

**East Renfrewshire Community
Planning Partnership**

Single Outcome Agreement

2008-2011

Annual Update March 2010

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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. It is specifically intended to reduce poverty and promote inclusion. Although some targets and indicators within the SOA are East Renfrewshire wide, partners are targeting their efforts at specific client groups, communities of interest and geographical areas within East Renfrewshire in order to successfully reduce disadvantage and deprivation.

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 25) . 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. An Equality Diversity Impact Assessment has been completed on the SOA and can be viewed at <http://www.eastrenfrewshire.gov.uk/community-planning-and-development>

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. In 2007, the estimated population was 89,260 in the area and this is projected to fall slightly to 89,050 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 2008 median earnings per week in East Renfrewshire were £564. This is 22% higher than the Scottish median¹. However East Renfrewshire has significant pockets of disadvantage and deprivation. 7.5% of East Renfrewshire's population is income deprived².

Our residents have a life expectancy of 80 years from birth, which is substantially above the Scottish average of 77 years³ 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 years⁴. In some of our communities there is evidence of declining life expectancy. Whilst the average life expectancy in East Renfrewshire rises, in communities such as Dunterlie and Auchenback life expectancy is declining.

In East Renfrewshire the major causes of death are cancer, coronary heart disease (CHD) and stroke.⁵ 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

¹ Scottish Government, Labour Market Profile, 2008

² SIMD 2006

³ General Register Office (Scotland). *Life Expectancy for Administrative Areas within Scotland 2005-2007*. GRO(S). September 2008.

⁴ SCOTPHO. *Health and Wellbeing Community Profiles*.

⁵ General Register Office (Scotland). *Vital Events Reference Tables 2007*. GRO(S). 2008.

while for women it is 26. Across East Renfrewshire communities there are geographical variations. In Auchenback the standardised mortality rate for premature death from CHD is 145 while for Mearns Kirk and South Kirkhill it is 19.⁶

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.⁷

East Renfrewshire currently sits within the second quartile of Scottish local authorities, in terms of monthly participation in sports (including walking 2+ miles), with a participation rate of 49%, which is on par with the Scottish average of 49%. Monthly participation for women was 43% compared to 55% for men. The Scottish average is 40% and 54% respectively.⁸

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. By 2008/09 this had increased to 720 enquiries and 420 confirmed volunteer placements. In 2005/06, 63 of the placements were new to volunteering and 117 were young people; 12.5% were from a minority ethnic background. By 2008/09, 153 young people were placed as volunteers and 88 people (22%) from minority ethnic communities. Of the 412 volunteers placed in 2008/09, 27 considered themselves to have additional support needs (17 in 06/07), 28 were in receipt of incapacity benefit (21 in 06/07) and 15 were on job seekers allowance (2 in 06/07). There are also encouraging signs that more people are considering volunteering as a route into employment; in 2005/06 10 people were motivated to volunteer to get into paid employment and/or education. By 2008/09, this figure had increased to 74.

Children & Young People

Approximately 20% of the population is under 18. In 2008, the 0 - 17 population was 20,218. Between 1992 and 2008 the numbers of mainstream pupil numbers had 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 16,213 pupils in 2008 on public primary and secondary schools rolls.

East Renfrewshire has a strong reputation in educational attainment. 93.1% of 2007/08 school leavers went into positive destinations, compared to an average of 86.2% across peer authorities and 86.5% across Scotland as a whole. 7% (89) of East Renfrewshire school leavers entered "negative destinations", compared to 14% across peer authorities and 14.5% in Scotland.

East Renfrewshire has the highest proportion of school leavers entering higher education (55% or 709 leavers) and the lowest proportion entering training (32 leavers or 2.5%) or employment (239 leavers or 18%).⁹ 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

⁶ Information and Statistics Division, heart disease statistics 1998-2007. SCOTPHO Community Profiles for intermediate geographic areas.

⁷ Smoking Atlas

⁸ Scottish Omnibus Survey 2003-06

⁹ Scottish Government Statistics, Destinations of School Leavers by Local Authority, Time Series, 2007/08

within East Renfrewshire fall significantly below the national average, at just 75 per 1,000 of the working age population.¹⁰ 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.

The number of pupils in their 4th year in Scotland measured at September 2008 was 58,452. Thus the lowest performing 20% of 4th year pupils was 11,690. In East Renfrewshire the number of pupils in their 4th year as measured at September 2008 was 1417. Therefore the lowest performing 20% of East Renfrewshire 4th year pupils was 283.

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.

¹⁰ East Renfrewshire College: A Supply & Demand Analysis January 2009

Mental health problems are projected to increase by 12 per cent among working age people under 20 and by 19 per cent among those in their 20s.¹¹

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 2001¹². The average across peer 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

In 2008, East Renfrewshire has 2,240 registered businesses, employing around 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. In East Renfrewshire, the number of new businesses registering for VAT rose from 175 in 2000 to 185 in 2003. Over the period of 2004-2007 business registrations fluctuated but did demonstrate a rise from 185 to 210¹³. 93% of the businesses in East Renfrewshire are classed as small.

As a result of most businesses in East Renfrewshire being classed as small, business banking statistics provide a fuller picture of new businesses starting up. 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 96.¹⁴ Further analysis will be required but 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.

