

EAST RENFREWSHIRE COUNCIL11 SEPTEMBER 2024Report by Chief ExecutiveSTRATEGIC END-YEAR PERFORMANCE REPORT AND ANNUAL COMMUNITY
PLANNING AND FAIRER EAST REN REPORT FOR 2023-2024**PURPOSE OF REPORT**

1. The purpose of this report is to present progress on the performance of the Council and Community Planning Partnership and to demonstrate how we are meeting our strategic outcomes. The report will summarise the following:
 - The Council strategic performance at end-year 2023-2024 based on performance indicators in the Outcome Delivery Plan (ODP) including the annual update on complaints handling.
 - The 2023-2024 annual progress report on the Community Plan, including Fairer East Ren (Local Outcome Improvement Plan).
 - Additionally, a short video of our annual highlights across the Council and Community Planning partnership is included.

RECOMMENDATIONS

2. It is recommended that Council:
 - (a) scrutinise and comment on the summary of the Council's strategic performance at end year 2023/2024 at Annex 1;
 - (b) scrutinise and comment on the Community Plan and Fairer East Ren Annual Progress Report for 2023/2024 at Annex 2;
 - (c) scrutinise and comment on the complaints handling report 2023/2024 at Annex 3; and
 - (d) consider the annual highlights video which is linked [here](#) .

BACKGROUND AND CONTEXT

3. The Community Plan sets out the Community Planning Partnership's (CPP) long term vision for East Renfrewshire through five strategic outcomes. The Plan incorporates Fairer East Ren, (the Local Outcomes Improvement Plan), required under the Community Empowerment Act. Fairer East Ren (FER) is focused on tackling inequalities and closing the gap between communities in East Renfrewshire.
4. The CPP indicators are mainly national measures as these tend to look at systematic changes across multiple areas including health, community safety and protection and

employment. There are also some more local measures taken from the Citizens' Panel. Fairer East Ren is a mixture of locally collected and national measures.

5. The Council, in partnership with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust, sets out its contribution to the strategic outcomes in the Community Plan through the Outcome Delivery Plan (ODP). The ODP is the council's Business Plan covering all activity funded by the Council.
6. The ODP is supported by a range of strategies and service business plans which underpin the delivery of our strategic outcomes. For the ODP, the Council monitors performance and direction of travel for a series of measures identified by departments, ERCLT and HSCP.
7. A separate item on today's agenda will present the Community Planning Partnership's long-term vision for East Renfrewshire- 'A Place to Grow' which sets out the key ambitions for the area up until 2040. This vision will provide an overarching strategic framework and robust partnership approach for all strategies and plans going forward.
8. The performance reports presented to Council today demonstrate a continued transition point as we move from the current Community Plan, Local Outcome Improvement Plan and ODP. At April's [Council meeting](#), the final one year Fairer East Ren and ODP plans were approved, and these will be reported on in 2025.

REPORT

PERFORMANCE BY OUTCOME

Outcome 1: Early Years and Vulnerable Young People - All children in East Renfrewshire experience stable and secure childhoods and succeed

9. East Renfrewshire continues to be sector leading in Early Years provision and Children's Services, supporting parents to provide a safe, healthy and nurturing environment for their families. Our ODP indicators (Annex 1) show that children on multi-agency child protection plans continue to have a 100% score in their level of safety at three monthly review periods. Our Looked After Children's school attendance rate, at 88.1% is above the national average in Scotland (87.9%). The proportion of P1 children who have reached development milestones on entry to school has increased to 80%.
10. There has been a continued improvement in breastfeeding in our most deprived (SIMD 1) areas from 17.9% to 19.2% bringing us closer to meeting our target of 25%. The gap between breastfeeding rates in the most affluent (SIMD 5) and the most deprived (SIMD 1) areas has decreased for a third consecutive year showing a positive change of direction from the increasing gap seen between 2017 and 2020.
11. The Community Plan indicators for this outcome focus on population level measures including life expectancy at birth, the dependency ratio of children and young people, healthy birthweight and child poverty. Most of these measures have remained static over the last year, however healthy birthweight has dipped very slightly but is still above Scottish average.
12. Our Fairer East Ren indicator for Child Poverty showed a slight decrease in East Renfrewshire from 14.4% (3,288) in 2021/2022 to 14.0% (3,247 children) in 2022/2023. However, there is still work to do to reach the national target of 10% by 2030.

13. In the CPP/FER annual report (Annex 2) we can see there has been a significant increase in family referrals to MART (Money Advice & Rights Team) up 23 percentage points from last year. This indicates the ongoing cost-of-living pressures and financial challenges experienced by our families with children. We are conducting a targeted piece of work with MART to identify if there are any residents in financial difficulty who are not accessing MART support. While we are seeing an increase in referrals to MART, there is evidence that the increase is from people in-work not eligible for benefits or financial assistance.
14. Partnership approaches to meeting outcome one continues with the delivery of the Healthier Minds Service, as a positive example. Through a joint-working approach: RAMH (Recovery Across Mental Health); Healthier Minds Team; school nursing; Children 1st and CAMHS (Child and Adolescent Mental Health Services) there continues to be a significant impact with 97% of children and young supported reporting improved mental health and well-being.

Outcome 2: Learning, Life and Work –

Residents are healthy and active and have skills for learning life and work.

15. Outcome two explores how well our children and young people are supported to participate in education and training and to develop the skills they need to be active citizens. It also looks at performance in residents' cultural and wellbeing activity.
16. The past year has seen very positive progress in relation to the rights and inclusion of children and young people with the implementation of the United Nations Convention on the Rights of the Child (UNCRC). Through the UNCRC Innovation Fund there is a targeted approach to develop participation of young people from underrepresented groups, and schools are working with pupils through various approaches to increase participation and decision-making e.g. Participatory Budgeting.
17. Educational attainment rates remain very high at both primary and secondary school level, comparing exceptionally well against national comparators. As a result of the timing of the release of attainment data, results for 2023/24 will be reported to Education Committee and Cabinet later in 2024.
18. The number of awards achieved by young people participating in school and community based settings, which includes Youth Achievement Awards, ASDAN and Duke of Edinburgh, increased from 473 the previous year to 1443, which demonstrates a healthy return to high participation rates post Covid.
19. Strong performance was achieved by East Renfrewshire Culture and Leisure Trust with continued increases in the numbers of residents participating in cultural and leisure activities. 2023/24 leisure centres visits hit 8565 per 1000 population, exceeding target with gym membership also up 13% on the previous year. Library visits also continued to grow with 5,603 visits, exceeding target of 5,500 visits per 1000 population.
20. The Community Plan indicators measure the destination of school leavers in East Renfrewshire. 98.7% of young people leaving East Renfrewshire schools in 2022/23 achieved a positive destination. This is the highest level across Scotland, exceeding the national average of 95.9%.
21. The Community Plan shows that the proportion of residents aged 16–65 years who are economically active (people who are either in employment or unemployed) has remained similar to last year and is higher than the Scottish average.

22. The Fairer East Ren indicators remain similar to last year and show a positive picture of economically active adults, young people who are participating, and low-income pupils who are achieving qualifications. Where there is national comparator data, East Renfrewshire continues to compare favourably against the Scottish average.

**Outcome 3: Environment and Economy –
East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses.**

23. East Renfrewshire aims to be a thriving place to invest and for businesses to grow. 2023/2024 saw an increasing upward trend in the number of businesses that have improved performance due to Council support: 99 new and existing business receiving grants valued at over £450,000.
24. We are also seeing the investment in our roads paying dividends as the percentage of our road's requiring maintenance has reduced to the lowest level in 7 years though we are still above the national average of 33.6%.
25. The Council has delivered several improvements in relation to environmental sustainability. The percentage of LED streetlights has steadily increased for the past seven years to almost 95%, helping to reduce our carbon footprint by 35 tonnes. The Council has exceeded its 4% target for reducing our controlled carbon emissions, and the latest data shows this currently sits at 8.1%. ODP indicators showed a reduction in our recycling rates from 58.1% to 56%. We remain above the Scottish average of 43.3%.
26. In the past year, 69 additional affordable housing units have been delivered which will also have a wider positive impact on the local economy. Of these units, 12 are adaptable to a range of lifetime needs. Our tenants' homes have been improved following a £3.3m investment programme, including new windows, door entry and upgraded heating systems.
27. Our ODP indicators on Street Cleanliness Score (95.7%) and resident level of satisfaction with public parks and open spaces (91%) have shown good improvements in the past year with street cleanliness at its highest since 2010/11. This shows we are working hard to make East Renfrewshire a thriving, attractive and sustainable place even in fiscally challenging times.
28. In the past year we have seen an injection of investment of over £450,000 to improve our parks, secured over £2.4m of external funding for the delivery of active and sustainable travel infrastructure and behaviour change projects, commenced the Aurs Road project and delivered our new build Neilston Learning Campus which opened its doors to young learners in March.
29. From an economic growth perspective, the Community Plan indicators show the working age population has been slowly decreasing over the last few years with the latest figure of 59% lower than the Scottish average of 63.8%. This reinforces the importance of planning services which respond to the local profile of high dependency ratios (both young and old) with a proportionally lower working age contribution.
30. More positively, the percentage of adults qualified to NVQ level 4 (HND/Degree) has steadily increased over the last few years and is currently 70.1% which is higher than the Scottish average of 55.1%. Median earnings have increased in the last year and remain higher than the Scottish average, and business survival rates in East Renfrewshire have increased and exceeded the national average.

**Outcome 4: Safe, Supportive Communities -
East Renfrewshire residents are safe and live in supportive communities**

31. Positive performance under outcome four reinforces East Renfrewshire's reputation as one of the safest places to live in Scotland with residents protected from harm and abuse. Of the 100 reviews carried out by Women's' Aid East Renfrewshire with the people they support, 93% reported improvements in their safety and wellbeing outcomes. For the past six years, 100% of individuals identified as being at risk of harm, have had a protection plan put in place.
32. Alcohol and drug treatment support is often responding to complex and ingrained issues, and recovery journeys are person-centred. The local Alcohol and Drug Recovery Service is made up of a treatment team and recovery team. When service users have reached a stable point in their treatment, they can be referred to the recovery team where they are supported to plan and progress towards recovery goals such as volunteering, learning or employment. In 2023/2024, 4% moved from treatment to recovery. This is off target (7%) and a slight reduction from 5% in the previous year. However, we continue to perform ahead of target for access to support, with 93% of people accessing recovery-focused treatment within three weeks. During 2023/24, we delivered 568 'alcohol brief interventions' in local settings such as libraries, health centres and leisure centres.
33. Data on noise complaints dealt with by community wardens showed a reduction from 9.7% to 8.9%, on the proportion of repeat calls from customers who had reported anti-social behaviour issues. This is an improving trend down from 10.4% in 2021/22, as we work to meet our challenging target of 8%.
34. For the Community Plan indicators, there has been a reduction in the number of dwelling fires per 100,000 population from 58 to 56 and this remains lower than the Scottish average of 79. There has been a slight increase in the number of reported crimes per 10,000 from 226.1 in 2021-22 to 238.5 in 2022-23. However, this remains well below the national average of 528 per 10,000.
35. Throughout spring, several Participatory Budgeting events took place across our communities with support from the Community Learning and Development Team. £170,000 was committed from the Covid Humanitarian fund to support communities in pandemic recovery. Across Eaglesham, Busby, Mearns Village, Thornliebank, Neilston and Barrhead £150,000 was awarded to 97 local projects voted by 2085 residents. An additional 604 residents voted to award 12 Food Growing initiatives.
36. A community-led equality forum was also established through a series of engagement events involving over 50 residents and local groups, and terms of reference have been agreed demonstrating good and supportive relations across our communities.

Outcome 5: Older people and people with long term conditions in East Renfrewshire are valued; their voices heard and they enjoy full and positive lives.

37. Outcome five primarily covers interventions that will maximise independence for residents and support carers. ODP indicators show the performance of HSCP services on supporting older people and those with long-term conditions to live safely and independently in communities is overall very positive. Latest data shows that 97% of individuals aged 65+ live in housing rather than a care home or hospital. During the year there was also an increase in the number of people whose care needs have reduced following a period of reablement by 64%, up from 48% last year and ahead of target (60%). There has been a slight decrease in the percentage of people aged 65 or over with long term care needs receiving personal care at home although we continue to meet our target.
38. We aim to ensure that our unpaid carers are valued and supported. During the year there was an increase in the proportion of unpaid carers reporting that their quality of life for carers needs are being met at 85%, up from 80% and above target. HSCP colleagues are working closely with East Renfrewshire Carers' Centre to identify and support all unpaid carers including those who are part of the local workforce. A new Carers' Strategy for East Renfrewshire was launched during the year.
39. The Community Plan indicators do not show any significant change against last year. They continue to show a higher than average 'older people dependency ratio' which means more demand on services with less people of working age to absorb this demand.
40. The Fairer East Ren indicators show positive progress. Outcomes for those who have experienced domestic abuse have continued to improve and the number of 'confidence at home' packages installed (to support people to live independently) has increased by 27% during 2023/2024. This shows more residents feeling safe at home. There has also been a further increase in park footfall suggesting more residents being active and using outdoor spaces.

Customer, Efficiency and People Outcomes

41. As well as the strategic outcomes, and in line with our Best Value requirements, the ODP includes a set of Council organisational outcomes under the headings of Customer, Efficiency and People. These focus on how we are delivering for our customers, supporting our staff, and ensuring all our resources are managed efficiently.

Customer outcome

42. Findings from our latest Citizens' Panel survey show a small increase that reaches our target of 65% for the number of respondents satisfied with Council services. This compares favourably to the national level, where [Scottish Household Survey](#) results show a significant downward trend in levels of satisfaction with public services at 40% from 53% in the previous year.
43. My EastRen platform which offers a more customer focused and streamlined online experience has now over 21,000 subscribed residents, a 21% increase from last year. Over 97% of birth and marriage appointments were made online, up from 93% last year.
44. We have continued to meet our 30% target for online customer contacts. However, there was a slight decrease of 5852 in the overall total of customer online contacts (58,185) made from last year. The Customer First team continue to receive a high-level of complex phone calls from residents who are experiencing issues such as cost-of-living challenges that require sensitivity and time. It is more important than ever that residents who can access support online do so, to ensure that resources are protected for our more vulnerable residents. The first phase of a Unified Communication telephony

platform went live in December 2023 which will lead to an improved user experience for customers contacting the Council.

