for business development. We need to maintain effective public infrastructure and cope with development pressures. We are working to raise local awareness of environmental sustainability and climate change issues, reduce local authority controlled carbon emissions and reduce levels of landfill waste.

Key Opportunities

- i. **To redesign and reconfigure services to deliver outcomes, better meet customers' needs and to be more efficient and effective.** Our customers are at the heart of everything we do. We are committed to focusing on our outcomes and delivering efficient, excellent public services.
- ii. **To support our well-educated, highly skilled residents to grow the local and wider economy.** East Renfrewshire has a high a proportion of educated professionals. They are often entrepreneurs, innovators and business leaders. We want to support them to flourish and grow the East Renfrewshire and wider economy.
- iii. **To capitalise on major developments in the Barrhead Regeneration Masterplan, Greenlaw Park, East Renfrewshire College, Whitelee and Dams to Darnley Country Park.** We are committed to sustainable economic development. We want to harness unique and once in a generation local development opportunities to their maximum potential.
- iv. **To work more closely with the voluntary sector, in its widest sense, and harness the third sector's ability to reach the parts of the community that others can't.** There are opportunities to increase numbers of local people benefiting from volunteering and to develop the capacity of the voluntary sector to work in more enterprising ways that enhance the economy of East Renfrewshire.
- v. **To harness the partnership between the Council and NHS to shape services around the needs of our most vulnerable citizens.** East Renfrewshire has very integrated arrangements within the CHCP that afford us a major opportunity. It offers us the chance to work across East Renfrewshire to address the complex causes of ill-health and inequality in a coordinated way.

How local people have shaped the SOA

The quantitative evidence of the East Renfrewshire socio-economic context set out in the area profile, and qualitative information on the views, needs and priorities of our residents.

The views of local people have shaped the SOA through a range of methods, including the East Renfrewshire Citizens' Panel, focus groups and specific studies of community views within regeneration priority areas²⁶. It has been found that the high level priorities of our local residents tend not to change significantly over time and this has given a sound basis for developing the strategic priorities for the SOA.

Citizens' Panel

The East Renfrewshire Citizens' Panel is used to track residents' views on their most important priorities and on satisfaction with services. Results from the Panel in recent years have given very consistent messages about priorities and needs from this representative cross section of the community.

Over the period 2006-2008, the following top five priorities consistently emerged from the Panel.

1. Safety from crime
2. A pleasant, clean neighbourhood and environment
3. Good health
4. Good public transport
5. Access to primary health care

Focus Groups

The CPP has also used focus groups with local residents to gain more detailed views on the outcomes that should form the basis of the SOA. Focus groups were carried out in 2005 to inform the original 12 Community Plan and SOA outcomes. In 2008, further discussion groups confirmed that these outcomes still reflected the needs of local communities while also informing a revision of the outcomes for the 2009-2010 SOA.

Regeneration Research

Specific consultations have been carried out within disadvantaged communities of East Renfrewshire to identify any specific or unique issues for residents in these areas – including helping people into work, caring for people with long term illnesses and better access to services. The CPP's regeneration approach is integrated within the SOA – tackling inequality is at the heart of each of the local outcomes.

²⁶ The following key documents set out the results of engagement and consultation that have informed the SOA.

East Renfrewshire Citizens' Panel 2004-2008 <http://www.eastrenfrewshire.gov.uk/council-and-government/citizens-panel.htm>

East Renfrewshire Community Plan Focus Groups 2005, Focus Groups 2008, Priority Search 2005, Learning Needs Assessment 2006: all at <http://www.eastrenfrewshire.gov.uk/community-planning-and-development>

Engaging the Voluntary Sector

The East Renfrewshire CPP is building links with the local third sector – the sector has a unique role in presenting the expressed priorities and needs of their service users as well as contributing to the delivery of SOA outcomes through their service provision. Voluntary Action East Renfrewshire are developing a Third Sector Forum to bring together the managers, staff and volunteers of local agencies and resources from the Fairer Scotland Fund have been invested in mapping the sector and assessing any support and development needs to enable it to achieve and/or increase its potential capacity. The Forum has participated in focus groups to inform the SOA and its future development and will take part in work to develop community engagement in community planning. The Third Sector Forum provides a platform for future engagement in the SOA and community planning.

How partners work together

Partnership working is embedded strategically and operationally across East Renfrewshire. The Community Planning Partnership has a clear focus on outcome delivery through the SOA. The Partnership has agreed five shared values that underpin the SOA:

- A focus on outcomes;
- Simplified, cost-effective services;
- Promoting equality and sustainability;
- Openness and accountability; and
- Open to change.

The CPP has had a significant focus on how it will deliver the Single Outcome Agreement and the role of a wide range of statutory and non-statutory partners in this. Two key pieces of work have influenced this – the review of community planning arrangements in East Renfrewshire and the development and rollout of an outcome focused planning method for service design and delivery.

Review of Community Planning

In order to ensure that partnership-working arrangements were fit for the purpose of delivering of the SOA the CPP undertook a fundamental review in 2008. The review also sought to identify how partners could maximise the benefit of increased freedoms and reduced ring-fenced funding and reporting. It has resulted in new, innovative ways of working together that replace the previous CPP Board and four policy partnerships (with the exception of the CHCP Committee). The new arrangements are being implemented over the first six months of 2009. The new arrangements have four key mechanisms:

- i. **Streamlined decision-making arrangements**
This is to enable simpler and more transparent arrangements for making decisions across the partnership.
- ii. **Outcome Delivery Groups**
These are where officers from across the partnership work together to coordinate their efforts, ensure they meet set goals and deliver outcomes.
- iii. **Performance & Accountability Reviews**
This is where the Council's Corporate Management Team and key partners come together to review progress, assess performance and provide direction to the Outcome Delivery Groups. They will report performance and improvement actions to elected members and the public.
- iv. **Information & Consultation Sessions**
These are a new way for partners to share information more efficiently and for elected members to hear about policy developments, ask questions and influence future work.