The lack of high quality and effective business land has been recognised as a constraint to economic development in East Renfrewshire. Over the next few years we will aim to reduce the amount of poor and ineffective supply and consolidate and improve our existing effective land stock. The Local Plan indicates that we currently have 92ha of business land and 31ha of this is marketable or potentially marketable land. Based upon historic uptake rates we need to maintain a minimum 10 year supply of 19 hectares. We will endeavour to improve the levels of uptake and quality of our marketable business land¹⁵.

60% of the East Renfrewshire population is of working age (16-64). 70% of the working population travel out with the authority to work.¹⁶ Currently 16% of employees travelling 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 82% of households owning a car.¹⁷ 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.

¹¹ East Renfrewshire Integrated Children's Services Plan

¹² ONS, 2004

¹³ Department for Business Enterprise and Regulatory Reform, 2007

¹⁴ Committee of Scottish Clearing Banker.

¹⁵ Glasgow and the Clyde Valley joint Structure Plan 2006 4th Alteration

¹⁶ East Renfrewshire Economic Development Strategy 2007-2012

¹⁷ Scottish Government: Statistical Bulletin: Transport Series. 2005-2006

34.3% of working age population who are employed work 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 in East Renfrewshire is below the Scottish average. Statistics from July 2007 to June 2008 show International Labour Organisation 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.¹⁸

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.

Joblessness rates vary across East Renfrewshire. They tend to be higher in the Barrhead area of the authority. The figures for 2008 show that 5,650 working age residents were claiming benefits, including Job Seeker's Allowance, Incapacity Benefit and other income related benefits.¹⁹ 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 2001-2008 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 18% over this period (from 6,920 to 5,650).

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.²⁰

The most recent data on claimants of Job Seekers Allowance (JSA) shows that the number claiming JSA allowance in East Renfrewshire has risen by just over 75% from 605 to 1062 over the period February 2008 to February 2009. In the same time period, comparator authorities²¹ have seen the number of those claiming JSA increase. The increase has ranged from approximately 35% (881 to 1627 residents) in Argyll and Bute to approximately 95% (from 605 to 1062) in East Dunbartonshire.

¹⁸ International Labour Organisation measure of unemployment (Annual Population Survey 2007 and East Renfrewshire Economic Briefing February 2009 www.scotland.gov.uk)

¹⁹ DWP Tabulation Tool; August 2008

²⁰ www.nomisweb.gov.uk Local Authority Profiles

²¹ ABC Benchmarking Group – a group of local authority areas of similar size and socio-economic profile to East Renfrewshire

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 is projected to increase from 8,210 to 9,927. People aged 75 to 84 is estimated to increase from 5,516 to 6,549. It is predicted that 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.²²

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.²³ 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.²⁴ 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 gap between life expectancy and years in good health at age 65 rose from 4 to 4.2 years over the same period.²⁵

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 in East Renfrewshire have fallen over the period 2004-05 to 2007-08. Between 1997 and 2003 data was collected slightly differently but demonstrated that although there were fluctuations in terms of housebreaking and violent crimes the figures have decreased over this period. Vandalism figures over this period showed a slight increase. However, all levels compare favourably to neighbouring authorities, violent crime is particularly low. Reported crime in East Renfrewshire is lower than the national average however the

²² General Register Office (Scotland) 2006-based population projections. GRO(S). 2007.

²³ General Register Office (Scotland). *Life Expectancy for Administrative Areas within Scotland 2005-2007*. GRO(S). September 2008.

²⁴ Clark, D., McKeon, A., Sutton, M. and Wood, R (2004). *Healthy Life Expectancy in Scotland*.

²⁵ SCOTPHO 2008 HLE.

Citizens' Panel and other surveys have shown a disparity between levels of fear of crime and actual incidence of crime.

In 2007-2008 there was a total of 258 domestic house-breakings (which equates to 29 per 10,000 population); a decrease of just over 20% on the previous year. This compares to 34 per 10,000 population across the whole of Scotland, 38 in neighbouring Renfrewshire and 46 in Glasgow City. In the same year there were a total of 1,282 incidences of vandalism (equating to 144 per 10,000 population)²⁶. In 2006-07, there were 344 incidents that were fire-related and 37 malicious false alarms²⁷.

In 2007-2008 there were 14 violent and sexual crimes per 10,000 population (a total of 130 incidents). The figures for this indicator in East Renfrewshire are very low, particularly compared to Scotland as a whole (38 per 10,000 population) and authorities such as Glasgow (85 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 approximately 439²⁸ over the eight years to 2008. The data shows a 2005-2006 baseline of 450 domestic abuse incidents per 100,000 population. This compares to 899 per 100,000 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 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, have reduced from 60-70 to 30-40 each year.

The National Strategy for the Management of Offenders 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

²⁶ Scottish Government Publications: 2008

²⁷ Further information is contained within Strathclyde Fire and Rescue's Strategic Assessment for East Renfrewshire 2007-2008.

²⁸ Scottish Government Publications: 2008

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.

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.

Housing in East Renfrewshire is distinct due to the very high level of owner occupation. In 2005-06 the information detailed that owner occupation was 86% across the area compared with the average of 65% across Scotland. 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 compared with the Scottish average of 7%.²⁹

House prices in East Renfrewshire vary across the authority. The highest median house price (in 2006/07) is in Uplawmoor with the figure sitting at £293,772 with the lowest median house price in the authority at £90,000 in Barrhead. A lack of affordable housing options within the authority boundaries is an issue for the people of East Renfrewshire and is highlighted in the structure plan of the area.