45. A comprehensive management dashboard has been developed to support quicker insights and performance improvements in areas such as invoice payments, FOIs, and complaints, and will ultimately lead to service improvement actions to support our customers.
46. The Customer outcome aims to ensure 'satisfied customers access services that meet their needs'. A key part of this is having accessible, responsive and effective complaints handling procedures in place when things do go wrong. The Scottish Public Services Ombudsman (SPSO) requires all councils to assess and monitor their complaints handling process against a number of high-level indicators on a regular basis. This data is listed in Annex 4 for 2023/24 along with additional information on how we are learning from complaints to improve services.
47. During 2023/24 we received 1,061 complaints: a slight increase from 1,025 in 2022/23. The Council narrowly missed the SPSO national target for responding to frontline complaints (5 days) recording an average of 5.66 days and was off the target (20 days) for stage 2 complaints (investigation & escalated combined) recording an average of 22.51 days. Services monitor complaints closely, taking action to learn from complaints, where possible, and improve our customer service and complaints handling processes. Examples from Revenues Services, Customer First and the Environment Department are detailed in Annex 4.

Efficiency Outcome

48. In these challenging times when budgets are strained, it is essential that all our assets - physical, staffing, information and financial, are efficiently managed. We maintain our robust approach to financial planning and have effective monitoring in place. This has ensured that overall net expenditure for 2023/24 has been contained within our total budget for the year. The aim is for departments to operate effectively without overspending their budgets. This was confirmed for most services, with the main exceptions being homelessness and social care, as part of the Audit and Scrutiny Committee's consideration of the draft annual accounts at the meeting on 20 June. The Council's Finance systems and processes, including detailed budgetary control monitoring updates and online financial transaction information, provide an efficient service for stakeholders who want to check budget status throughout the year.
49. An update on the Digital Transformation Programme was considered by Cabinet on the 5 September 2024. Overall, the programme has delivered Council savings of £0.652m in 2023/24 and £1.122m in 2024/25. Other key highlights and developments include:
 - Expanding 24/7 access to online services to thousands of customers;
 - Increased productivity by saving employees over 13,000 hours in 2023/24;
 - Reducing travel expenses by £269k across the years 20/21 to 23/24;
 - Generating data insights to improve outcomes help target support at the most vulnerable; and
 - Supporting improvements in performance, such as invoice payments, absence and FOIs.

People Outcome

50. We strive to ensure our workforce are engaged, supported, and motivated to achieve our outcomes. Our People Strategy was recently launched with a particular focus on developing a skilled workforce, promoting, and valuing equality, diversity, inclusion and belonging and creating effective and inspirational leaders. The strategy also aims to support a resilient and empowered workforce by supporting the positive health and wellbeing of our employees through delivery of our Health and Wellbeing Plan. Temporary wellbeing resources have been augmented and extended to support this.
51. There has been a slight reduction in Council wide absence levels from 11.15 days to 11 days lost in 2023/24. There continues to be a focus on reducing absence levels through employee support, management training and ongoing policy review.
52. The gender pay gap is the difference between men's and women's average hourly rate and is expressed as a percentage. Reducing the gender pay continues to be a priority and we are committed to closing the gap. The gap had been reducing year on year over the last four years, but we have seen a very slight increase to 4.9%. This will be closely monitored alongside other equality-related measures.
53. Other initiatives have also been implemented during the year to promote equalities and diversity. To ensure Equality, Fairness and Rights Impact Assessments (EFRIAs) are routinely undertaken when making key decisions or policy changes a programme of staff training was completed. Our staff Equality, Diversity and Inclusion Network provides a safe space for staff to share experiences, celebrate diversity and advocate for an inclusive and fair work environment that promotes equality and challenges discrimination. The 50-member network goes from strength to strength, meeting 4 times during the year covering themes such as allyship, Black History Month and understanding intersectionality.

PUBLICATION OF END YEAR PERFORMANCE INFORMATION

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

FINANCE AND EFFICIENCY

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

CONSULTATION

56. Community engagement and participation is integral to the success of the Community Plan, including Fairer East Ren. Work continues in our communities, particularly our Locality Planning areas to engage residents in the planning and delivery of activities.

PARTNERSHIP WORKING

57. The Community Planning Partnership is responsible for the Community Plan, including Fairer East Ren and a partnership approach is essential to developing and delivering the outcomes in the plans. Partnership colleagues have been integral to the

development of our vision 'A Place to Grow' and there is a separate item of today's agenda outlining this.

58. Community Planning Partners have had the opportunity to review and contribute to the progress of the current report and plans. The progress report and plans will be shared to the Community Planning Board meeting in autumn 2024.

IMPLICATIONS OF REPORT

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

CONCLUSION

60. This report demonstrates the extensive partnership working and activity that is carried out to meet the five strategic outcomes and the Council's organisational outcomes. Working together the Council, HSCP and ERCLT have achieved significant progress during the past year. Presenting the Council's Strategic End-Year Performance Report for 2023/2024 and the Community Plan and Fair East Ren Annual report by outcome allows us to align our planning process and demonstrate strongly the effective partnership working needed to achieve results. The Council's aim, in partnership with our Community Planning Partners, remains to make people's lives better and achieve positive outcomes for all our communities.

RECOMMENDATIONS

61. It is recommended that Council:
 - (a) scrutinise and comment on the summary of the Council's strategic performance at end year 2023/2024 at Annex 1;
 - (b) scrutinise and comment on the Community Plan and Fairer East Ren Annual Progress Report for 2023/2024 at Annex 2;
 - (c) scrutinise and comment on the complaints handling report 2023/2024 at Annex 3; and
 - (d) consider the annual highlight video which is linked [here](#).

REPORT AUTHORS

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BACKGROUND PAPERS

[Community Plan 2018-2028](#)

[Mainstreaming Equalities Progress Report 2023](#)

[Strategic End Year Report and Community Plan/Fer Annual Report, Council 28 June 2023](#)

[Community Plan and FER Annual Report, Council 29 June 2023](#)

[Vision for the Future, Council 29 June 2023,](#)

[Vision for the Future, Council 13 December 2023](#)

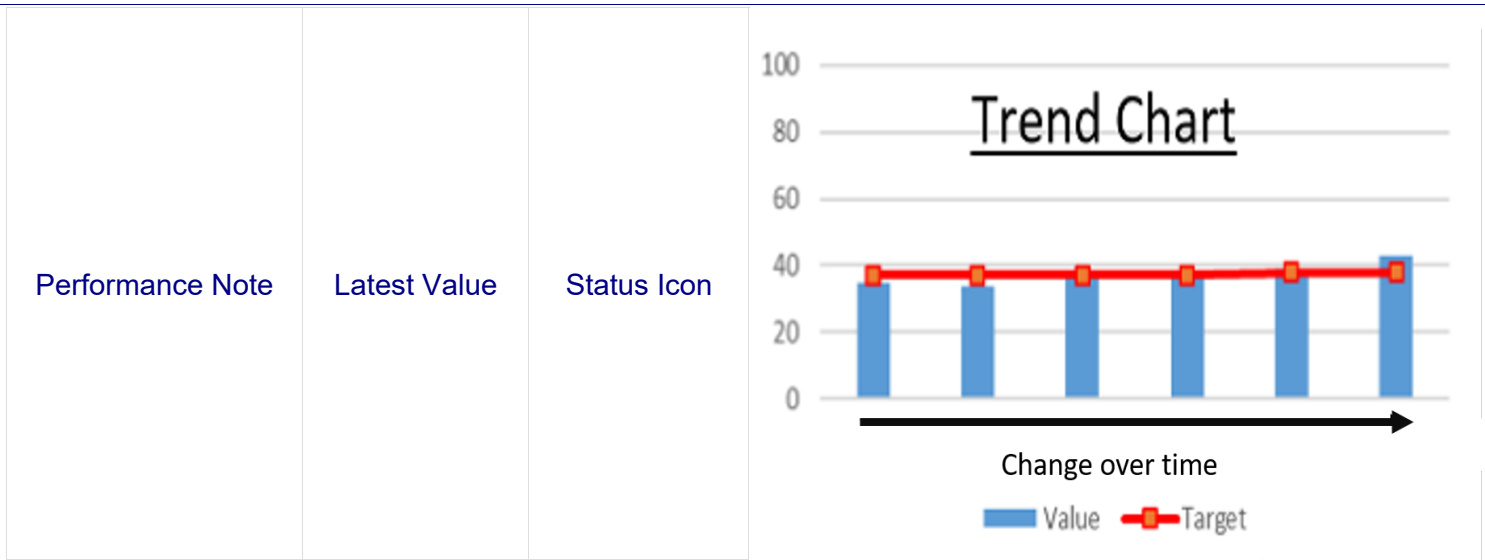
[ODP and FER Plan 2023/2024 , Council 24 April 2024](#)

Annex 1 - Outcome Delivery Plan 2023-24



Strategic End-Year Performance Report 2023-24

	The following report provides an update of Council performance data at end-year 2023-24. The information contained in this report includes indicators in the Outcome Delivery Plan (ODP)2023-24.
Data Notes	Indicators included in Annex 1 have a latest data update, the most recent being end-year 2023-24. Some indicators have a time lag and the latest data will not be the current year, e.g. some health indicators, recycling. Education based data reported is for the academic year 22/23. Note - In the graphs when the target and the data point are similar in numerical value the system defaults to showing the target on the bar graph, as the most up-to-date value is presented in the column on the left hand side of the status symbol.
Targets	Three year targets have been set for most indicators in the ODP 2023/24. A small number of indicators do not have targets set, however are included for monitoring the direction of travel. Where a target has not been set this will present in the graphs as a zero value.
Key	The key below details what each of the symbols mean within the report.



PI Status of last available data	
●	Off Target
●	Target still to be achieved
●	On Target
●	For Information only (no target set)

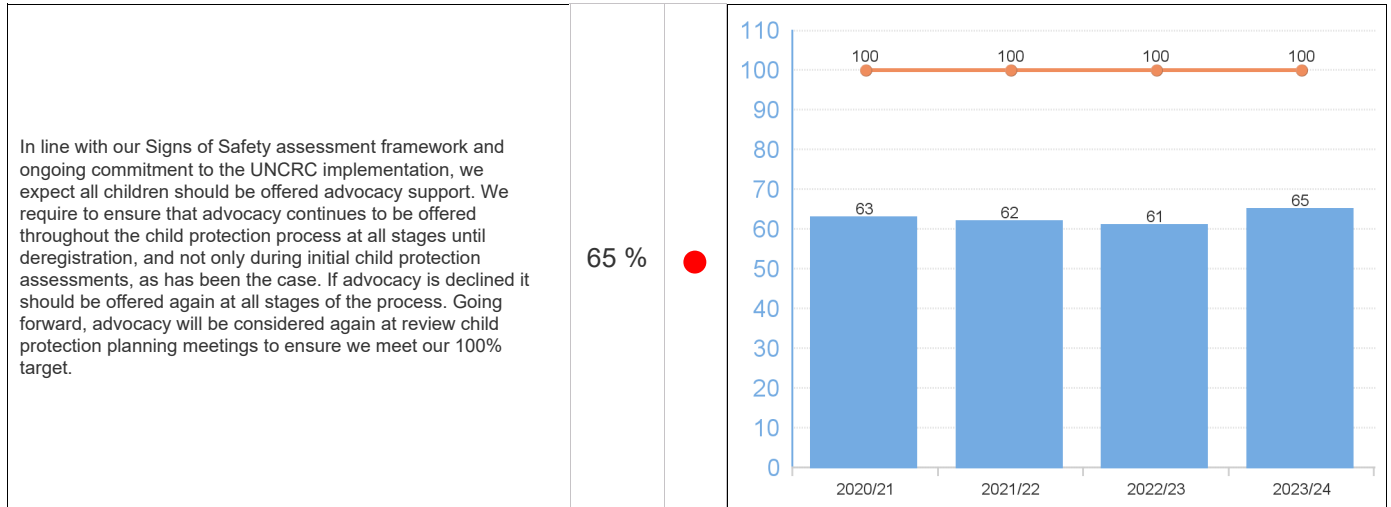
Strategic Outcome 1



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

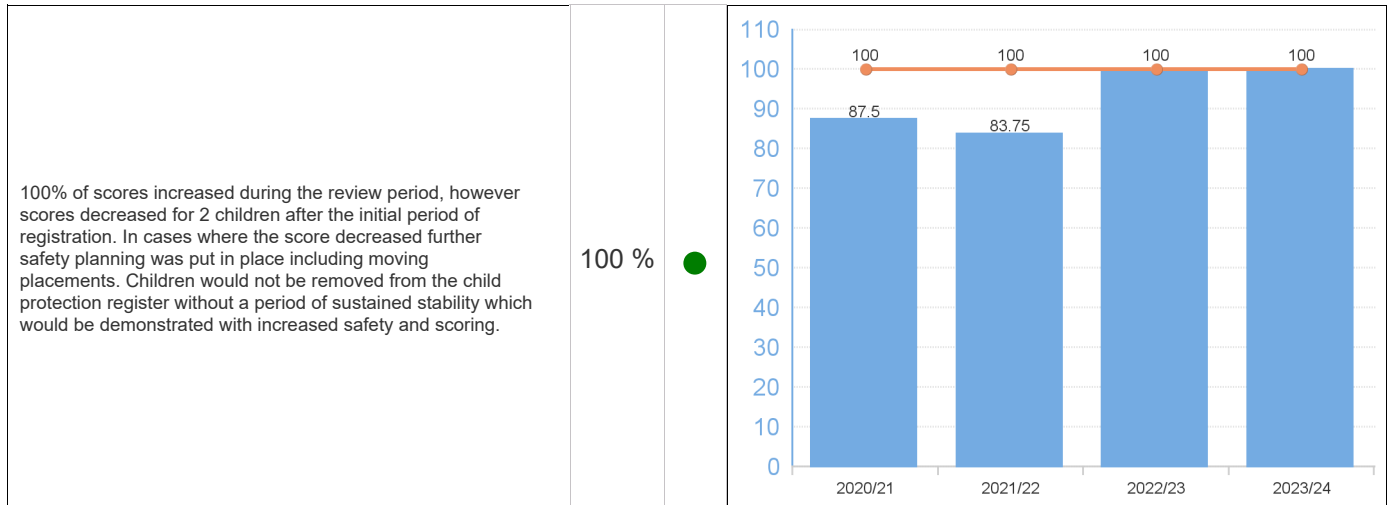
INCREASE - Percentage of children, aged 5 and over, subject to child protection who have been offered advocacy