A copy of the full report is available at www.eastrenfrewshire.gov.uk/community-planning-and-development).

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Outcome Focused Planning

The East Renfrewshire CPP wants to ensure that services are designed and delivered in ways that will achieve the outcomes in the SOA. Outcome focused planning uses a method of working back from the desired outcome to identify intermediate outcomes (steps along the way to delivering on the SOA), activities that will actually have an impact on outcomes and appropriate monitoring indicators and targets.

Three pilot areas have been completed so far (employability, community capacity building and early intervention in early years) and the method will be rolled out across the Council and Partners during 2009 and 2010. Outcome focused planning will ensure that the services delivered by the Partnership are focused on the achievement of outcomes and that services can track their progress and evidence success.

In future, the CPP will have a set of outcome focused delivery plans for each of its outcomes.

Partner roles and Focus

All partners' relevant key delivery strategies and plans, which underpin the SOA, are referenced in the relevant templates on pages 24-40. The table below sets out the roles and strategic focus of key partners in relation to the East Renfrewshire SOA.

Partner	Strategic Focus
East Renfrewshire Council (ERC)	<p>East Renfrewshire Council has an overarching focus on delivering all the outcomes in the SOA. The authority will work to ensure that the needs of local communities are met; our customers are at the heart of everything we do; and local services are efficient and effective.</p> <p>The Council is committed to tackling poverty and promoting inclusion and equality. It is working to develop the local economy; promoting employability, safeguarding the environment and encouraging our communities to be successful and sustainable.</p> <p>The authority is focused on maintaining high levels of achievement and attainment among learners and improving the life chances of underachieving groups.</p>
East Renfrewshire Community Health & Care Partnership (CHCP) & NHS Greater Glasgow & Clyde	<p>East Renfrewshire CHCP is working to improve health and reduce inequalities.</p> <p>It is promoting healthy choices in diet, exercise, drinking, smoking, and sexual health.</p> <p>It is working to meet the needs the rising number of older people who need complex packages of support.</p> <p>The CHCP has a significant focus on the needs of vulnerable children and young people, people with mental health problems, and long-term conditions.</p>

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Partner	Strategic Focus
Strathclyde Police	<p>Strathclyde Police is focused on keeping communities safe by reducing violence and increasing the visibility and accessibility of policing services. It is seeking to increase public confidence and disrupt the activities of those engaged in Serious and Organised Crime.</p> <p>It is working to reduce the harm caused by those engaged in illegal drug activity, reduce the risk from terrorism and extremist activity and to work with partners protect children from sexual, physical and emotional neglect and abuse.</p>
Strathclyde Fire & Rescue	<p>Strathclyde Fire and Rescue is working to make our communities safe places to live, work and visit.</p> <p>It is seeking to minimise the effects of fires and other emergencies. The Fire and Rescue Service is supporting the effective administration of Fire Safety Legislation and the promotion of health, safety and welfare regulations.</p>
Scottish Enterprise (SE)	<p>Scottish Enterprise is primarily focused on the achievement of national outcomes. SE will provide relevant economic data and work with partners in East Renfrewshire to establish economic challenges and opportunities that can contribute where national and local outcomes are complementary.</p>
Skills Development Scotland (SDS)	<p>At a national level, Skills Development Scotland aims to improve Scotland's skills performance. Within East Renfrewshire, its strategic focus is the delivery of outcomes related to the Employability agenda, including More Choices More Chances.</p>
Job Centre Plus	<p>Job Centre Plus is committed to helping people of working age move from welfare into work, and helping employers to fill their vacancies. JCP seeks to help people facing the greatest barriers to employment to compete effectively in the labour market and move into and remain in work. Locally this is particularly focused around the Employability agenda, including More Choices More Chances.</p>
East Renfrewshire Chamber of Commerce	<p>East Renfrewshire Chamber of Commerce activity assists the delivery of the area's Economic Development, Tourism and Employability strategies.</p>
Reid Kerr, Cardonald, and Langside Colleges	<p>The focus of East Renfrewshire's Further Education partners is around the Community Learning and Development and Employability agendas. They provide a range of vocational and adult learning provision.</p>

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Partner	Strategic Focus
Voluntary Action East Renfrewshire (VAER)	<p>Voluntary Action plays a key role in supporting the development of the local social economy. This is to encourage a more enterprising, less grant-dependent third sector in East Renfrewshire.</p> <p>VAER will work with partners to develop a strategy that promotes the benefits of volunteering as part of staff professional development to employers in East Renfrewshire.</p>
North Strathclyde Community Justice Authority (NSCJA)	<p>The North Strathclyde Community Justice Authority is focused on reducing re-offending and improving the management of offenders.</p>
Strathclyde Partnership for Transport (SPT)	<p>SPT is committed to enhancing transport provision across Strathclyde through its Regional Transport Strategy.</p> <p>Improving transport and access to services is a key priority for East Renfrewshire. SPT is working with partners to explore and resolve the transport issues underpin the outcomes in the East Renfrewshire SOA.</p>