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, detailed in the 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).³⁰

²⁹ Scottish Housing Survey: Local Authority Analysis 2005:06

³⁰ 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 deprived³¹. 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.

³¹ SIMD 2006

- 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 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 has shaped and developed the partnership's SOA.

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 areas³². 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.

³² 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 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).

Outcome Focused Planning

In order to deliver the Single Outcome Agreement and support the use of self-evaluation the partnership needs to have working arrangements that are effective, efficient and fit for purpose.

There has been a gradual shift towards focusing on outcomes across East Renfrewshire in recent years, notably in the community learning and development partnership and children services areas. This has highlighted the need for a robust planning process that is uniformly used across the partnership.

Resources from the Fairer Scotland Fund were used as a catalyst to draw on external support to facilitate and implement outcome focused planning across the wider partnership. 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. Outcome focused planning will ensure that services are shaped in the best way possible to effectively deliver the outcomes for local people. The methodology will create robust performance management arrangements that demonstrate the steps towards the outcomes rather than measures of activity.

The funding was used to support and facilitate an outcome focused planning process within 3 service areas linked to the SOA outcomes. As part of East Renfrewshire CPP's approach to tackling poverty and deprivation the key drivers are services focused on early intervention, community capacity building and employability, these formed the basis for the work. The planning process established a model of service delivery for each of the areas that will achieve set outcomes and the intended impact on service users and identify a performance monitoring framework to measure success.

The methodology is still in its infancy and will continue to be rolled out across the Council and Partners during 2009 and 2010 with the focus on carrying out work on the remaining activity areas of the Fairer Scotland Fund and the SOA. 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 the impact of their work.

The Council is committed to delivering the outcomes in the SOA, for 2009-10 an outcome delivery plan will be produced which will detail the Council's contribution to the SOA. The plan will demonstrate the steps we are taking to achieve the high level strategic priorities in the SOA.

PARTNER ROLES AND FOCUS

All partners' relevant key delivery strategies and plans, which underpin the SOA, are referenced in the relevant templates on pages 27-47. 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, alcohol consumption, smoking, and sexual health.</p> <p>It is working to meet the needs of 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>

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 to 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 (JCP)	<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>

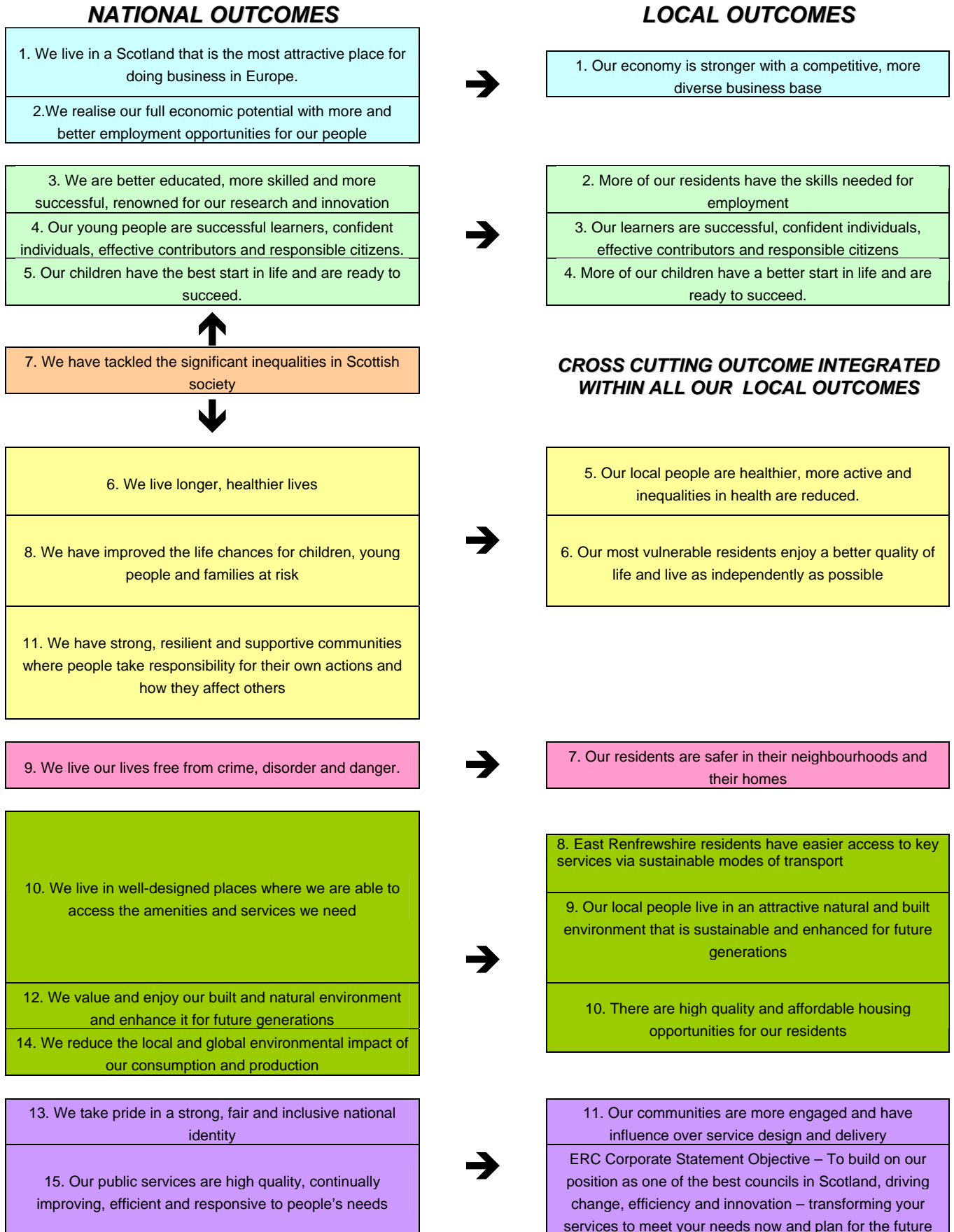
Partner	Strategic Focus
Voluntary Action East Renfrewshire (VAER)	<p>Voluntary Action plays a key role in supporting the development of the local social economy. This is to encourage a more enterprising, less grant-dependent third sector in East Renfrewshire.</p> <p>VAER will work with partners to develop 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)	The North Strathclyde Community Justice Authority is focused on reducing re-offending and improving the management of offenders.
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 that 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.