HSCP-ADV-01



INCREASE - Percentage of children with child protection plans assessed by the multi-agency team as having an increase in their scaled level of safety at three monthly review periods

HSCP-SoS-01

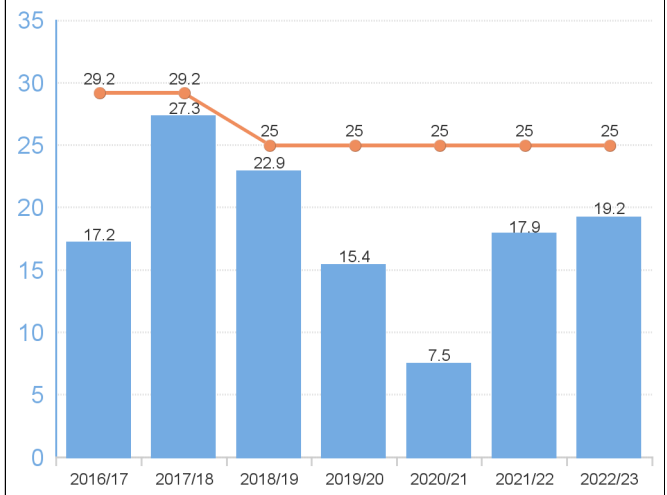


Breastfeeding at 6-8 weeks most deprived SIMD data zones (INCREASE)

OD2CHCP4-0201d

This is an increase for the second year running, though this measure applies to a very small population so is highly sensitive. The drop off rate between first visit and 6-8 weeks is very low. Our comparator authority, East Dunbartonshire continues to see a higher rate in SIMD 1, with 26.3%, however East Renfrewshire continues to be higher in SIMD 2, with 29.3%. The gap between the most affluent (SIMD 5) and the most deprived (SIMD 1) areas, has decreased for the third year in a row from 36.6% in 2019/20 to 25.7% in 2022/23. (Source: Public Health Scotland Infant Feeding Dashboard, Nov 2023)

19.2 % ●

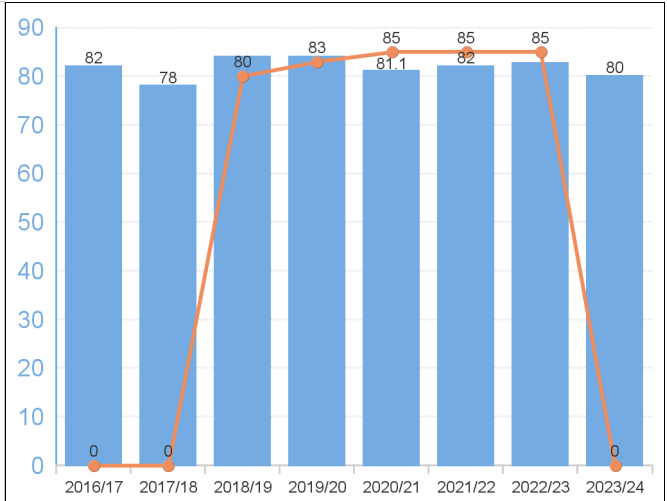


Proportion of P1 children who have reached all of the expected milestones on entry to school.

ODP5EDU01-01

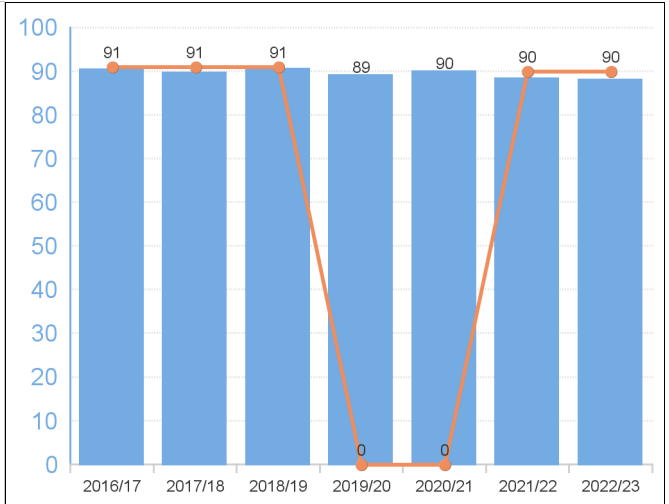
This session 80% of children achieved their developmental milestones, this is a decrease of 2.7% on the previous year. The proportion of children living in more affluent communities achieving their developmental milestones has fallen, with those in Quintile 1 achieving the same as those in Quintile 5.

80.0 % ●



Percentage attendance for Looked After Pupils (Primary and Secondary)

SCHN19b



Given the very small cohort size, caution should be taken on making comparisons between years on this indicator. The overall attendance for looked after pupils of 88.1% in East Renfrewshire is a slight decrease on the previous year's figure but it is slightly above the national figure of 87.9%. More targeted interventions are now being provided by the Learn Well Service who are supporting attendance and engagement of children and includes a focus on Care experienced Learners.

88.1 % ●

Strategic Outcome 2

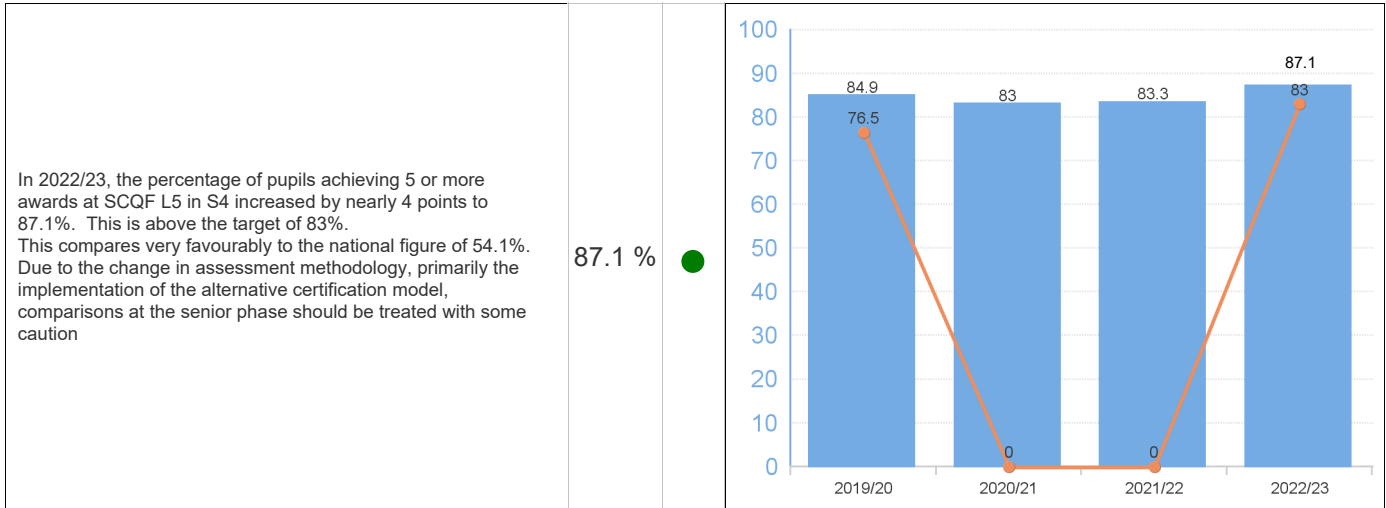
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East Renfrewshire residents are healthy and active and have the skills for learning, life and work

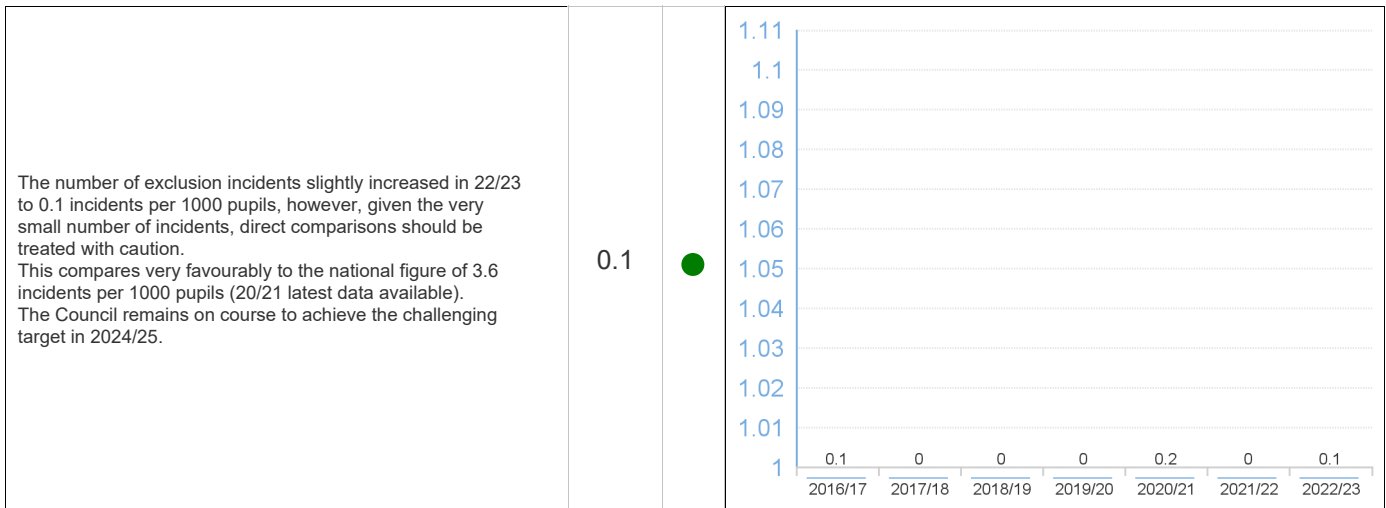
5+ SCQF Level 5 (S4/S4)

EDU_22126164725



Number of exclusions per 1,000 pupils - Primary

OD2EDU3-0301

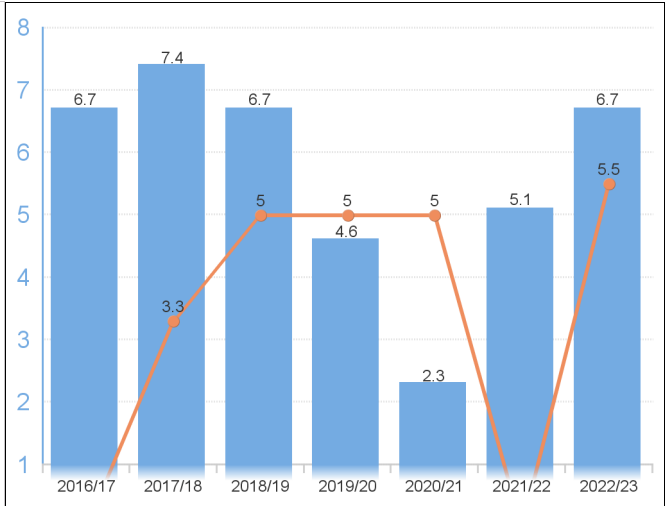


Number of exclusions per 1,000 pupils - Secondary

OD2EDU3-0302

In 22/23, the number of exclusions in the secondary sector increased to 6.7 incidents per 1000 pupils. This compares very favourably to the national figure of 22.1 incidents per 1000 pupils (20/21 latest data available). Although the numbers have increased, this remains an area of focus for the department and we remain focussed on achieving the challenging 3-year target.

6.7

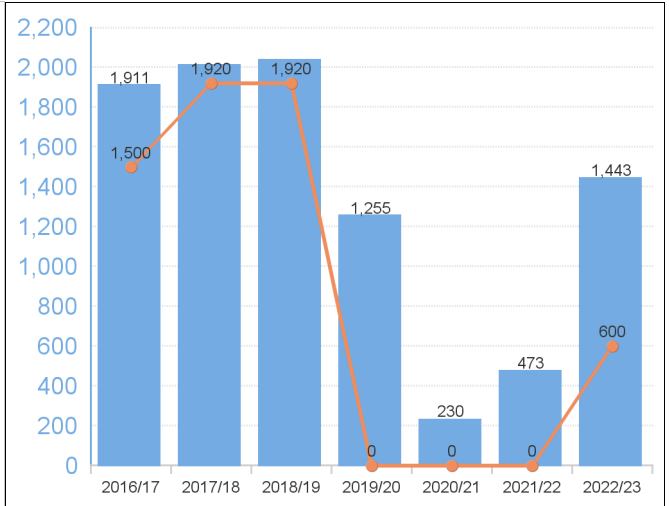


Number of awards achieved by young people participating in school and community based targeted programmes

OD3CESOA301-01

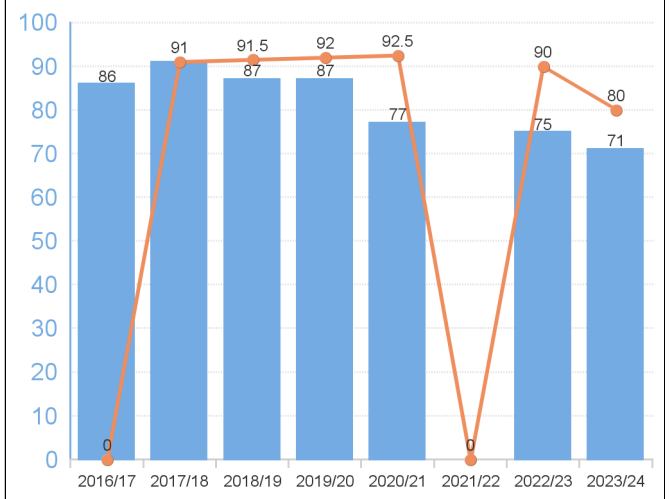
Awards figures are reported on the academic year Aug – July. Target set in 2022 prior to 1443 figure for 22/23 being achieved. On track to match or exceed 22/23 figure.