Our Outcomes

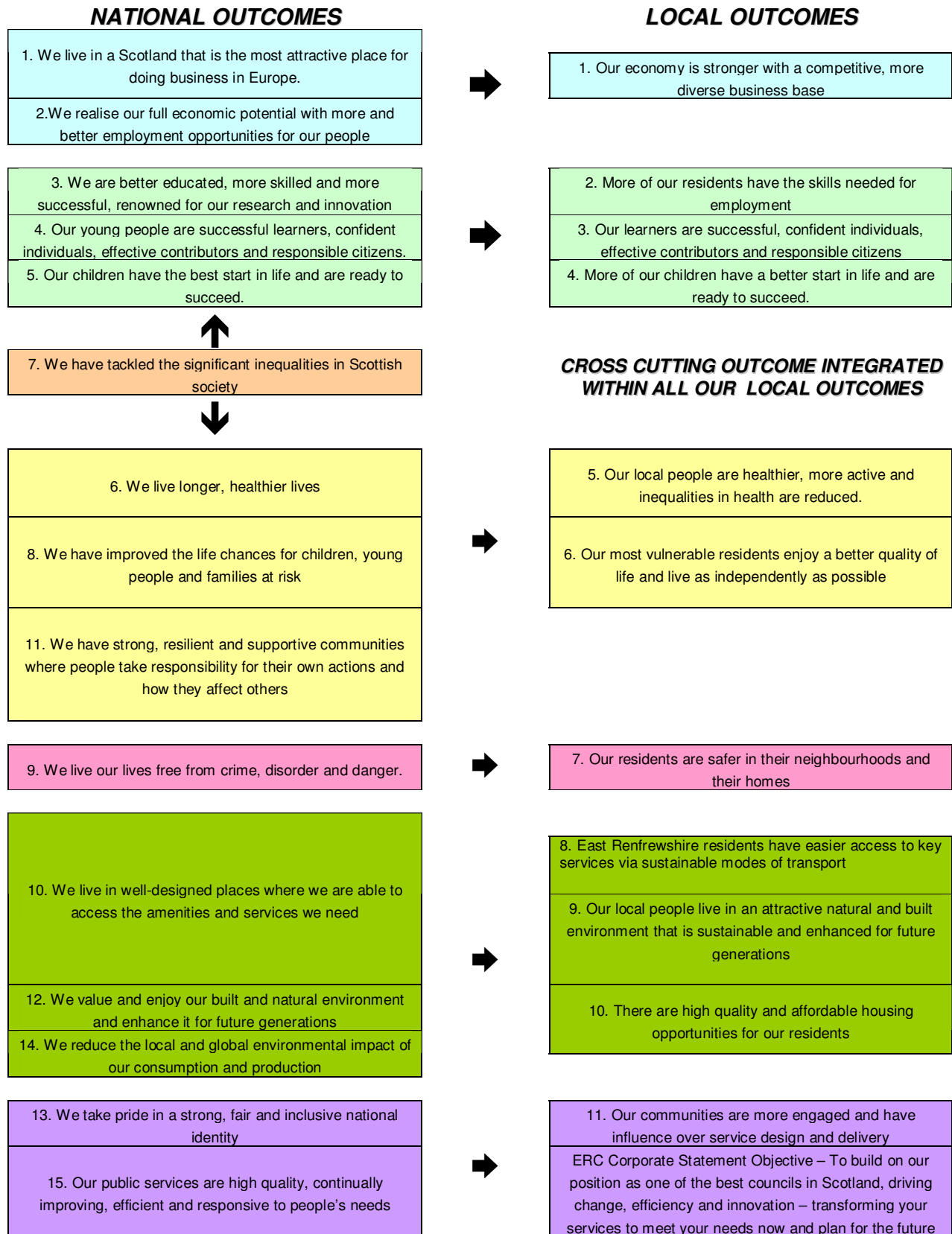
The East Renfrewshire SOA is based on eleven local CPP outcomes, building on the outcomes of the Community Plan. These reflect strongly the Scottish Government's national outcomes, as shown in Diagram 1. There are also strong inter-linkages with East Renfrewshire Council's corporate statement objectives, which closely reflect the manifesto priorities of the coalition.

As well as the eleven customer focused outcomes; the SOA also incorporates one of East Renfrewshire's corporate statement objectives around service change, efficiency and innovation. This is referenced against national outcome 15 in the template on page 40.

There are a number of themes in the national outcomes which East Renfrewshire CPP recognises as overlapping themes which are integral to the delivery of all our local outcomes.

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Diagram 1:



Target-Setting Process and Methodology

East Renfrewshire Community Planning Partnership places a high priority on strong performance management frameworks to monitor progress, and to provide a sound evidence base for reporting to the Scottish Government and to our local residents.

In developing the East Renfrewshire Community Plan it was envisaged from the outset that the SOA would provide the mechanism for monitoring progress towards the outcomes that are important to local people.

In East Renfrewshire the local menu of indicators, developed by the Improvement Service in consultation with local and Scottish Government has been used to provide the performance measurement framework for the outcomes in the SOA. Locally developed indicators have also been included, where relevant.

The targets that underpin the SOA must be meaningful, and therefore realistic, articulations of how performance will improve and by how much. A robust analysis of all local indicators has been undertaken to identify targets that are based on past trends, comparisons with peer authorities, and take into account service challenges and risks. As such these targets are considered to demonstrate sufficient stretch in performance while ensuring that there are realistic assumptions behind the targets.

End Targets

The development of end targets within the SOA is currently a work in progress and have been identified for key outcome areas. However this work will continue over the coming weeks, in discussions with the Scottish Government.

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National Outcome –

1. We live in a Scotland that is the most attractive place for doing business in Europe
2. We realise our full economic potential with more and better employment opportunities for our people

Supporting and Growing the Business Base

- The number of registered businesses in East Renfrewshire has been falling in recent years. Business start-up growth in East Renfrewshire was -1% from 2000-2003. This rose to 4.3% over the period 2003-2007. Comparison of statistics for the first quarters of 2007 and 2008 show a drop from 132 to 96, which could signify the emerging effects of the economic downturn.