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.

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. The document can be viewed at <http://www.eastrenfrewshire.gov.uk/community-planning-and-development>

End Targets

In discussions with Scottish Government, end targets have been identified and developed for appropriate indicators.

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

Strengthening our local economy and working to reduce unemployment are key elements of East Renfrewshire's efforts to tackle inequality, disadvantage and deprivation. In light of the economic downturn meeting the SOA targets will be a significant challenge. This is reflected in the two key SOA challenges:

- Mitigating the impact of the downturn on the local economy, employment and training opportunities.
- To support our well-educated, highly skilled residents to grow local and wider economy.

The current economic climate will impact on residents across the authority but in particular it will affect the working age population. Partners are committed to working together to promote recovery. The Council has produced an action plan for recovery that will be achieved through working in partnership. This can be viewed at http://www.eastrenfrewshire.gov.uk/Cab_09_02_19_Item_12_Part_1.pdf. The Chamber of Commerce is leading a group of local business people who will help to inform policy through regular dialogue and to stimulate local partnership and economic activity to combat the downturn. A monthly recession monitor is now being produced for senior management, this looks at unemployment, business closures, broader economic conditions.

Supporting People into Jobs

Resources from the Fairer Scotland Fund for 2009-10 have been allocated to assist and support local residents in accessing employment and training opportunities. Partners have utilised the Outcome Focused Planning methodology to identify how to more closely integrate services around employability. The resources are being used to support joint work that will engage with the hardest to reach individuals, improve the tracking of client progress as they progress through various employability services, and work around the More Choices More Chances agenda to ensure that identified pupils at risk of entering a negative destination are supported to progress to a positive destination.

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 2008 show that 5,650 were claiming benefits, including Job Seeker's Allowance, Incapacity Benefit and other income related benefits. Under the previous ward boundaries the unemployed claimant counts were highest in Barrhead East, Barrhead South, Barrhead North, Thornliebank and Neilston. These local areas remain a priority for the SOA. 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, 93.1% of school leavers entered positive destinations. 7% (89) of East Renfrewshire school leavers entered "negative destinations", compared to 14% across peer authorities and 14.5% in Scotland. While East Renfrewshire has a positive trend the challenging aim is to ensure 100% of school leavers enter education, employment or training.

Supporting and Growing the Business Base

Growing and supporting our business base is a key priority across East Renfrewshire. It is particularly important during the economic downturn. Supporting local businesses is key to addressing the key challenges of “Ensuring our communities and services are sustainable”. The partnership engages with local businesses through a variety of mechanisms including the East Renfrewshire Chamber of Commerce as we work to capitalise on major developments in the Barrhead Regeneration Masterplan, Greenlaw Park and Dams to Darnley Country Park

The number of new registered businesses monitored in East Renfrewshire has been falling in recent years. New business start-up in East Renfrewshire in the first quarter of 2007 was 132 but by the first quarter of 2008 it had dropped to 96. This could signify the emerging effects of the economic downturn.

There are currently around 10 companies in East Renfrewshire identified as having significant growth potential and are Account managed by Scottish Enterprise to maximise their growth potential; other businesses are able to make use of a range of advisory and training services. The Business Gateway and Council assists approximately 90 businesses per annum to start up, contacts 250 through employer engagement activities, 200 through regular liaison events, supports around 100 businesses related to tourism and around 110 on business growth.

Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
	1.1 Number of new business births per 10,000 resident (16+) adult population. Business Demography Data (IDBR http://www.statistics.gov.uk/downloads/theme_commerce/Business-Demography-2008.xls)* Table 1.3	38 Figure based on 270 starts	38 Figure based on 270 starts	
	1.2 % of the businesses that survive for at least three years. Business Demography Data (IDBR http://www.statistics.gov.uk/downloads/theme_commerce/Business-Demography-2008.xls) Table 5.1 (for three year start with 5.1c)	62% (Figure based on 250 starts in 2005)	69% (Figure based on 280 starts in 2007)	67% (Figure based on 270 starts in 2008)
	1.3 Hectares of land developed for or protected by the Local Plan for business/retail/infrastructure usage. Annual / Business Industrial Land Survey	31ha (2008 draft finalised Local Plan)	31ha	Over time to reduce the quantity but improve the quality of land for industry and business

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.

Education is one of the most powerful tools for reducing poverty and promoting inclusion. The East Renfrewshire Community Planning Partners are committed to giving our young people the best possible start in life and helping them to succeed.