1443



Percentage of adult population participating in physical activity (including walking) for exercise

ODP10CLT02-0204



2023/24 Update

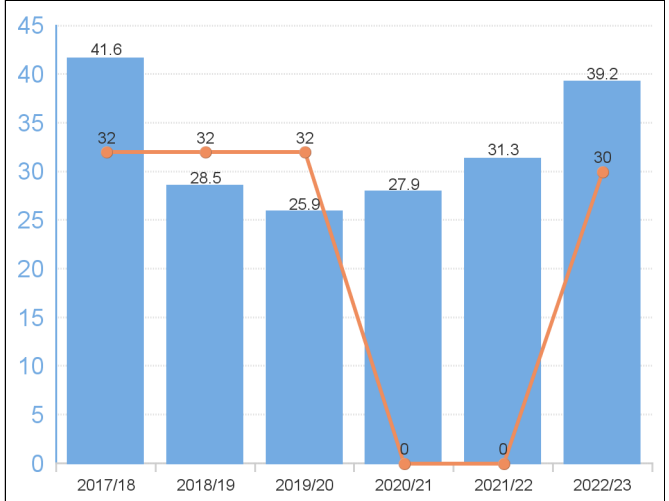
Citizens' panel respondents' level of participation in physical activity has continued to drop this year and remains below target.

71 %



S4: reduce gap between most and least deprived achieving 5 or more awards at National 5

ODP10EDU232



The gap between the proportion of young people achieving 5 or more SCQF level 5 qualifications in SIMD Q5 compared to Q1 increased by 7 percentage points in 2022/23 to 39.2%. This remains above the target figure of 30%. This compares favourably to the national figure of 40.8%.

39.2 %

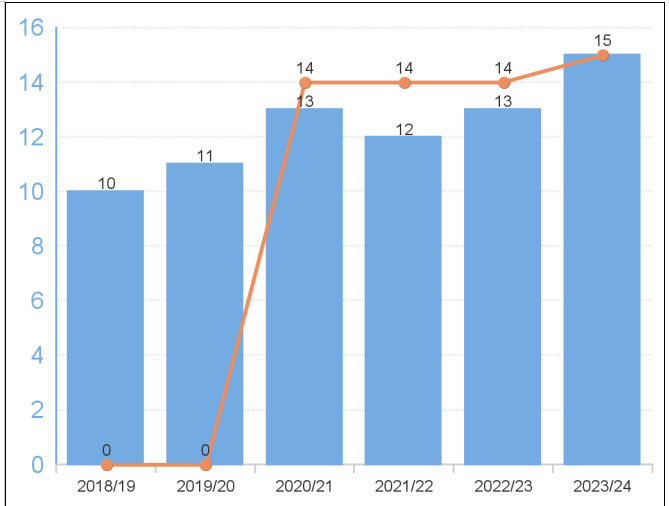


Number of ERC schools with Rights Respecting Gold Award

ODP11EDU02-0201

Update 23/24 There has been an increase of 2 on last year, achieving this year's target of 15. The Education Department continues to set further increased targets in subsequent years.

15

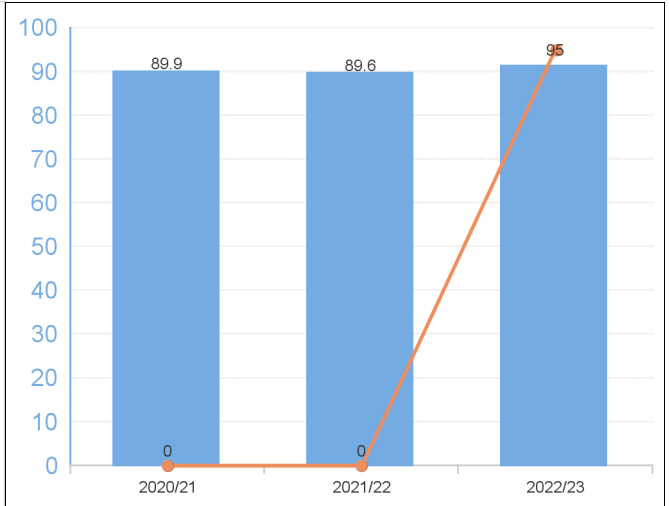


ACEL Numeracy (P1, 4 and 7 Combined)

ODP23_23104162006_EDI

In 22/23, 91.2% of primary pupils achieved or exceeded expected CfE levels in numeracy. This shows an increase on the previous year as schools have continued to recover from the impacts of the pandemic. This compares very well with the national figure of 77.9% in 21/22 (latest figures available). This was reported to Education Committee in September 2023 in the 'Progress and impact on implementation of the Strategic Equity Fund Plan 2022-26'.

91.2 %



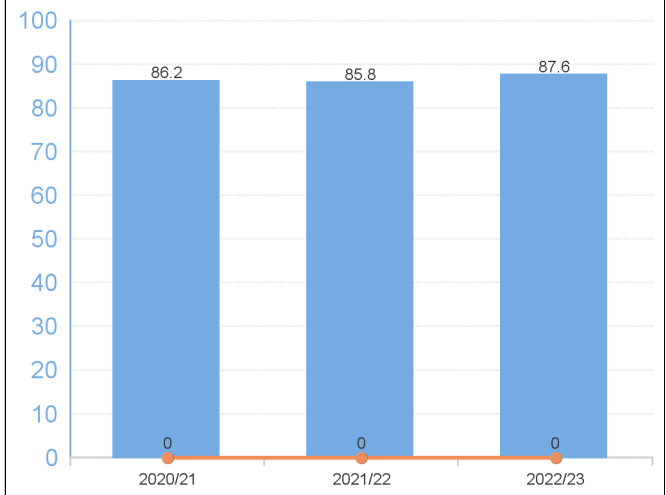
ACEL: Literacy (P1, 4 and 7 Combined)

ODP23_23104162155_ED1

In 22/23, 87.6% of primary pupils achieved or exceeded expected CfE levels in literacy. This shows an increase on the previous year as schools have continued to recover from the impacts of the pandemic. In addition, the department's writing guidance and CLPL offer to schools was updated and is being used to support schools moving forward. This compares very well with the national figure of 70.5% in 21/22 (latest figures available).

Target set for 23/24 onwards

87.6 %



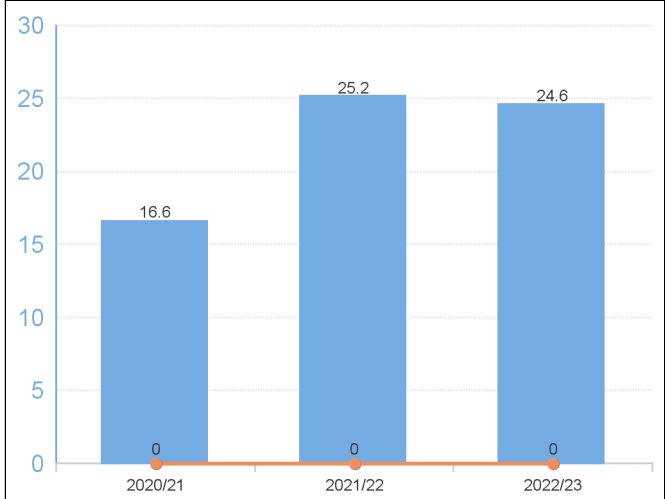
ACEL: Numeracy (Gap Q1 - Q5)

ODP23_23104162330_ED1

In 22/23, the gap between the proportion of pupils in Q1 v Q5 achieving or exceeding the expected CfE levels in numeracy decreased slightly. The refreshed Numeracy and Mathematics strategy looks to address this. The national figure for the gap between Q1 and Q5 is 17.8% in 21/22 (latest figures available). Target set for 23/24 onwards.

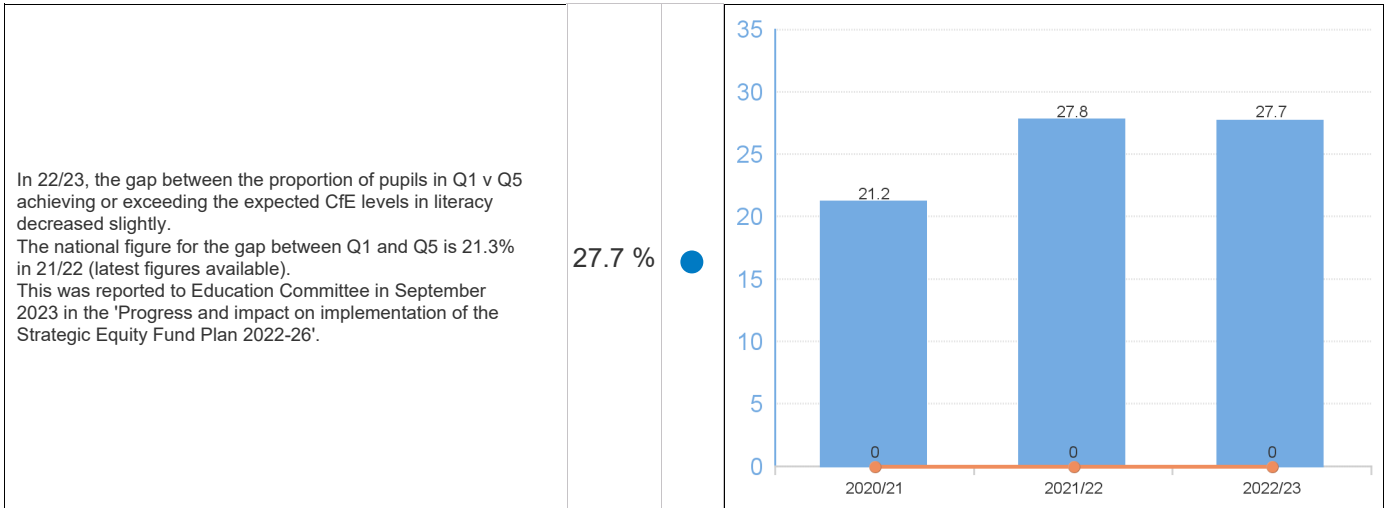
This was reported to Education Committee in September 2023 in the 'Progress and impact on implementation of the Strategic Equity Fund Plan 2022-26'.

24.6 %



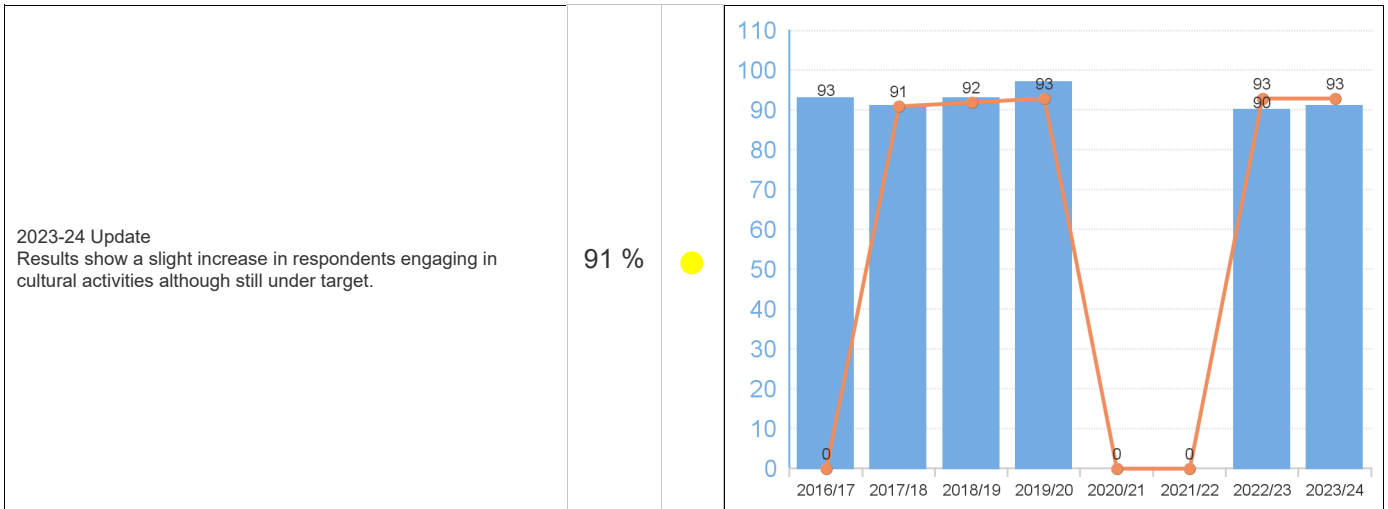
ACEL: Literacy (Gap Q1 - Q5)

ODP23_23104162457_ED1



Percentage of adult resident population engaging in cultural activities

ODP4EDU3-0204

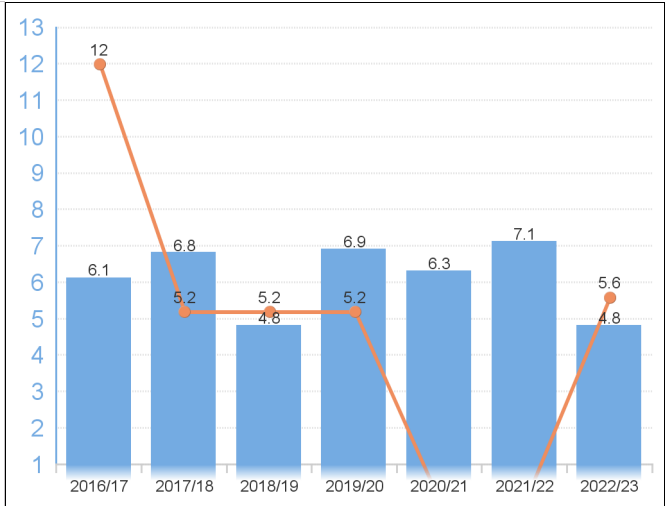


Percentage of S4 roll with Insight points of 263 or fewer.