Supporting People into Jobs

- Unemployment in East Renfrewshire as a whole is below the Scottish average, at 3.4% compared to 4.6% nationally. However, unemployment rates vary across East Renfrewshire. Figures for 2007 show that 5,730 were claiming benefits, including Job Seeker's Allowance, Incapacity Benefit and other income related benefits. Benefit claim levels are higher in priority areas for regeneration – Barrhead, Neilston, Thornliebank and Mearns. In 2005, priority areas contained one tenth of the total East Renfrewshire population but accounted for one third of all benefit claimants in the area. In order to achieve an overall reduction in the number of benefit claimants we need to close the gap between areas within East Renfrewshire.
- An integral part of the employability agenda is positive destination for 16-19 year olds. In 2007-2008, 93% of school leavers entered positive destinations. 7% (90) of East Renfrewshire school leavers entered "negative destinations", compared to 12% across peer authorities and 13% in Scotland. While East Renfrewshire has a positive trend the challenging aim is to ensure 100% of school leavers enter education, employment or training.
- In light of the economic climate there may be an increased need to retrain East Renfrewshire residents to ensure that they are job ready. Therefore, there is likely to be an increase in the uptake in adult learning opportunities.

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Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
<p>1. Our economy is stronger with a competitive, more diverse business base</p> <p>2. More of our residents have the skills needed for employment</p>	<p>1.1 Number of new businesses per annum</p> <p>Quarterly / The Scottish Committee of Clearing Bankers</p>	410 (2007)	410	
	<p>1.2 The net increase in businesses as a % of the total business stock in East Renfrewshire, in relation to the Scottish average</p> <p>www.nomisweb.co.uk</p>	<p>ER 2.8%</p> <p>Scotland 3.5%</p> <p>(ER in relation to Scottish average -0.7%)</p> <p>2007</p>	Within -1 to 1% of Scottish average	
	<p>1.3 Hectares of land developed for or protected by the Local Plan for business/retail/infrastructure usage.</p> <p>Annual / Business Industrial Land Survey</p>	31ha (2008 draft finalised Local Plan)	>19ha	
	<p>2.1 International Labour Organisation measure of unemployment</p>	3.3%	<3.6%	
	<p>2.2 Percentage of qualifications per NVQ (and above) grade.</p> <p>www.nomisweb.co.uk ONS Annual Population Survey</p>	<p>NVQ4 and above: 48%</p> <p>NVQ 3: 67%</p> <p>NVQ2: 82%</p> <p>NVQ1: 88%</p> <p>Other: 3.8%</p> <p>No qualification: 8.1%</p>	<p>NVQ 4 and above: 50%</p> <p>NVQ 3: 69%</p> <p>NVQ 2: 84%</p> <p>NVQ 1: 90%</p> <p>Other: 5.8%</p> <p>No Qualifications: 6.1%</p>	
	<p>2.3 Cumulative number of adults completing learning programmes targeted at improving literacy and numeracy.</p> <p>(Annually / locally collected data)</p>	118	467	750 by 2015
	<p>2.4 The percentage of school leavers going into employment, education or training.</p> <p>Annually / Scottish Government</p>	93%	99.5%	100%

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	Indicator/s (noting frequency / type / source)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
	2.5 The percentage of working age population in employment. www.nomisweb.co.uk/www.sns.gov.uk	77.4%	>76%	
<p>There are a number of plans and strategies which sit below East Renfrewshire's SOA which contribute to the delivery of the outcomes. These include the following:</p> <ul style="list-style-type: none"> • Skills Development Scotland Corporate and Operating Plan: http://www.skillsdevelopmentscotland.co.uk/about-us.aspx • East Renfrewshire Community Planning Partnership Community Plan: www.eastrenfrewshire.gov.uk/community-planning-and-development • Economic Development Plan: http://www.eastrenfrewshire.gov.uk/local-economy-development.htm • Employability Strategy: http://www.eastrenfrewshire.gov.uk/local-economy-development.htm • Barrhead Regeneration: www.betterbarrhead.co.uk • Scottish Enterprise Business Plan: http://www.scottish-enterprise.com/se-operating-plans-current • More Choices More Chances Strategy: Currently being updated and will be available May 2009 				

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National Outcome –

3. We are better educated, more skilled and more successful, renowned for our research and innovation.

4. Our young people are successful learners, confident individuals, effective contributors and responsible citizens.

5. Our children have the best start in life and are ready to succeed.

Maintaining high attainment levels and closing the gap

- East Renfrewshire is renowned for high educational attainment. 20% of East Renfrewshire residents are under 18 therefore maintaining educational attainment and achievement and closing the attainment gap is a key priority. Recent analysis shows the disparity in attainment by young people who live in the four regeneration priority areas, compared to East Renfrewshire as a whole, in terms of reading, writing and maths, and tariff scores.

Providing the best start in life

- Although trends show a decline in the younger population, the population of vulnerable children is increasing. Child protection referrals rose from 45 to 137 in the three years to 2006 before reducing in the last two years to 106 in 2007-08. The number of children looked after has risen from 80 in 2005 to around 140 in 2008.
- The number of children with additional support needs in East Renfrewshire is increasing and rose steadily from 416 to 576 over the four years to 2007/08. Mental health problems are projected to increase by 12 per cent among working age people under 20, by 19 per cent among those in their 20s.

Local Outcome/s	Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
<p>3. Our learners are successful, confident individuals, effective contributors and responsible citizens</p> <p>4. More of our children have a better start in life and are ready to succeed.</p>	<p>3.1 Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S4 (% of S4 roll achieving 5 or more qualifications at SCQF level 5 or better. (SCQF level 5 is equivalent to a Standard Grade Credit pass or a pass (A-C) at National Qualification at Intermediate 2)</p> <p>Annually / Scottish Government</p> <p>Note that this numerical target may require adjustment during the life of this agreement as a result of the outcome of discussions among SQA, ScotXed and Scottish Government on the status of grade D awards.</p>	<p>End of S4 5 or more passes at SCQF level 5 or better - 57.9%</p>	<p>58.5%</p>	<p>East Renfrewshire target is to remain the highest performing mainland council area.</p>