East Renfrewshire is renowned for high educational attainment. Analysis within East Renfrewshire shows there is disparity in attainment by young people who live in the four regeneration priority areas of Barrhead, Neilston, Thornliebank and Mearns, compared to East Renfrewshire as a whole, in terms of reading, writing and maths, and tariff scores. There is also 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. However, the numbers are too small at a localised level to monitor in the SOA.

East Renfrewshire is fully committed to improving key outcomes for all learners through the implementation of *A Curriculum for Excellence*. Building on our successes already achieved, an eight-year plan has been devised setting out key outcomes and milestones which will be delivered through and supported by a focus on improving experiences for all learners. Delivering an appropriate skills based curriculum for all learners is the key thrust, whilst ensuring implementation of our strategy which focuses on *Recognising Achievement and Raising Attainment*. Partners have a key role in implementing *A Curriculum for Excellence* and our action plan will be supported by key stakeholders working within and beyond the Council including: further education; sports, arts and culture; parent representative groups; local business; economic development; youth services; and, young people and adult learners.

East Renfrewshire Community Planning Partnership is committed to closing the gap in attainment by young people across the authority. We have committed resources from the Fairer Scotland Fund to ensuring that during school holidays a programme is on offer which is aimed at the most deprived children in the authority which provides various activities which are aimed at improving their learning and development.

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.

Ensuring children are given a better start in life involves directing resources to early intervention activities rather than reactive service provision; this can be challenging. East Renfrewshire Community Planning Partnership is able to harness one of the most fully integrated CHCPs to shape service provision in order to address the needs of the most vulnerable citizens. Outcome focused planning has been utilised to support the development of a more integrated approach to early intervention across education and CHCP services which will create specialised services for key groups and strengthen universal services. (Further information is contained in subsequent templates) As part of the early intervention programme the Council's Adult and Family Learning Service targets the families of Pre-Five and early Primary School children to develop the knowledge, skills and confidence needed to support their children's learning. By starting early the service intends to establish positive attitudes to learning that will serve children and adults throughout their learning lives.

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>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>
	<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 -</p> <p>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 –</p> <p>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 -</p> <p>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 –</p> <p>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>	

	Indicator/s (noting frequency / type / source)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
	<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>Reading – 54%</p> <p>Writing – 30%</p> <p>Maths – 69%</p> <p>(2007-08)</p>	<p>Reading – 56%</p> <p>Writing – 32%</p> <p>Maths – 70%</p>	
	<p>4.1 Proportion of children looked after away from home who experience 3 or more placement moves.</p> <p>Local CHCP indicator/ quarterly</p>	<p>19%</p>	<p><15%</p>	<p><15%</p>
<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 				

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.

There is a well-recognised link between poor health and poverty; the SOA seeks to address this. Improving the health of local people is a priority in East Renfrewshire. The area has one of the highest life expectancies in Scotland, however there are clear disparities between East Renfrewshire as a whole and local priority areas.

Better Start in Life

Outcome focused planning workshops supported by the Fairer Scotland Fund have provided an opportunity to realign budgets and staffing resources to plan how we will deliver an integrated approach to early intervention by creating specialised services and strengthening universal services. We have added a social worker, health visitor and substance misuse officer to the “What About Me?” Service that works with children under-8 affected by parental substance misuse and with the McCready Family Centre. The centre is the focal point in East Renfrewshire for early nursery placements for the most vulnerable families and those most in need of support. By working in partnership with the nursery staff, health professionals and social workers we provide support to children and their parents as part of the early intervention strategy.

The Early Intervention Team funded through Education is currently undergoing a reconfiguration to allow parenting support to be targeted towards families most in need from nursery through secondary education. Pre-5 workers will develop a targeted parenting framework, involving a range of partners, to provide specific training in relation to their area of expertise e.g. Health Visitor providing training on healthy eating and preventing obesity within the family home. This will be rolled out within Family Centres as they enrol children from an earlier age than traditional nurseries. School-based workers will provide parenting support through primary and secondary schools in the shape of Handling Children’s Behaviour and Handling Teenage Behaviour. This recognises that every family is unique and there will be times in the lives of every family when it needs help. With the processes in place for Pre 5 and school based service, parents will be able to access the help as and when they need it.

The Early Years Planning Group is also using the Outcome Focused Planning model to prioritise support towards the most vulnerable families. The Early Years Plan links into East Renfrewshire CHCP’s Integrated Children’s Service Plan. Outcome Focused Planning will enable the planning group to ensure partners address the needs of young children and their families.

Reducing health inequalities

Fairer Scotland Fund resources are also being used to support the most vulnerable people across East Renfrewshire, including those with substance misuse issues. A further challenge is ensuring all of our residents have a healthier lifestyle and inequalities are reduced, we need to encourage our residents to make informed choices about their lifestyle and take steps to improving their health. While average life expectancy in East Renfrewshire compares well to national levels there are significant local inequalities. In our communities of Dunterlie and Auchenback there is evidence of declining life expectancy, these areas also have the lowest figures for life expectancy across the authority.

The Fairer Scotland Fund is helping to reduce health inequalities by funding work to tackle attitudes that will improve resident’s health and improve their lifestyle choices. This links to the key challenge of “Encouraging all our residents, including people with disabilities and long term conditions, to take an active responsibility for their own health and wellbeing.” The unique integrated relationship between the NHS and the Council will provide an excellent opportunity to deliver the priorities for local people.