ODP7EDU02-0209

The percentage of S4 pupils with total Insight point scores of 263 or fewer (equivalent to eight "Pass" awards at National 4) decreased to 4.8% in 2022/23, falling well within the target of 5.6%.
 Due to the change in assessment methodology, primarily the implementation of the alternative certification model, comparisons at the senior phase should be treated with some caution.

4.8 % ●

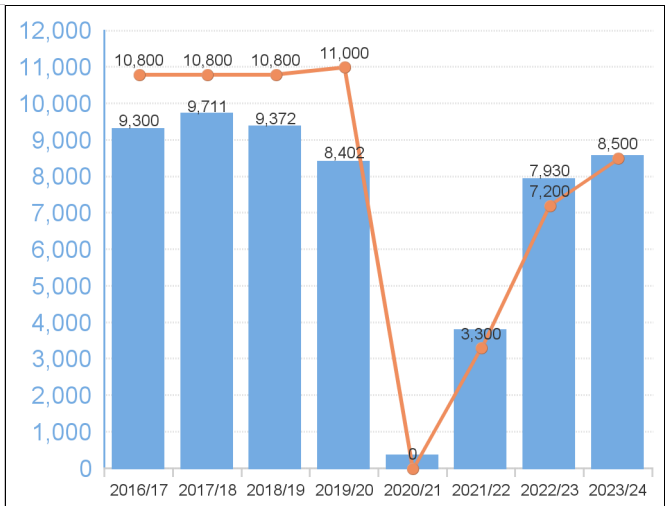


Number of attendances per 1,000 population for indoor sports and leisure facilities

SCC2

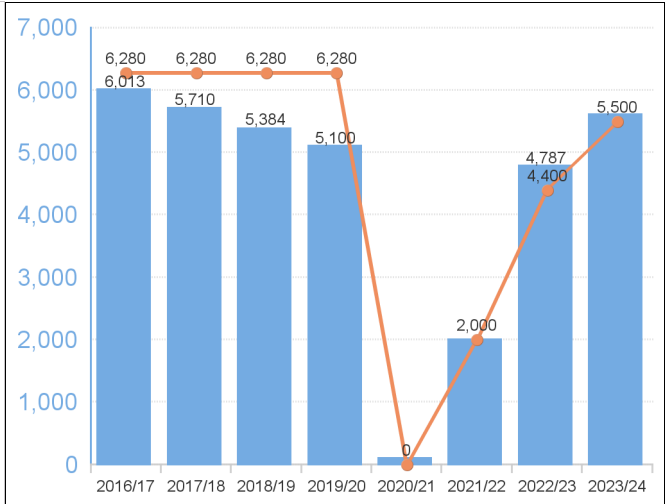
End year update. Target met.
 Additional information
 Young Person's Gym Membership – usage increased 33% up to 22.5k
 Gym Membership – up 13% at year end to 3,573 cf Mar-2023 visits
 Swimming Lessons – up 42% to 3,339 at year end
 Key Activities (Gym, Swimming & Fitness) – up 9.7% to 301.5k

8565 ●



Number of Library visits per 1,000 population

SCC5c



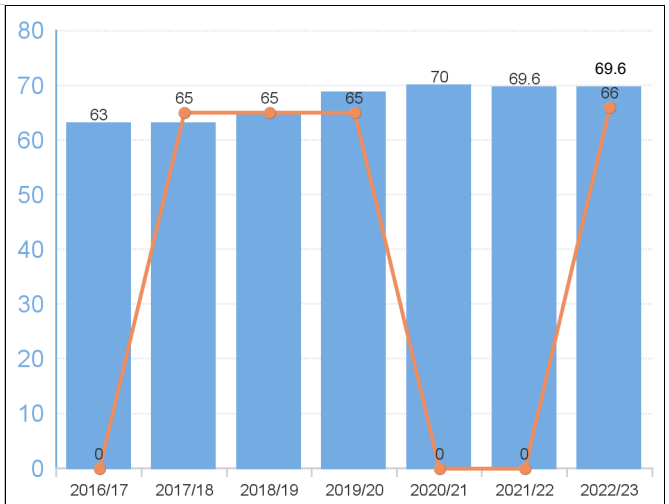
End year update. Target met.
In addition to increase in library visits, Libraries' Children & Young People's Activities recovered to 30.0k – up 45.8% from the previous year

5603



% of pupils gaining 5+ awards at level 6

SCHN05



In 2022/23, the percentage of pupils achieving 5 or more awards at SCQF L6 by the end of S6 remained static at 69.6%. This is above the target of 66%. This compares very favourably to the national figure of 38.5%. Due to the change in assessment methodology, primarily the implementation of the alternative certification model, comparisons at the senior phase should be treated with some caution.

69.6 %



Strategic Outcome 3

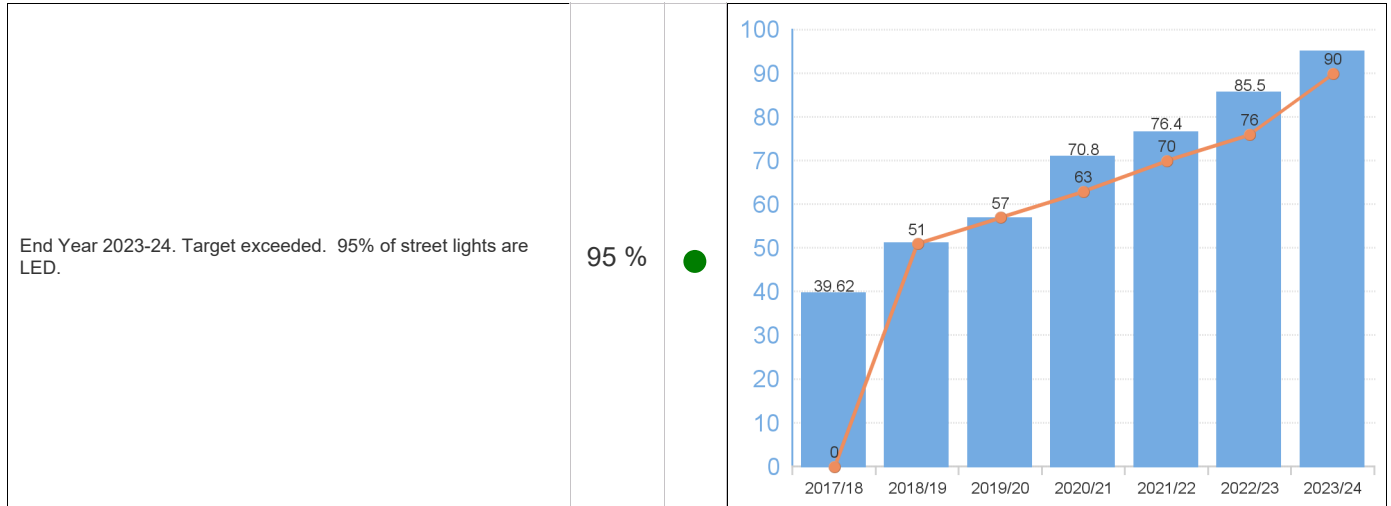
49



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

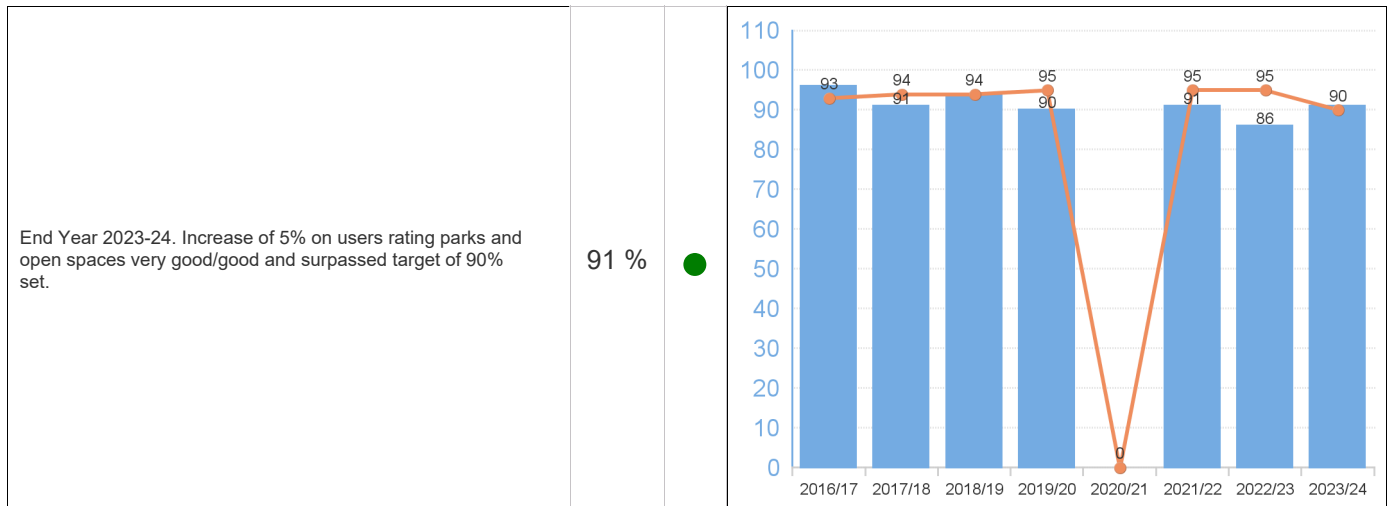
Percentage of street lights which are LED

APSE-SL-02



Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good

CITPCESERV-06

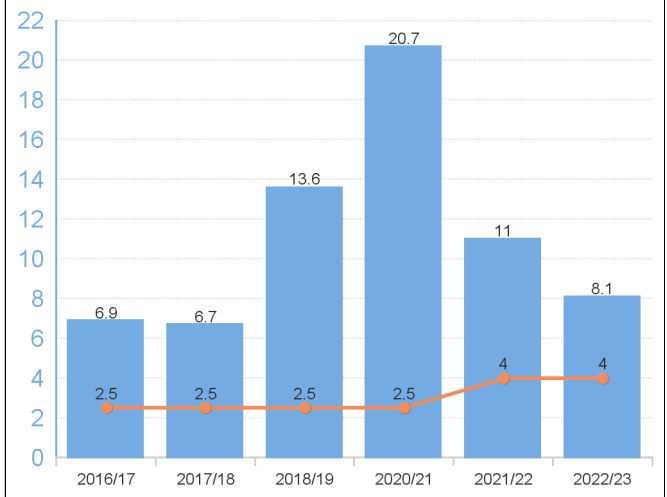


% reduction in Council controlled carbon emissions

ENV-ODP6-Sus01

End Year 2023-24. Update on data not available at mid-year. Latest data available 2022/23, 8.1% reduction in carbon emissions.

8.1 %

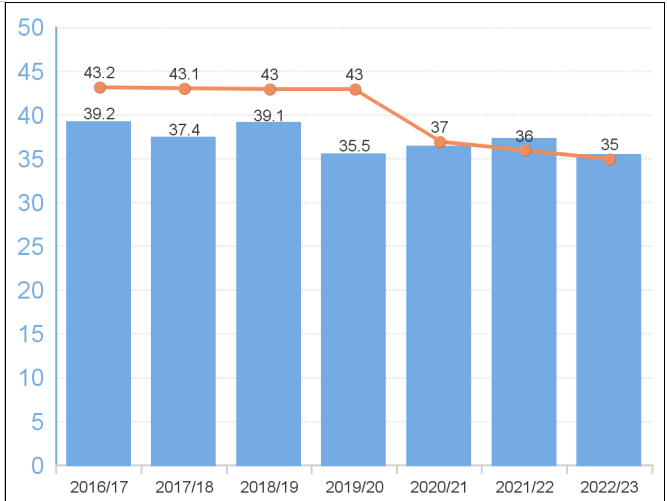


Overall percentage of road network that should be considered for maintenance treatment

GuidanceSRL1e

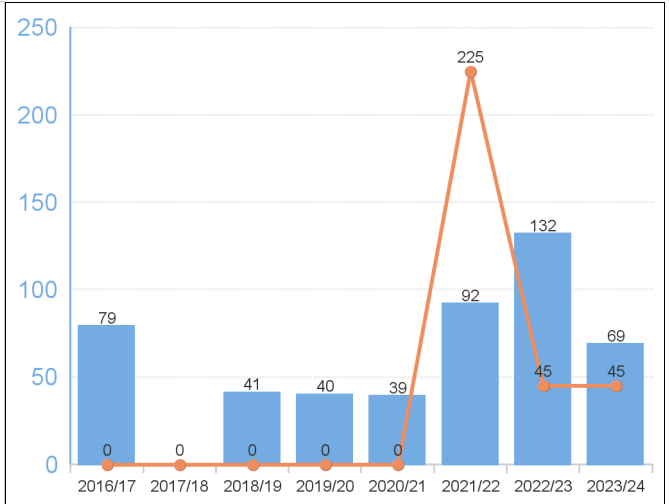
End Year 2023-24. Latest data 2022-23 shows improvement in our overall road condition. ERC ranked 26th (National Average 33.6%)

35.4 %



Additional units being brought into affordable housing supply

odp10ahnew



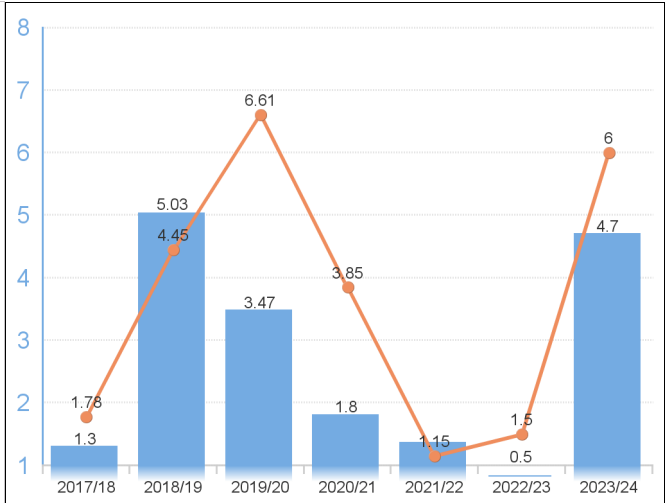
End Year 2023-24. 69 units of affordable housing added to the supply. This includes 55 new build social rented homes (10 council at Malletsheugh Newton Mearns; 20 by Link HA at Cherrybank, Newton Mearns; and 25 by Barrhead HA at Springfield Road, Barrhead). A further 7 new homes discounted for sale by Taylor Wimpey at Maidenhill, and 7 second hand homes acquired by the Council and Barrhead HA. This is above the target of 45 average per year set for 2023-24.