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	Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
	<p>3.2 Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S5 and S6 (indicator shows the proportion of the original S4 roll which achieves qualifications at various SCQF levels. SCQF level 6 is equivalent to a Higher grade pass (A-C), with SCQF level 7 being equivalent to a pass at Advanced Higher (A-C).</p> <p>Annually / Scottish Government</p>	<p>End of S5 - 3 or more passes at SCQF level 6 or better - 41.9%</p> <p>5 or more passes at SCQF level 6 or better -22.8%</p> <p>End of S6 – 5 or more passes at SCQF level 5 or better – 71.6%</p> <p>3 or more passes at SCQF level 6 or better – 52.4%</p> <p>5 or more passes at SCQF level 6 or better – 38.9%</p> <p>1 or more at SCQF level 7 or better – 22.4%</p>	<p>End of S5 - 3 or more passes at SCQF Level 6 or better – 44%</p> <p>5 or more passes at SCQF level 6 or better – 25%</p> <p>End of S6 – 5 or more passes at SCQF level 5 or better – maintain at 71.6%</p> <p>3 or more passes at SCQF level 6 or better – 54%</p> <p>5 or more passes at SCQF level 6 or better – 40%</p> <p>1 or more at SCQF level 7 or better – 24%</p>	
	<p>3.3 Performance of lowest performing group in primary schools</p> <p>This measure is the proportion of the lowest performing 20% which achieves the minimum competence levels described in the 5 – 14 curriculum in reading, writing and maths. [This measure is only available while national assessments are available in their current form, and will no longer be viable as the Curriculum for Excellence is implemented in our schools. The inclusive nature of the school cohort implies that there will always be a number of children who will be incapable of achieving the minimum competences.]</p> <p>Annual – Local Collection</p>	<p>2007-08</p> <p>Reading – 54%</p> <p>Writing – 30%</p> <p>Maths – 69%</p>	<p>By 2011:</p> <p>Reading – 56%</p> <p>Writing – 32%</p> <p>Maths – 70%</p>	

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	Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
	4.1 Proportion of children looked after away from home who experience 3 or more placement moves. Local CHCP indicator/ quarterly	15%	<15%	<15%
<p>There are a number of plans and strategies which sit below East Renfrewshire's SOA which contribute to the delivery of the outcomes. These include the following:</p> <ul style="list-style-type: none"> • Community Plan: www.eastrenfrewshire.gov.uk/community-planning-and-development • Community Learning and Development Strategy: www.eastrenfrewshire.gov.uk/community-planning-and-development • Determine to Succeed Action Plan 2008-2011: Currently in development • Recognising Achievement and Raising Attainment Strategy: http://www.eastrenfrewshire.gov.uk/s-q-report-npl.pdf • Skills Development Scotland Corporate and Operating Plan: http://www.skillsdevelopmentscotland.co.uk/about-us.aspx 				

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National Outcome –

6. We live longer, healthier lives.

8. We have improved the life chances for children, young people and families at risk.

11. We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.

The health and wellbeing agenda in East Renfrewshire covers a wide range of issues. There are two key local health related outcomes in the SOA and these are underpinned by a series of supporting outcomes which demonstrate the key priorities for 2009-2010 and beyond:

- The general health and wellbeing of people in East Renfrewshire is improved and we continue to maintain our position as an area with one of the highest life expectancies in Scotland
- The significant inequalities which affect health and wellbeing are reduced and the life chances of people in deprived communities are improved.
- People are supported to live as independently as possible and to maximise the quality of their lives.
- People receiving care and support experience positive outcomes from our work with them in relation to their feelings of safety, dignity and respect.
- People with care and support need are offered care that is personalised to their needs and aspirations.
- People with care and support needs have more control over how their needs are met, enabling greater independence and choice.
- Carers feel recognised and supported to continue in their role.
- The harm caused by alcohol and drugs to people's health, well-being and communities is reduced and people are supported in their recovery.
- Opportunities for employment among those potentially excluded from employment are improved reducing the negative impact on health and wellbeing.
- Children and young people have improved outcomes in relation to their safety, health, activity, nurture, achievement, responsibility and respect, and inclusion.
- People are supported early on and in a way that is right for them through early intervention and prevention.
- Communities are supported to build their capacity to address the issues that affect their health and life chances.

The data analysis for East Renfrewshire demonstrates the key future challenges for the area and local service providers:

Caring for the older population

- Between 2008 and 2020 those aged 85 and over will increase from 1,904 to 3,113, which is a 63.5% increase. This will inevitably demonstrate challenges around the increased demand for and pressure on key services as a result.

Reducing health inequalities

- While average life expectancy in East Renfrewshire compares well to national levels it is the significant inequalities in life expectancy which present the key challenge. In some of our communities there is evidence of declining life expectancy.

Supporting the most vulnerable people in East Renfrewshire.

- The changing population will see the number of people with dementia increase from 1,200 to 1,660 by 202 with an accompanying rise in the number of people with severe dementia will increase from 390 to just over 550. This will also see a rise in caring responsibilities.

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Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
6.2 Mental health admissions (as a rate per 1,000 population) <i>Socio-economic conditions may militate against this target.</i> ISD Scotland/ Annual	3.1	2.5	2.3
6.3 Number of suicides per 100,000 population per year (2001-2005) <i>Socio-economic conditions may militate against this target.</i> Annual / GROS	8.7	7.0	7.0
5.3 Percentage of adult population who smoke Smoking Atlas	19.2%	18.3%	17.7%
4.3 Number and percentage of children with dental caries in primary 1 NDIP Survey/ Annual	17.6	16.8	15.0
5.4 Rate of alcohol related hospital admissions per 100,000 population (age-sex standardised rate per 100,000 population (2006/07) Annual / ISD	504	504	468
6.4 Substance Misuse 1: Proportion of people with substance misuse problems offered a treatment appointment within 14 days of their care plan. Local CHCP indicator / Quarterly	70%	70%	70%