Caring for our older population

East Renfrewshire has a steadily growing ageing population. It will be a significant challenge to meet the increased demand in services. Between 2008 and 2020 those aged 85 and over are projected to grow from 1,904 to 3,113, an increase of 63.5%. This will inevitably increase demand for, and pressure on, key services. The number of people with dementia is expected to increase from 1,200 to 1,660 by 2020. The number of people with severe dementia will increase from 390 to just over 550. This will also likely lead to a rise in caring responsibilities among residents.

Local Outcome/s	Indicator/s (noting frequency / type / source)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
4. More of our children have a better start in life and are ready to succeed.	4.2 Proportion and number of obese children in primary 1	8.7%	8.0%	7.4%
	CHCP-School System/ annually			
5. Our local people are healthier, more active and inequalities in health are reduced.	4.3 Percentage of children with dental caries in primary 1	17.6	16.8	15.0 by 2020
	NDIP Survey/ Annual			
6. Our most vulnerable residents enjoy a better quality of life and live as independently as possible	4.4 Low birth weight live singleton births (under 2,500g) as a % of total live singleton births.	2.64 (2005-07)	2.21	
	4.5 % of new-born children exclusively breastfed at 6-8weeks.	37.5% (2006-07)	40%	
	5.1 Life expectancy at birth 2004-06	77.2 81.9	78.1 82.3	In 2020 to maintain position of life expectancy in top three areas of Scotland: male 79; female 83.
	Life expectancy gap for deprived communities is narrowed (2001-05). Dunterlie, East Arthurlie and Dovecothall	66.9 73.8	68.1 75.3	By 2020: 71 79
	Annual / GROS ³³			

³³ GROS are currently working to ensure that statistics which are broken down from authority level are more accurate.

	Indicator/s (noting frequency / type / source)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
	5.2. Premature deaths from coronary heart disease among the under 75s in deprived areas (i) CHD deaths, under-75s, standardised rate per 100,000 (ii) CHD deaths, under-75s, standardised rate per 100,000 <ul style="list-style-type: none"> • Dunterlie, East Arthurlie and Dovecothall • Auchenback Annual / GROS/ ISD	55.4 105.3 154.6 (2001-05)	42.9 98.8 113.0	34.9 by 2020 81.7 by 2020 81.7 by 2020
	5.3 Percentage of adult population who smoke Smoking Atlas	19.2% (2000-2004)	18.3%	17.7%
	5.4 Rate of alcohol related hospital admissions per 100,000 population (age-sex standardised rate per 100,000 population) Annual / ISD	504 (2006/07)	504	468
	5.5 Adult participation in sports: % of adults taking part in sport at least once a week (figures includes walking 2+ miles) TNS data	46% (2003-2006)	50%	60% by 2015
	6.1 Number of people per head of 10,000 population being prescribed drugs for anxiety, depression or psychosis (2006 baseline) <i>Socio-economic conditions may militate against this target.</i> ISD Scotland/ Annual	883.6	1023.2	964.7 by 2020

	Indicator/s (noting frequency / type / source)	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	3.13 (2004-05)	2.5	2.3
	6.3 Number of suicides per 100,000 population per year <i>Socio-economic conditions may militate against this target.</i> Annual / GROS	8.7 (2001-2005)	7.0	7.0 by 2013
	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%
	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%

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

National Outcome

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

Keeping Our Residents Safe

It is essential that residents feel safe in their neighbourhoods and their homes. Although levels of violent and sexual crimes in the area are significantly lower than the Scottish average and neighbouring authorities we want to ensure that the figures continue to decrease where possible. Fairer Scotland Fund resources are used to partly support youth outreach work which interacts with hard to reach young people through a street work approach which aims to divert them from potential anti-social behaviour activities and encourage participation in learning and development activities.

- In 2007-2008 there were a total of 258 domestic house-breakings (which equates to 29 per 10,000 population); a decrease of 20% on the previous year. This compares to 34 per 10,000 population across the whole of Scotland, 38 in neighbouring Renfrewshire and 46 in Glasgow City.
- In 2007-2008 there were 14 violent and sexual crimes per 10,000 population (a total of 130 incidents). The figures for this indicator are very low in East Renfrewshire, particularly compared to Scotland as a whole (38 per 10,000 population) and authorities such as Glasgow (85 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 approximately 439 over the eight years to 2008. 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 behaviour, 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% (June 2007)	94%	
	7.2 The volume and rate of domestic housebreaking per 10,000 population. Annual / Police Statistic / Scottish Government Crime Publications	36	26	

	Indicator/s (noting frequency / type / source)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
	<p>7.3 Volume and rate of vandalism per 10,000 population</p> <p>Annual / Police Statistic / Scottish Government Crime Publications</p>	<p>166</p> <p>(2006/07)</p>	<p>133</p>	
	<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>	<p>19</p> <p>(2006/07)</p>	<p>By 2011 the levels of this type of crime should remain at the current level or reduce</p>	
	<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>	<p>450 (equates to 402 incidents)</p> <p>(2005-2006)</p>	<p>443</p>	
	<p>7.6 The % offenders who have reconvicted within a 2 year period.</p> <p>Biannually / Scottish Government Statistical Bulletin</p>	<p>43%</p> <p>(based on 2004/05 cohort)</p>	<p>41%</p>	
	<p>7.7 Number of people killed or seriously injured (KSI) in road accidents</p> <p>Annual / Police Statistic / Scottish Government Crime Publications</p>	<p>33</p> <p>(2002-2006 baseline)</p>	<p>< 33</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:

- **North Strathclyde Community Justice Authority Area Plan.** [http:// www.nscja.co.uk](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
- **Strathclyde Partnership for Transport Strategy:** <http://www.spt.co.uk/rtts/index.aspx>
- **Strathclyde Partnership for Transport Outcome Report:** <http://www.spt.co.uk/rtts/index.aspx>

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

Creating an environment that is sustainable, has affordable housing and easier access to services through sustainable modes transport is one of the key challenges for the partnership. There are opportunities to help achieve this through major projects such as Barrhead regeneration.