69



City Deal Expenditure against approved Capital Plan (£m)

ODP10ENV - 0302



End Year 2023-24. There was an underspend in the City Deal budget, due to a delayed site start on the Aurs Road project.

£ 4.7m



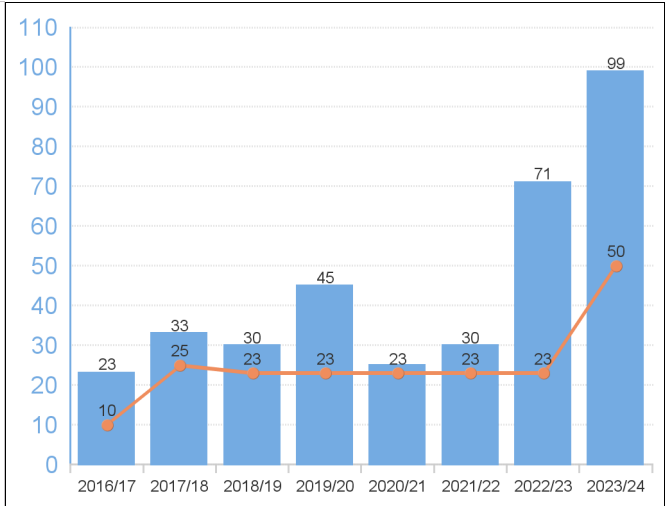
52

Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.

ODP8ENV - 0301

End Year 2023-24. Target exceeded. 99 businesses were supported in total.
79 supported through the provision of grants valued at £453,845.
6 businesses supported as part of a client management approach in partnership with Scottish Enterprise and 14 local businesses have been supported via Employer Recruitment Incentive that employed local people with a barrier to employment. Grants Investment was £69,250.

99 ●

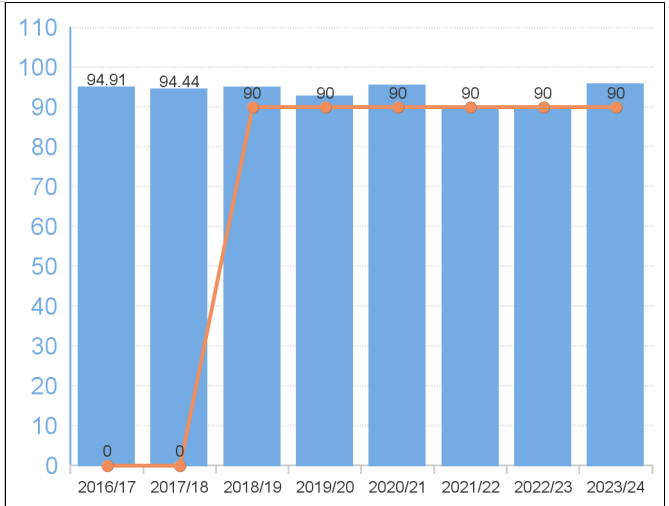


Street Cleanliness Score - % Clean

SENV03bi

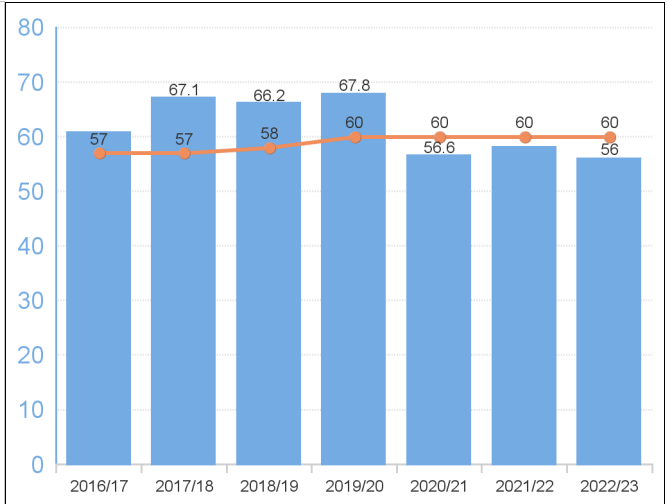
End Year 2023-24. Target exceeded. Latest data shows a much improved score in street cleanliness compared to previous year.

95.7% ●



% of total household waste that is recycled

SENV06



End Year 2023-24. Latest data 2022-23. ERC ranked 3rd. There are a number of contributing factors which affect recycling rates, and have contributed to less recycling opportunities. The service continues to balance cost and quality of the recycling service in an operating environment that is impacted by national Government policy and legislative decisions.

56.0 % ●

Strategic Outcome 4

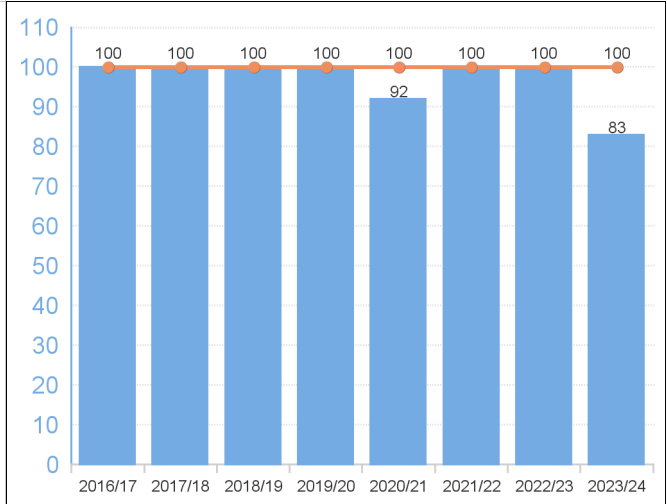
54



East Renfrewshire residents are safe and supported in their communities and homes

Did your Community Payback Order help you look at how to stop offending?

CJOIP-PI-1



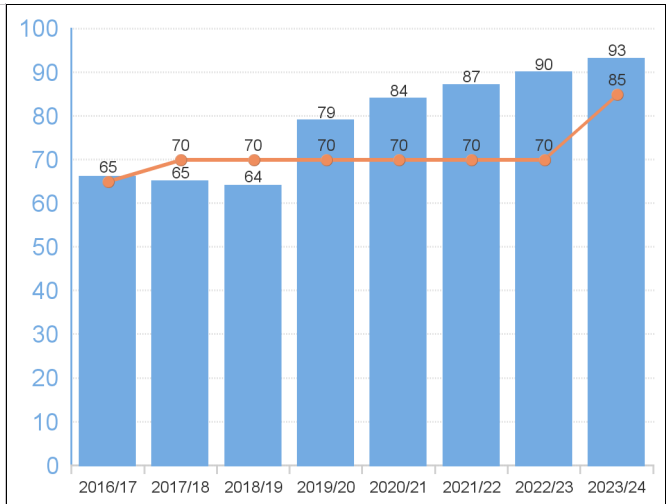
Results of the six completed survey forms for 2023/24 revealed five of the six surveys confirming their belief that they effected positive change in their behaviours. Engagement with the surveys remains small as a percentage of total Orders as this is voluntary.

83 %



Domestic abuse - % change/improvement in women’s safety and wellbeing outcomes

CJOIP-PI-5



From April 2023 – March 2024, East Renfrewshire Women’s Aid service reported significant change and improvement in women’s domestic abuse outcomes. 100 reviews were completed with 93% of women assessed noting overall improvement in their outcomes (above target 85%) indicating the positive impact of support.

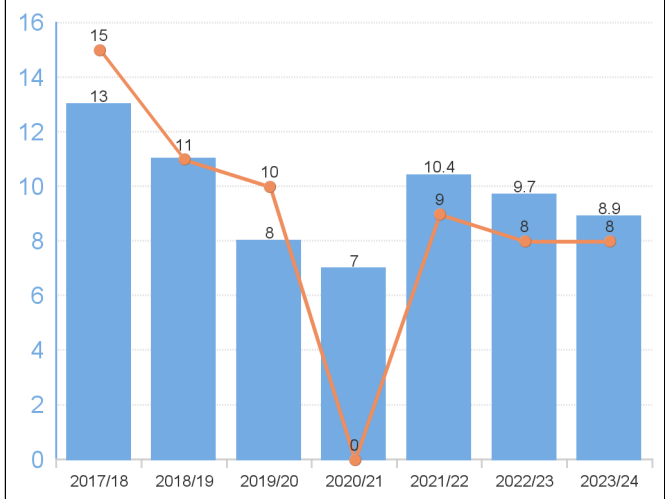
Women’s Aid continue to provide emotional and practical support to women, children and young people. In total, 1059 women and children were supported across the three core services, helpline and drop in enquiries compared to 1086 during the same period last year - a 2.5% reduction.

93 %



% of total complaints reporting anti social behaviour which has recurred

COMSAFrecurrence



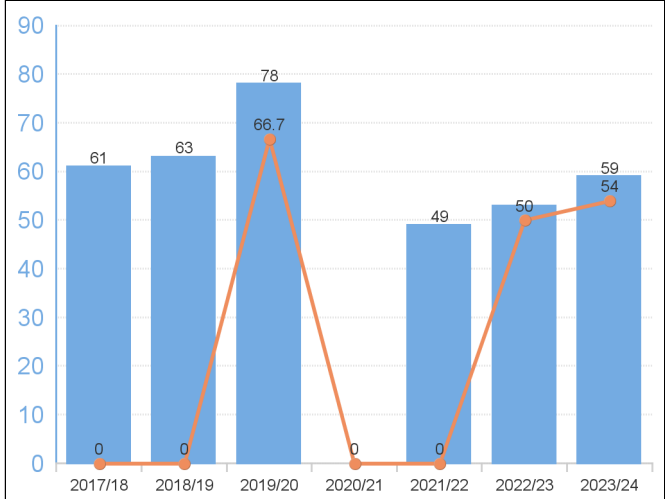
End year 2023/4.
There was a reduction of 0.8% in proportion of recurring complaints compared to last year, however missing 8% aim to minimise target.

8.9 %



% of respondents who agree/strongly agree that they feel a strong sense of belonging to their local community

CP CITP-CII04



23/24 update
Target met.
Respondents' perceptions of having a strong sense of belonging have increased since last year and is above target level.

59 %

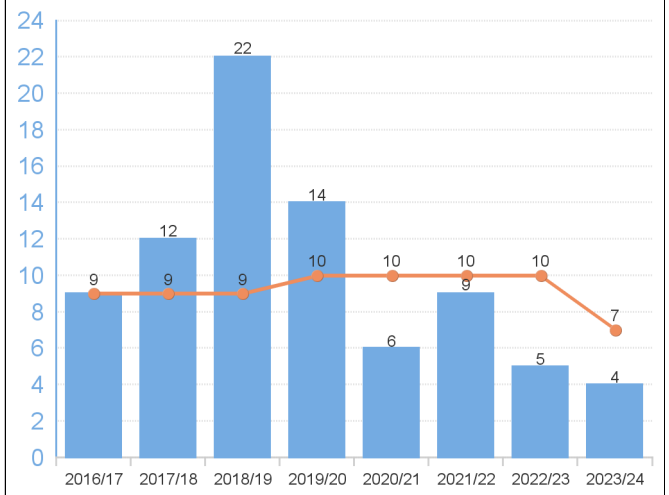


% of service users moving from drug treatment to recovery service

HSCP-ADP-12

11 individuals (4% of all referrals to team) moved from treatment to recovery in 2023-24. This is a % reduction on the 2022-23 figure (14 individuals, equating to 5% of all referrals to team). Supporting people to progress through treatment into recovery continues to be a key priority however this can be influenced by a number of factors such as individuals experiencing crisis or ill health. Measuring recovery outcomes in a meaningful way is complex and alternative measures are being considered locally, and the development of a national measurement tool is also underway.

4 %

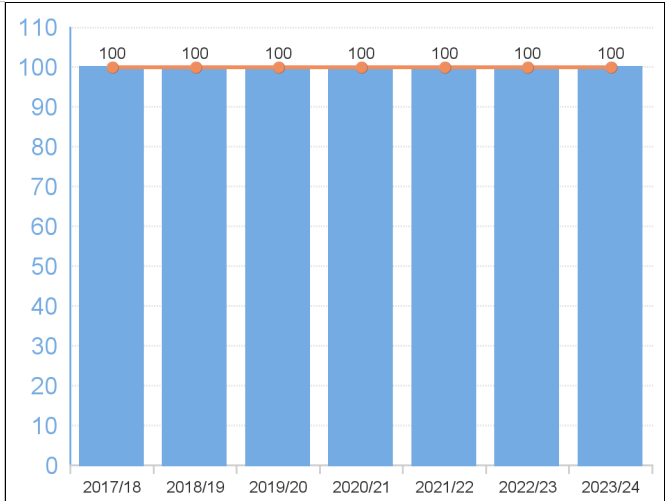


People agreed to be at risk of harm and requiring a protection plan have one in place

OD8-HSCP-PROPLAN

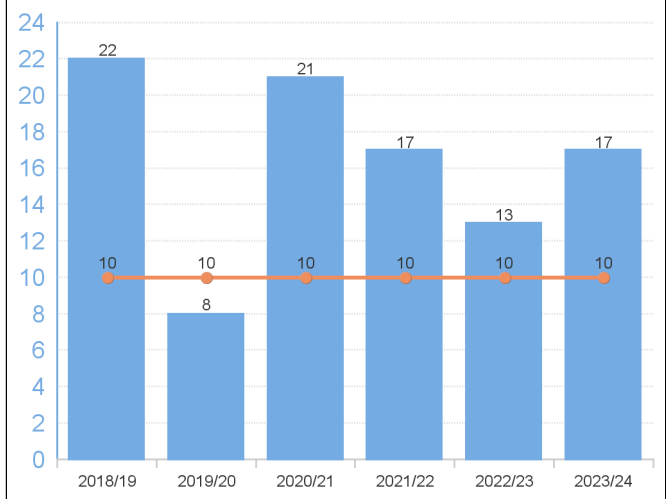
All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place.