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	Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
	6.5 % of community care users and carers satisfied with involvement in their health, social care and joint packages CHCP/ Annually as part of National Outcomes Framework for Community Care	73%	75%	>75%
	5.5 Adult participation in sports: % of adults taking part in sport at least once a week TNS data	46% (2003-2006)	50%	60% by 2015

There are a number of plans and strategies which sit below East Renfrewshire's SOA which contribute to the delivery of the outcomes. These include the following:

- **CHCP Development Plan:** http://www.eastrenfrewshire.gov.uk/chcp_plan_07-10.pdf
- **Integrated Children's Services Plan:** http://www.eastrenfrewshire.gov.uk/Cou_08_12_17_Item_04v_Part_1.pdf
- **Criminal Justice Social Work Services Strategic Plan 2008 – 2011:** http://www.eastrenfrewshire.gov.uk/CHCP_08_06_18_Item_07_Part_2.pdf
- **Rehabilitation and Enablement Services Strategy Older People's Services Consultation Draft:** http://www.eastrenfrewshire.gov.uk/CHCP_08_04_23_Item_07_Part_02.pdf
- **Learning Disability Strategy 2008-11 draft:** http://www.eastrenfrewshire.gov.uk/CHCP_08_02_20_Item_09_Part_2.pdf
- **East Renfrewshire Joint Alcohol Policy Statement:** http://www.eastrenfrewshire.gov.uk/CHCPC_08_10_08_Item_14_Part_2.pdf
- **East Renfrewshire CHCP Equalities Framework 2009/2010:** http://www.eastrenfrewshire.gov.uk/CHCPC_08_12_10_Item_11_Part_2.pdf
- **Mental Health Strategy 2008-2011 Consultation Draft*:** http://www.eastrenfrewshire.gov.uk/CHCP_08_06_18_Item_11_Part_2.pdf

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National Outcome

9. We live our lives safe from crime, disorder and danger

Keeping Our Residents Safe

- In 2006-2007 there were a total of 323 domestic house-breakings (which equates to 36 per 10,000 population); a decrease of 10% on the previous year. This compares to 40 per 10,000 population across the whole of Scotland, 43 in neighbouring Renfrewshire and 62 in Glasgow City.
- In 2006-2007 there were 19 violent and sexual crimes per 10,000 population (a total of 166 incidents). The figures for this indicator are very low in East Renfrewshire, particularly compared to Scotland as a whole (41 per 10,000 population) and authorities such as Glasgow (90 per 10,000 population).
- Gender-based violence continues to be a significant problem in Scottish society. Domestic violence incidents recorded by the police in East Renfrewshire have increased from around 170 to over 400 over the seven years to 2007. The data shows a 2005-2006 baseline of 450 domestic abuse incidents per 100,000 population. This compares to 899 across Scotland as a whole and 1,446 per 100,000 population in Glasgow.
- The impact of alcohol-related harm extends across all communities and is associated with crime, anti-social behavior, ill-health and premature death. There has been a long-term increase in alcohol-related harm. In East Renfrewshire the number of people admitted to hospital for alcohol-related diagnosis has almost doubled – increasing from just under 260 to around 500 in the ten years to 2007. The number of people with problem substance misuse is also rising and increased from 641 to 723 people in the three years between 2001 and 2004.

Local Outcome/s	Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
7. Our residents are safer in their neighbourhoods and their homes.	7.1 The % residents stating they are satisfied with their neighbourhood. Annual / Survey / East Renfrewshire Citizens' Panel	92%	94%	
	7.2 The volume and rate of domestic housebreaking per 10,000 population. Annual / Police Statistic / Scottish Government Crime Publications	36	26	
	7.3 Volume and rate of vandalism per 10,000 population Annual / Police Statistic / Scottish Government Crime Publications	166	133	

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Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
<p>7.4 Volume and rate of violent crimes, including sexual crimes, per 10,000 population</p> <p>Annual / Police Statistic / Scottish Government Crime Publications</p>	19	By 2011 the levels of this type of crime should remain at the current level or reduce	
<p>7.5 Rates of domestic abuse incidents per 100,000 population</p> <p>Annual / Police Statistic / Scottish Government Crime Publications</p> <p>Note levels would be expected to increase over short term due to increased confidence in reporting and this is reflected in the 2011 target.</p>	450 (equates to 402 incidents) (2005-2006)	443	
<p>7.6 The % offenders who have reconvicted within a 2 year period.</p> <p>Biannually / Scottish Government Statistical Bulletin</p>	43% (based on 2004/05 cohort)	41%	
<p>7.7 Number of people killed or seriously injured (KSI) in road accidents</p> <p>Annual / Police Statistic / Scottish Government Crime Publications</p>	32 (2002-2006 baseline)	< 32	
<p>There are a number of plans and strategies which sit below East Renfrewshire's SOA which contribute to the delivery of the outcomes. These include the following:</p> <ul style="list-style-type: none"> • North Strathclyde Community Justice Authority Area Plan. http:// www.nscja.co.uk • Strathclyde Fire and Rescue: http://www.strathclydefire.org/pdfs/ppr/Vision_2015_A5.pdf • Community Safety Strategy: http://www.eastrenfrewshire.gov.uk/Cou_08_06_25_Item_7i_Part_2.pdf 			

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National Outcome –

- 10. We live in well-designed, sustainable places where we are able to access the amenities and services we need.
- 12. We value and enjoy our built and natural environment and protect it and enhance it for future generations.
- 14. We reduce the local and global environmental impact of our consumption and production

Reducing Waste and Promoting a Sustainable Environment

- East Renfrewshire landfills the highest proportion of waste when compared to its peer group of authorities of similar size and socio-economic profile and performs slightly worse than the national average. The proportion of municipal waste recycled has remained static over the past two years.
- East Renfrewshire compares favourably with peer authorities in terms of the tonnage of waste collected per 1,000 households and amount collected has declined between 2005-2007. There is a challenging national target for this area in the National Waste Plan to have 0% waste growth beyond 2010.
- Carbon management is a high priority within East Renfrewshire. In 2006-2007, East Renfrewshire Council's emissions of CO₂ equated to 19,550 tonnes and through the SOA there is a commitment to reduce this by 2012-2013.