Reducing Waste and Promoting a Sustainable Environment

When compared to peer authorities of similar socio-economic profile, East Renfrewshire performs slightly better than the average of 65.3% of municipal waste landfilled. In 2007/08, East Renfrewshire ranked 17th in Scotland for this statutory performance indicator. 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. There are a number of waste prevention activities underway to address this, such as promoting home composting. In some areas there has been a food waste service to reduce the amount of waste that is landfilled. 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 footprint is a high priority within East Renfrewshire. In 2004, East Renfrewshire's carbon footprint equated to 12.66 tonnes of CO2 per capita and through the SOA there is a commitment to reduce this by 2012-2013. East Renfrewshire Council has set its own target in reducing carbon emissions from council controlled building and activities over the next five years from 19,550 tonnes to 14,663 tonnes by 2012-13.

Improving Housing Conditions

There is a lack of affordable housing in East Renfrewshire, addressing this may be difficult in the current economic conditions. A 2005 study of private sector housing conditions in East Renfrewshire showed that 1.1% (356) of properties are classed as "below tolerable standard" (BTS). However a further 8% of properties are classed as "unsatisfactory", due to conditions such as dampness or condensation.

House prices in East Renfrewshire vary across the authority. The highest median house price (in 2006/07) is in Uplawmoor with the figure sitting at £293,772 with the lowest median house price in the authority at £90,000 in Barrhead. A lack of affordable housing options within the authority boundaries is an issue for the people of East Renfrewshire.

Transport

Transport is seen as a cross cutting outcome for partners as we work to deliver the SOA. It is particularly relevant to 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. East Renfrewshire Council is currently undertaking a Transport Review which will establish how efficiently transport is utilised within the Council, including both internal and external arrangements, the main areas of interest being school travel and CHCP provision. The potential benefits of sharing transport, both within the Council and with other councils, will also be explored. The Council will also be working with SPT to increase the use of public transport and active travel to reduce the public's reliance on the private car.

Local Outcomes(s)	Indicator/s (noting frequency / type / source)	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 Percentage of unintentionally homeless households in priority need placed in permanent accommodation Annually / SPIs	66%	90%	100% by 2012
	10.2 % of homeless households assessed as being in priority need. Annually/SPIs	78%	100% by 2012	
	10.3 Additional units being brought into affordable housing supply Annual / Local	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	22,432 (249 tonnes of BMW per 1,000 population)	21,000 (233 tonnes per 1,000 population) by 2010	19,576 (217 tonnes per 1,000 population) by 2011
	9.2 Proportion of municipal waste recycled or composted 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 Area's carbon footprint Stockholm Environment Institute http://resource-accounting.org.uk/downloads/scotland/east-renfrewshire	12.66 tonnes CO2/capita (2004)	<12.66	

	Indicator/s (noting frequency / type / source)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
	9.5 East Renfrewshire Area's ecological footprint Stockholm Environment Institute http://resource-accounting.org.uk/downloads/scotland/east-renfrewshire	Ecological Footprint (gha/capita) = 5.52 (2004)	<5.52	
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 2008	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. Hands Up Survey/Sustrans	38% (September 2008)	40% 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/rts/index.aspx • Strathclyde Partnership for Transport Outcome Report: http://www.spt.co.uk/rts/index.aspx • Barrhead Regeneration: www.betterbarrhead.co.uk • Local Housing Strategy www.eastrenfrewshire.gov.uk/localhousingstrategy.htm 				

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.

National Outcome –

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

We want our communities to be at the heart of our service design and delivery and be fully engaged with the work of the partnership. Building the skills of local people to effectively engage and influence partners is a central focus for the partnership in the coming years. The Partnership is currently undertaking a cross cutting review of community engagement and how we can ensure that our local outcome of “our local communities are active and have influence over service design and delivery” are effectively achieved.

Partners recognise that there is an opportunity to work more closely with the voluntary sector, in its widest sense, to engage hard-to-reach parts of our local communities. The current economic climate is likely to increase demand for volunteering opportunities. There may be opportunities to enhance the social economy of East Renfrewshire. However, reducing budgets may limit the ability to support volunteering and the development of the social economy. There has been a significant increase in the number of people becoming involved in volunteering who are looking for it as a means to access education and employment opportunities. There has been a particular increase in young people volunteering and there has also been an increase in the number of people volunteering from minority ethnic communities. There has also been an increase in support given to local organisations; the support offered has centred round advice and guidance.

Improving Services

East Renfrewshire is characterised by high levels of satisfaction with the area and the local services used by residents. The key challenge for partners is 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 57% 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.