100 %



Affordable housing adaptable /adapted

odp10ahadaptnew



End Year 2023-24. Target exceeded. 12 of 69 additional affordable homes brought into the supply are adaptable to a range of lifetime needs. This is above the target of 10% of affordable homes meeting this standard.

17 %



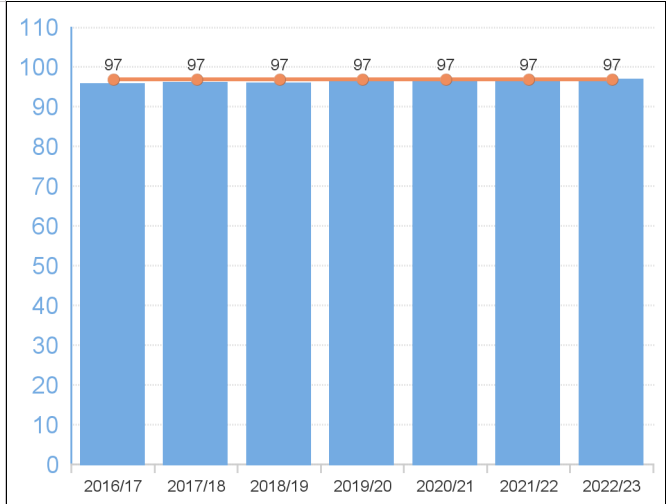
Strategic Outcome 5



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

Percentage of people aged 65+ who live in housing rather than a care home or hospital

HSCP-MSG-Home

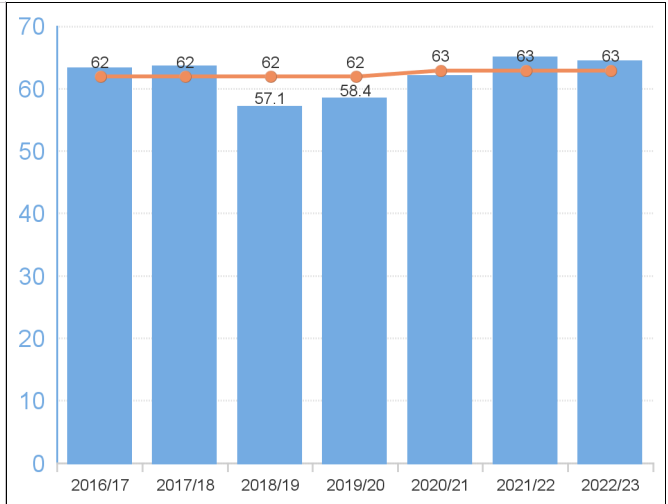


Latest data released Feb 2024 (Source: Scottish Government, MSG). This is an overall balance of care measure for the 65+ population. There has been very little fluctuation over time and we are meeting our target of 97%.

96.8 % ●

Percentage of adults with intensive care needs receiving care at home

HSCP-NI-18

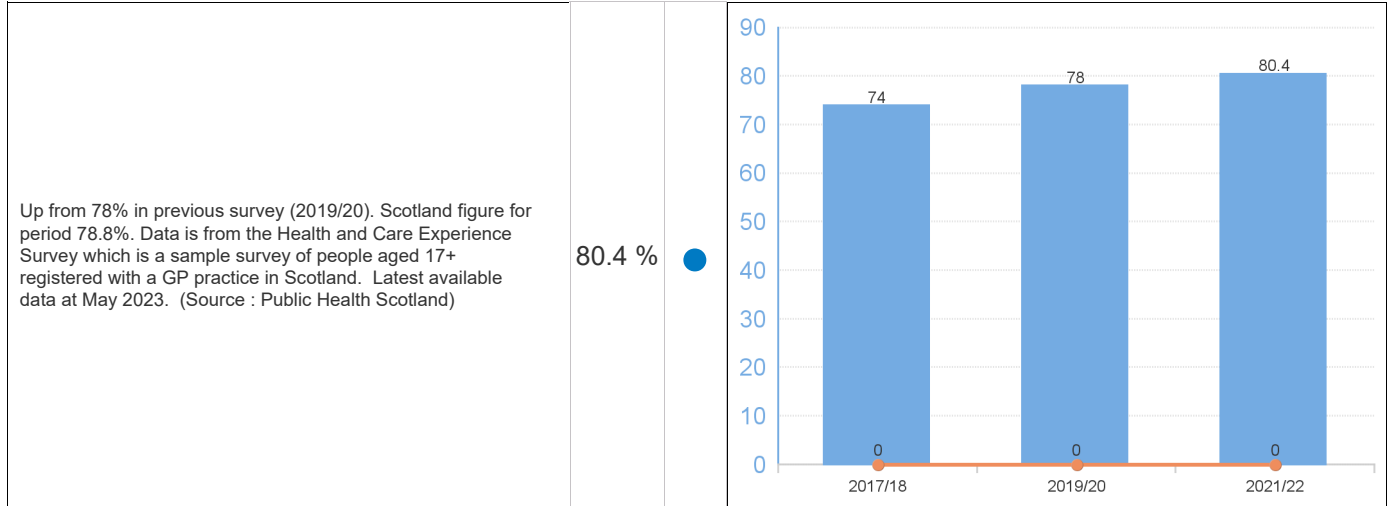


Latest available data (2022-23) at May 2024. In comparison the Scotland figure was 64.8% for the same period. Data relates to all adults receiving care at home against care home residents and those receiving continuing care in acute settings. (Source: Public Health Scotland).

64.4 % ●

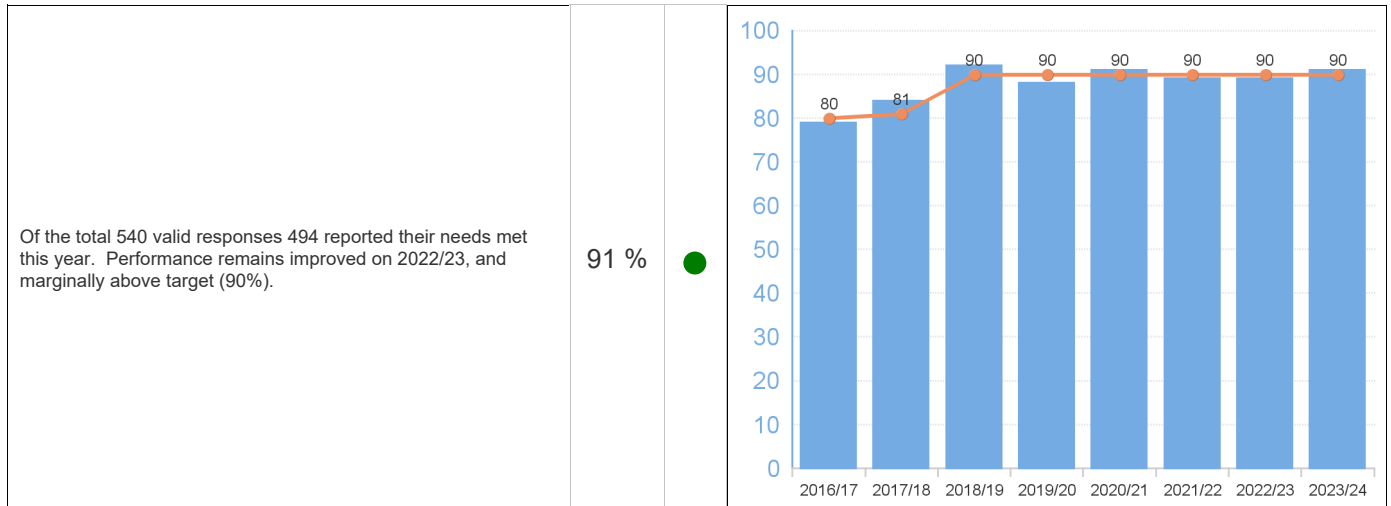
Percentage of adults supported at home who agreed that they are supported to live as independently as possible

HSCP-NI-2



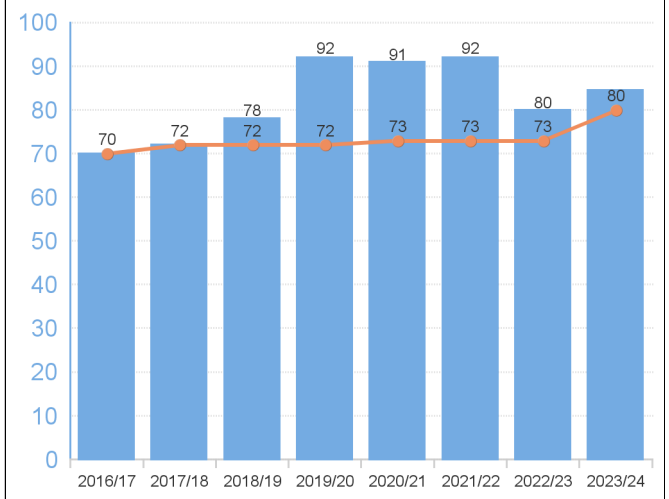
People reporting 'living where you/as you want to live' needs met (%)

HSCP-TP-5



People reporting 'quality of life for carers' needs fully met (%) (INCREASE)

HSCP-TP-7



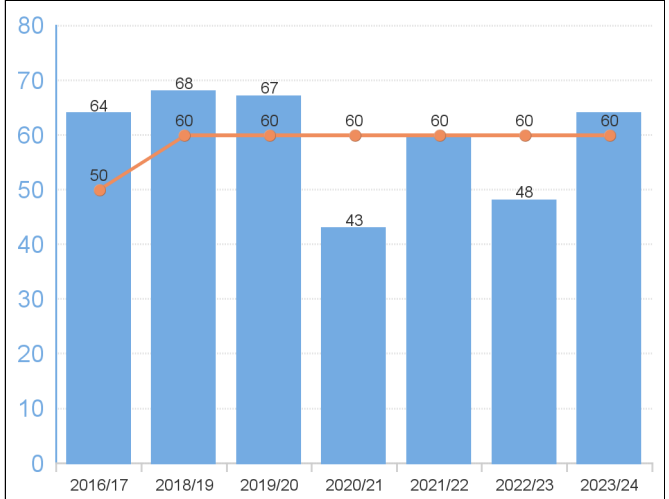
In Qtr 1 of the total 34 valid responses 26 (76%) reported their needs met. Performance is down from 96% in Qtr 3.

84.5 %



Percentage of those whose care need has reduced following re-ablement / rehabilitation

OD2CHCP6-0102



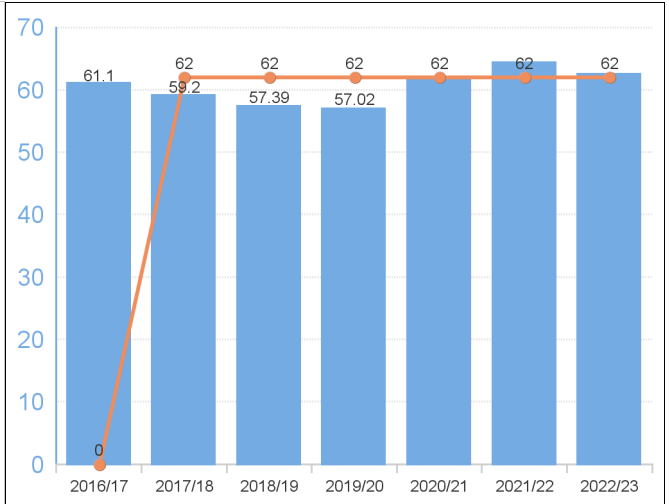
Of the 22 service users discharged from the reablement service through Q1 13 (59%) were discharged with a reduced or no service following the period of reablement.

64 %



% of people aged 65 or over with long term care needs receiving personal care at home (LGBF)

SW03a



The LGBF data shows that our performance has dropped slightly compared with the previous year (64%) but we continue to perform ahead of target. This compares to a national average of 61.5%. The provision of quality care at home to support people to live independently and well in their own homes remains a key priority for the partnership and ongoing improvement of our care at home services continues. (Source: Improvement Service Feb 2024).

62.5 % ●

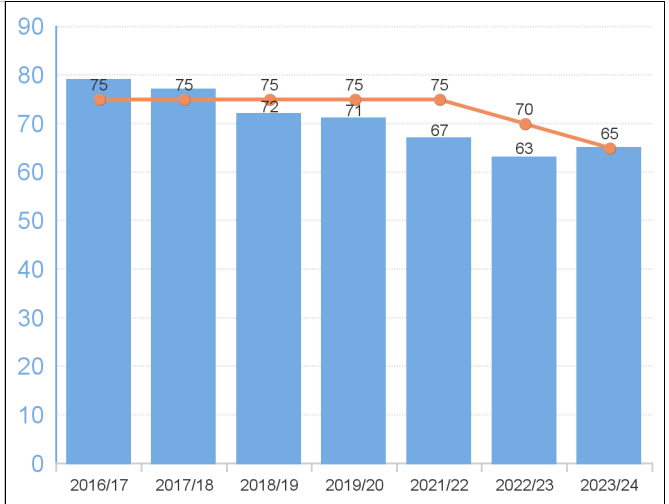
Strategic Outcome 6 - Customer, Efficiency, People



Customer

% of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.

CitP002 - SOA 00



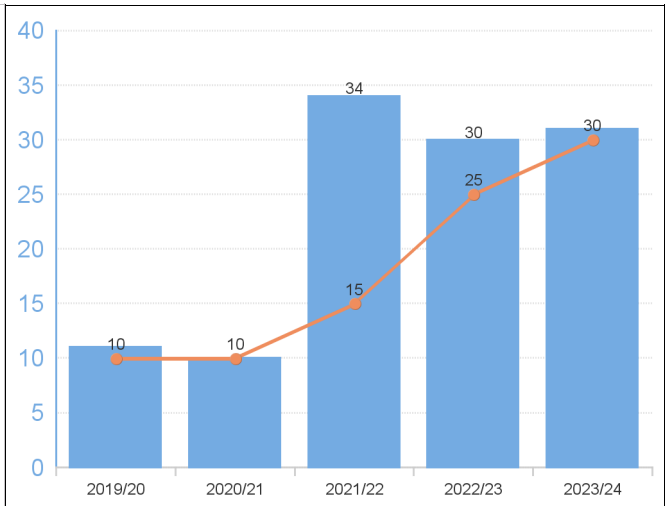
End year 2023/4
Overall satisfaction with Council services has improved and has reached the target set.