Improving Housing Conditions

- A study of private sector housing conditions in East Renfrewshire in 2005 showed that 1.1% (356) of properties are classed as "below tolerable standard" (BTS). However a further 8% of properties are classed as "unsatisfactory", including conditions such as dampness or condensation. These figures compare with Scotland as a whole as follows in table below.
- Average house prices in East Renfrewshire vary across the authority. The highest average house price (in 2002) is in Giffnock with the figure sitting at £174,649 with the lowest average house price in the authority at £63,507 in Barrhead.²⁷ A lack of affordable housing options within the authority boundaries is an issue for the people of East Renfrewshire.

Transport

- Transport is a cross cutting outcome which assists East Renfrewshire CPP in delivering its other outcomes – including sustainability, improving health and achieving better access to key services such as health and employment.
- High levels of car ownership in East Renfrewshire and the availability of public transport present a challenge in encouraging the use of alternative forms of transport.

²⁷ East Renfrewshire Local Housing Strategy

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Local Outcomes(s)	Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
10. There are high quality and affordable housing opportunities for our residents	10.1 Number of unintentionally homeless households in priority need placed in permanent accommodation Annually / SPIs	68%	72%	
	10.2 Additional units being brought into affordable housing supply Annual / House completions data supplied by RSLs and local authorities to Housing Statistics Branch in Scottish Government and published in Housing Statistics for Scotland	3	316 socially rented units 30 low cost home ownerships By March 2012	
9. Our local people live in an attractive natural and built environment that is sustainable and enhanced for future generations	9.1 Tonnage of biodegradable municipal waste (BMW) land filled per 1,000 population Annually / SPI	24,432 (271.46 tonnes of BMW per 1,000 population)	22,023 (245 tonnes per 1,000 population) by 2011	
	9.2 Proportion of municipal waste recycled or composted per 1,000 population Annually / SPI	34.8%	43.3% by 2011	
	9.3 % growth/decline in total municipal waste arisings	-1.78% (decline) (Based on population of ~90,000 the change between 2006/07 and 2007/08)	0% waste growth beyond 2010	
	9.4 East Renfrewshire Council's annual emissions of CO2 Annually / Local PI / calculated from annual energy fuel costs and usage	19,550 tonnes (2006-2007)	14,663 tonnes by 2012-2013	
	9.5 East Renfrewshire Area's ecological footprint	Ecological Footprint (gha/capita) = 5.52 (2004)	<5.52	

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	Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
8. East Renfrewshire residents have easier access to key services via sustainable modes of transport	8.1 The percentage of employed adults not working from home whose usual method of travel to work is by Public Transport (Bus or Rail). Every two years / Scottish Household Survey	16% (2005/06)	17% by 2009-2010	
	8.2 Percentage of ERC population within 400m of a bus shelter with at minimum of 6 buses per hour (every hour between 7am and 7pm on an average weekday) SPT Strathclyde Integrated Transport Model, Scotland Census 2001	41.52%	45%	
	8.3 Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling. Every two years / Scottish Household Survey	44% (2005/06)	45% by 2009-2010	
<p>There are a number of plans and strategies which sit below East Renfrewshire's SOA which contribute to the delivery of the outcomes. These include the following:</p> <ul style="list-style-type: none"> • Local Transport Strategy http://www.eastrenfrewshire.gov.uk/lts • SPT Regional Transport Strategy http://www.spt.co.uk/rt/index.aspx • Barrhead Regeneration: www.betterbarrhead.co.uk • Local Housing Strategy www.eastrenfrewshire.gov.uk/localhousingstrategy.htm 				

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National Outcome –

13. We take pride in a strong, fair and inclusive national identity.

In East Renfrewshire this national outcome is considered as a cross cutting theme across many of the local outcomes in the SOA.

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National Outcome –

15. Our public services are high quality, continually improving, efficient and responsive to local people's needs

Improving Services

East Renfrewshire is characterised by high levels of satisfaction with the area and the local services used by residents. This presents a key challenge for partners to maintain high levels of satisfaction.

- Since October 2006 those that have been very satisfied or satisfied with East Renfrewshire as a place to live has risen from 33% being very satisfied and 58% satisfied to 34% very satisfied to 59% satisfied in 2008.
- Trend data demonstrates that East Renfrewshire residents satisfied with service provision from East Renfrewshire Council has steadily increased from 9% being very satisfied and 61% satisfied in 2006 to 11% very satisfied and 65% satisfied in 2008.

The East Renfrewshire CPP is currently undertaking a review of community engagement and how we can ensure that our local outcomes of “our local communities are active and have influence over service design and delivery” are effectively achieved. It is envisaged that the review will identify ways of measuring service user influence and input to service design and delivery.