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>ERC Corporate Statement Objective</p> <p>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</p>	<p>8.4 The % residents stating they are satisfied with their neighbourhood</p> <p>Annual / Survey / East Renfrewshire Citizens' Panel</p>	<p>92% (June 2007)</p>	<p>94%</p>	

	Indicator/s (noting frequency / type / source)	Baseline at 2007-08	'Progress' target/s to 2010-11	'End' target/s & timescale/s
<p>11. Our communities are more engaged and have influence over service design and delivery.</p>	<p>8.5 Level of satisfaction with services provided by East Renfrewshire Council. % of respondents satisfied or very satisfied with services</p> <p>Annual / Survey / East Renfrewshire Citizens' Panel</p>	<p>67%</p> <p>(June 2007)</p>	<p>70%</p>	
	<p>8.6 Proportion of pre-school centres receiving positive inspection reports</p> <p>Ongoing / Locally collected data</p> <p>8.7 Proportion of schools receiving positive inspection reports</p> <p>Ongoing / Locally collected data</p>	<p>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.</p>		
<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"> • 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, 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

East Renfrewshire has a mature Community Planning Partnership that is underpinned by established relationships and rooted in a strong culture of co-operation, support and consensus. The 2008 review demonstrated that levels of trust are high and partnership working is deeply embedded at all levels in East Renfrewshire.

In 2008 partners took the view that the CPP would benefit from more streamlined and responsive decision making arrangements. The revised arrangements seek to balance the input and involvement of partners with the democratic accountability and scrutiny roles of elected members.

Partner Involvement

Partners work closely together and, where possible, involve each other at the very earliest stages of policy and service development. Partner support and agreement is secured as part of the normal policy or service development process. During the community planning review it became clear that East Renfrewshire Council is, through its governance arrangements, usually the last partner to formalise its position through either Cabinet or Council reports. This has provided an opportunity to reduce duplication and bureaucracy.

Under the revised community planning working arrangements partners agree their input and individual position or level of support as part of the normal development process. Where appropriate the relevant partners' positions are confirmed electronically by correspondence. If issues require more attention key senior officers from relevant partners will meet to discuss and agree the way forward. This can take place at an individual outcome level or at a more cross cutting strategic level depending on the issue at hand (e.g. the agreement of the SOA submission). The views, support, or dissent of relevant individual partners is then reflected in the partnership section of reports to the Cabinet or East Renfrewshire Council.

Democratic Accountability

Democratic accountability is an essential element of Community Planning. Once partners have agreed their position and input, the lead council officer will report to Cabinet of East Renfrewshire Council. Under the previous Board arrangement the Leader and the two

Deputy Leaders were part of the Community Planning Partnership Board. The revised arrangements provide all senior elected members on the Cabinet with an overview of community planning activity. The Council's Audit Committee can perform its scrutiny role in relation to community planning issues.

Managing Our Performance

Performance management is an integral part of the revised community planning arrangements. New Performance and Accountability Review sessions will provide the opportunity to bring key SOA delivery partners together, to discuss performance and the actions required to support delivery of outcomes.

The Council utilises the Covalent performance management system to record and monitor 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, using the indicators set out in the outcome templates, towards the outcomes and targets in our SOA. It will also be used to manage and monitor information on the delivery of the Community Plan and the operational strategies that contribute to the national and local outcomes in the East Renfrewshire SOA.

The Performance and Accountability Review sessions will take place twice per year. They will involve key community planning partners and the members of the Council's Corporate Management Team (CMT). These sessions are intended to facilitate a frank, open and productive review of how effectively the partnership is operating and to what extent it is on track to deliver against its goals. The sessions will focus on areas where performance information indicates that the partnership may not achieve its goals and discuss what improvement is required.

The performance and accountability review group will provide the outcome delivery mechanisms with feedback and direction. The results of the review session will be reported to elected members and inform the SOA annual performance report. The performance and accountability review report will include performance information and highlight areas for improvement with associated actions. This is designed to increase accountability across the community planning partner agencies, particularly in relation to the SOA, and provide elected members with access to meaningful information on performance and improvement. Elected members will be able to comment on performance and highlight areas of interest that require more detailed information in future reports.

The first Performance and Accountability Review will take place in late June 2009.

Reporting on Our Performance

The purpose of our performance reporting is to track, in a meaningful way, progress towards improving the outcomes for the people of East Renfrewshire.

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.

We will publish an annual performance report in September and a mid-year performance report in March. These will utilise SOA and performance data that has been reviewed and discussed at the six-monthly performance and accountability reviews.

Performance Reporting 2008-2009

The Scottish Government requested an interim report on progress in 2008-09 from local government only. The East Renfrewshire 2008/09 SOA included contributions from key community planning partners. East Renfrewshire 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 .

The information contained in the report details the progress that the Council and its community planning partners have made at a mid-year point in 2008-09 towards the agreed SOA outcomes. The report details both qualitative and quantitative information detailing some of the activities which will work to address the high level targets within the SOA.

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.
 - The Third Sector is increasingly encouraged to be involved in the SOA, it would be useful to have clarification how their activities are reported as a contribution to the delivery of the high-level targets.

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

- 3. Clarification on whether there will be a mechanism in place to confirm the allocation of the Fairer Scotland Fund to be included in the G.A.E settlement.**

- 4. Delivery of the targets within the SOA is based on the assumption that partners receive similar levels of funding in future.**

CONTACT FOR FURTHER INFORMATION

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