Local Outcome/s	Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
ERC Corporate Statement Objective 8. To build on our position as one of the best councils in Scotland, driving change, efficiency and innovation – transforming your services to meet your needs now and plan for the future 11. Our communities are more engaged and have influence over service design and delivery.	8.4 The % residents stating they are satisfied with their neighbourhood Annual / Survey / East Renfrewshire Citizens' Panel	92%	94%	
	8.5 Level of satisfaction with services provided by East Renfrewshire Council. % of respondents satisfied or very satisfied with services Annual / Survey / East Renfrewshire Citizens' Panel	67% (June 2007)	70%	

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	Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
	8.6 Proportion of pre-school centres receiving positive inspection reports Ongoing / Locally collected data	East Renfrewshire Council Education collects baseline data on these indicators; however future updates will not be comparable to current baseline data due to future planned changes to HMI inspection approach. Work is ongoing to look at how these measures could be used within the SOA – to be completed by May 2009.		
	8.7 Proportion of schools receiving positive inspection reports Ongoing / Locally collected data			
There are a number of plans and strategies which sit below East Renfrewshire's SOA which contribute to the delivery of the outcomes. These include the following:				
<ul style="list-style-type: none"> • East Renfrewshire Corporate Statement www.eastrenfrewshire.gov.uk • East Renfrewshire Outcome Delivery Plan (due for completion and approval May 2009) 				

Our Commitment to Delivery

The East Renfrewshire Community Planning Partnership can provide a strong assurance that we are working closely towards the delivery of the outcomes and targets we have set out in our SOA. This assurance is underpinned by the fact that our SOA and new Community Plan are fully aligned. The new performance arrangements that will be in place from 2009, as a result of the review of community planning, these will ensure that partners are jointly accountable for performance and identify areas for improvement.

East Renfrewshire Council and the CPP have a number of mechanisms in place to ensure the services we deliver are effectively contributing to the agreed outcomes and that we can account for our performance to our residents and Scottish Government. We will do this through systems related to:

- **Our Governance**
- **Managing Our Performance**
- **Reporting on Our Performance.**

Our Governance

- The revised community planning arrangements provide more streamlined and responsive decision making arrangements. The 2008 review demonstrated that partnership working works well and is deeply embedded at all levels in East Renfrewshire. Partners work closely with Council officers and tend to be involved at the very earliest stages of policy development and service design and delivery.
- East Renfrewshire Council's Cabinet and Audit Committee sit at the heart of our effective governance structures, providing democratic accountability, developing and scrutinising policy and performance across all Council and partnership services. Partner input or consultation and their support or comments will be set out in a partnership section of future Cabinet or Council reports. Therefore Cabinet and Audit Committee also form governance arrangements for community planning.
- The East Renfrewshire Council's Code of Corporate Governance sets out the structures and processes that govern internal policy-making, community leadership and partnership working and mechanisms to ensure proper control and accountability.

Managing Our Performance

- Performance management is an integral part of the revised community planning arrangements. New performance and accountability sessions will provide the opportunity to bring key SOA delivery partners together, to discuss performance and the actions required to assure delivery of outcomes. These will take place twice per year as special Corporate Management Team (CMT) sessions involving key community planning partners. Elected Members will review performance and have the opportunity to highlight areas where they would like further information or reporting.
- The Council operates the Covalent performance management system to record and monitor our performance on key plans and strategies and support corporate performance management. Arrangements are currently being made to enable partners to access the system. Covalent will be used to track progress towards the outcomes and targets in our SOA. It will also be used to manage and monitor

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information on the delivery of the Community Plan and the operational strategies that contribute to the national and local outcomes in our SOA.

Reporting on Our Performance

- Accountability and openness are at the heart of everything we do. We are committed to the provision of balanced reporting on our performance and progress. We will adopt this for the Annual Report on the SOA, which will be integrated into East Renfrewshire Council's existing arrangements for public performance reporting. This will include updates on SOA indicators. As numerical outcome measures only tell part of the story we will provide balanced reporting on service development and delivery and any programmes of work that contribute to outcomes that are important to local people.
- Current arrangements for public performance reporting within East Renfrewshire Council are centred on the key elements as shown in Diagram 2.

Diagram 2: Annual Programme of Corporate Performance Reporting

Jan	Apr	Jun./Jul	Sep	Oct/ Nov	Dec
<p>Annual Accounts (incl. SPIs)</p> <p>Annual accounts summary leaflet</p>	<p>Outcome Delivery Plan (updated annually)</p> <p>Key Financial Facts and Figures</p>	<p>Departmental Year-end Outcome Performance Reports (published on website)</p>	<p>Annual Outcome Performance Report to Cabinet</p>	<p>Corporate Mid-year Outcome Performance Report</p> <p>Departmental Mid-year Performance Reports</p> <p>Annual Council Performance Overview Report</p> <p>er magazine – feature on PPR plans & SPIs performance</p>	<p>er magazine- feature on Council Service Standards performance.</p>
Individual services report on performance, as appropriate throughout the year					
Council website regularly updated.					
News releases issued on Council performance, as required throughout the year					
Annual Citizens' Panel – core questions on PPR					

The partnership will work over the course of 2009-2010 to continue to develop our joint arrangements for governance, performance management and reporting.

Performance reporting 2008-2009

The Scottish Government requires an interim report on progress in 2008-09 from local government only. East Renfrewshire Council produced a mid-year report on its progress towards SOA outcomes in November 2008. This report can be accessed at http://www.eastrenfrewshire.gov.uk/cab_08_11_20_agenda.pdf

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Strategic Asks

East Renfrewshire Council and its Partners submitted a range of strategic “asks” - i.e. actions that the Scottish Government could take to support the CPP in the delivery of its outcomes – in the 2008-2009 SOA. Feedback on how these may be taken forward has now been received and progress will be monitored.

For 2009-2010 there is a small set of further asks which should be discussed by appropriate Scottish Government and East Renfrewshire CPP officials. These are set out below.

- 1. The Scottish Government ensures an outcomes focus in all planning and reporting requirements for CPPs**
 - As set out in this SOA, the East Renfrewshire CPP is developing an outcome focused method of planning service design and delivery. This will be rolled out over 2009 and beyond. This will ensure that the activities carried out by services will achieve our outcomes and all plans and strategies will demonstrate outcome focused planning.
 - The Concordat and move to an SOA is welcomed by the CPP. However there are still some statutory requirements where the plans required do not fit with the outcome focused method and East Renfrewshire would welcome discussions on how this could be improved.

- 2. With the approval of East Renfrewshire’s Determined to Succeed Action Plan 2008 – 2011 by Scottish Government, remove reporting conditions.**

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Contact for Further Information

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