65 %



% of customer contact made online (excluding payments)

OD CF 2020 5



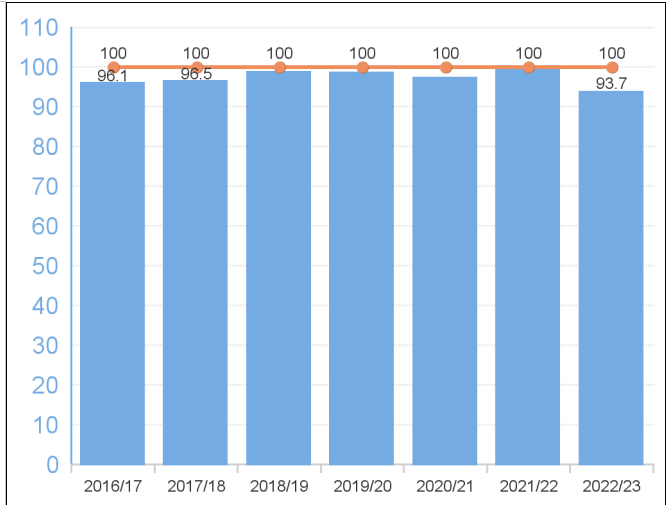
23/24 update
Target met, although there was a decrease of 5852 in the overall total of customer online contacts (58,185). This figure was impacted by timing of annual garden waste renewal.

31 %



Actual Council revenue outturn against revised revenue budget. Target <100%

OD3FINC8-0109



93.7 % ●

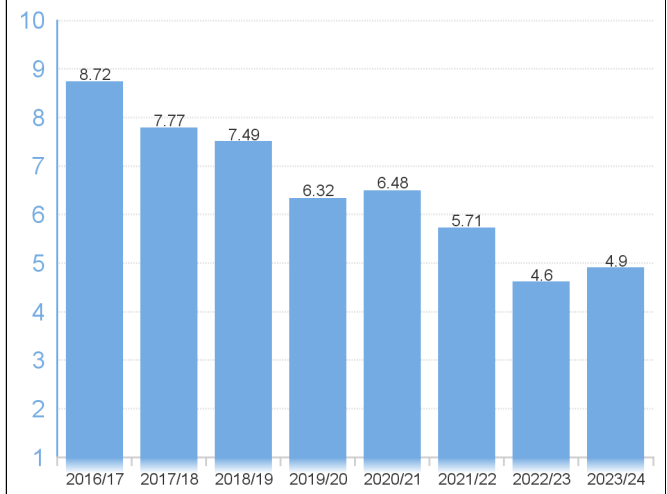
Update on 22/23 data that was not available at end year for reporting in June 2023.
 The Actual outturn as a percentage of Budgeted Expenditure (Net of Covid-19 reserve) for 2022/23 was 93.7%. This is due to an increase in the closing general fund reserve as a result of the new service concessions flexibility permissions. (i.e. writing off PFI debt over the life of the asset rather than the life of the contract.)

The gender pay gap

SCORP03c

Update 2023/24
 There has been a small increase of 0.3% from the previous year in the gender pay gap for 2023/24. The council will continue to monitor performance in this area.

4.9

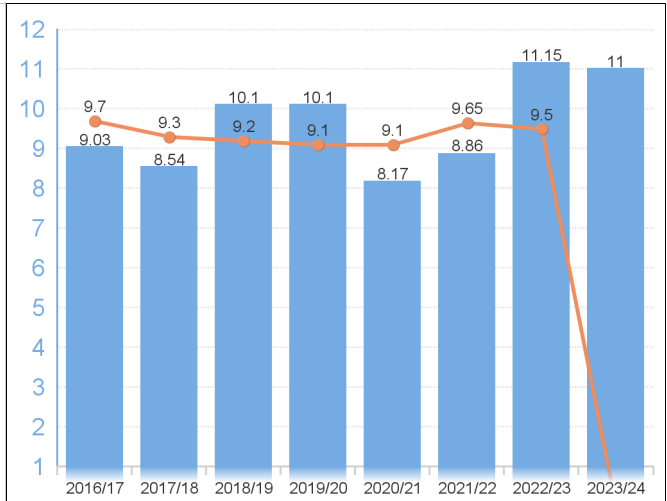


Sickness absence days per employee

SCORP06

Target not set for 2023/24. There has been a slight reduction in absence levels from last year. There continues to be a focus on this area with employee support, management training and an ongoing policy review. The top absence reasons continue to be stress (non work related), musculoskeletal except back pain and influenza colds.

11



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

**2023-2024 Community Plan & Fairer East Ren Annual
Performance Report**

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Executive Summary

The following report summarises where key progress has been made under the Community Planning and Fairer East Ren outcomes. The Community Plan indicators are high-level, 10-year indicators which are unlikely to see significant change year-on-year therefore we focus on direction of travel and how East Renfrewshire compares against the national average. Fairer East Ren indicators have a specific focus on reducing inequality.

Outcome 1: Early Years and Vulnerable Young People

Over the past year, one of the Community Plan indicators – the percentage of healthy birthweight babies - has shown a negative direction of travel. This has fallen in 22/23, after a spiked increase in 21/22. Despite the decline, East Renfrewshire is now slightly higher than the Scottish average.

Three indicators remain unchanged: life expectancy at birth for males, life expectancy at birth for females and children and young people dependency ratio. Life expectancy remains higher than the national average. The children and young people dependency ratio remains higher than the rest of Scotland and this has an implication for service planning and demand on our schools.

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

Fairer East Ren indicators generally remain consistent over the past year. There has been an increase in the number of Real Living Wage employers, the working age economic inactivity level remains lower than the Scottish average and the percentage of primary school pupils receiving free school meals due to low-income circumstances remains low. However, we have seen a continued increase in the number of households accessing Money Advice and Rights support suggesting more households requiring financial support.

Outcome 2: Learning, Life and Work

Both Community Plan indicators have remained stable over the past year, and they both compare favourably against national average. The percentage of school leavers in a positive destination remains exceptionally high, as does the proportion of economically active residents.

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

Fairer East Ren indicators are mainly consistent with last year. The rates for 16–19-year-olds claiming out of work benefits; the percentage of economically active residents; the proportion of S4 pupils with school meal entitlement achieving 5+ National 5; and the proportion of 16–19-year-olds participating in education, employment or training, have shown no significant change over the last year. In terms of the proportion of workless households (no adult in employment), the sample size is too small for a reliable estimate to be made, in keeping with the anticipated fall from last year.

Outcome 3: Economy and Environment

Three of the Community Plan indicators show a positive direction of travel over the past year: there are more adults with qualifications at NVQ level 4 and above; better business survival rates and increased median earnings for residents – all above the national average.

Two indicators are showing less favourable trends. Satisfaction with the area as a place to live has continued to decline amongst residents and is the lowest in 10 years and there has been an increase in carbon emissions.

One indicator, the working age population, has remained steady over the last year but this compares negatively to the national average. East Renfrewshire relies on its working age population to contribute to the production of the local economy as well as providing vital services for our children, young people and older people.

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

There are currently no measures in place to monitor progress in this area however a dedicated project is underway to develop a Transport Strategy and Action Plan for East Renfrewshire which will create a number of indicators.

Outcome 4: Safe, Supportive Communities

One of the Community Plan indicators has shown a positive direction of travel over the past year, whilst the other has had a negative direction of travel. The number of dwelling fires has reduced whilst the number of crimes has increased slightly. However, both compare favourably against the national average.

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

Both Fairer East Ren indicators show positive directions of travel. The proportion of adults with a strong sense of belonging to their community and the proportion of adults who have someone they can rely on for help have increased.

Outcome 5: Older people and people with Long Term Conditions

The Community Plan indicators all show a static picture over the last year; both male and female life expectancy indicators have remained steady and above the national average. The older age dependency ratio remains static but above the national average which shows we have a higher proportion of residents aged 65+years compared to those of working age. As with outcome 1, this is likely to lead to demand on some services with a potential lack of working age residents to support his demand.

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

The Fairer East Ren indicators show positive progress. Outcomes for those who have experienced domestic abuse have continued to improve and the number of 'confidence at home' packages installed (to support people to live independently) has increased and shows more residents are feeling safe at home. There has also been a further increase in park footfall suggesting more residents are being active and using outdoor spaces. The number of nuisance calls blocked has continued to increase and the number of public nuisance calls has decreased over recent years.

Introduction

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

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

This is the sixth annual report on progress made towards the outcomes and shows some of the improvements that have been achieved. The report is structured around our five strategic priorities and presents the key performance data for the Community Plan and Fairer East Ren indicators. Examples of activity to support the work can be found in the *Snapshots of Success* section of this report.

Across the 5 outcomes, the majority of Community Plan indicators have not shown a significant change over the last year, which is to be expected with such high-level measures.

There are some notable positive changes. The number of adults with qualifications at NVQ level 4 and above has risen, median earnings have risen and business survival rates have improved which are all positive in ensuring East Renfrewshire is a thriving, attractive and sustainable place for business and residents.

The reduction in dwelling fires is a positive change from last year and shows progress towards making sure East Renfrewshire residents are safe and live in supportive communities.

There are a number of indicators which are not progressing as we would hope: the percentage of healthy birthweight babies; the child poverty rate; satisfaction with the area as a place to live; the number of crimes and carbon emissions. Community Planning Partners will work jointly to address these in order to achieve our outcomes.

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

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

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

About East Renfrewshire Community Planning Partnership (CPP)

These are our community planning partners:

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

Our Community Planning Priorities




The Community Plan is structured around five strategic priorities:

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




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

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

Data Summary

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

Key

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

Strategic Priority 1: Early Years and Vulnerable Young People



The outcome we want is...

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

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







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

*Fairer East Ren outcome

Community Plan Indicators

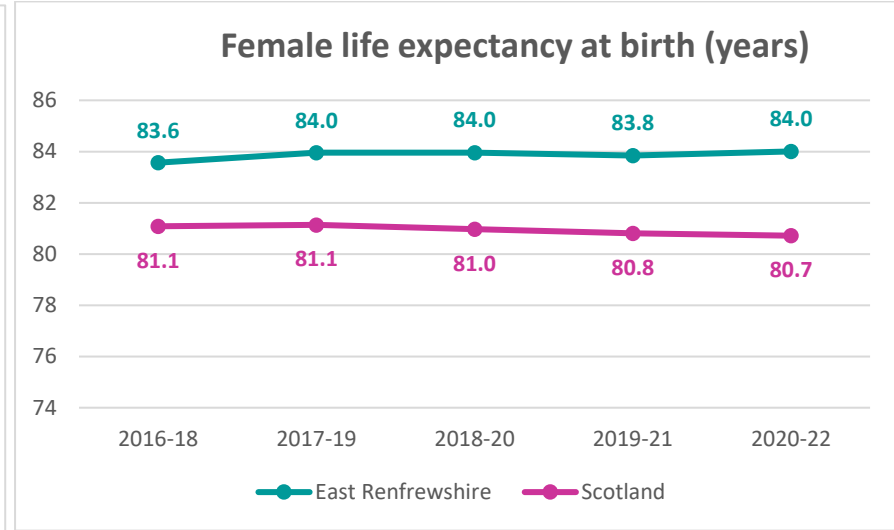
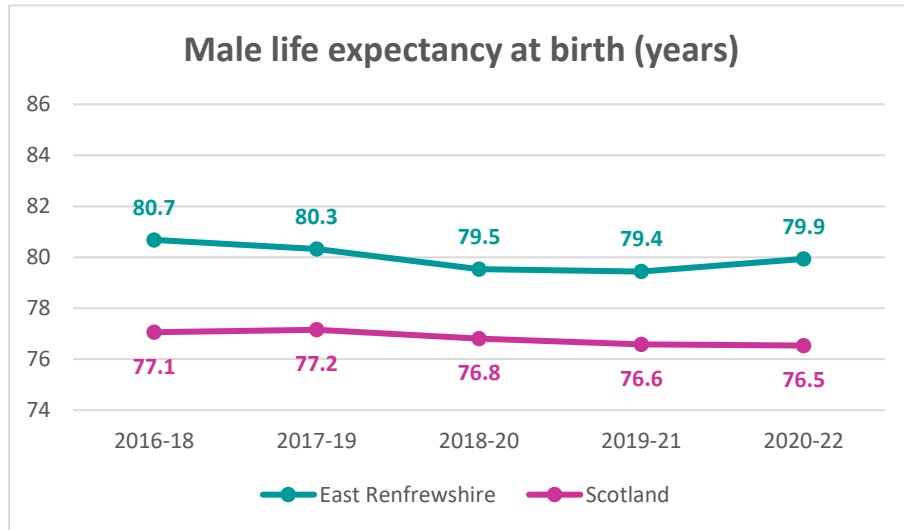
Early Years and Vulnerable Young People								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
Male life expectancy at birth (NRS)	This indicator provides an estimate of the age a baby boy born in East Renfrewshire today can expect to live to, based on mortality rates at the time.	↑	80.5 (2015-17)	79.4 (2019-21)	79.9 (2020-22)	↔	●	Male life expectancy in East Renfrewshire has remained around the same since 2019-21. East Renfrewshire remains consistently above the national average of 76.5 (2020-22).
Female life expectancy at birth (NRS)	Provides an estimate of the age a baby girl born in East Renfrewshire today can expect to live to, based on mortality rates at the time.	↑	83.7 (2015-17)	83.8 (2019-21)	84.0 (2020-22)	↔	●	Female life expectancy in East Renfrewshire has remained around the same since 2019-21. East Renfrewshire remains consistently above the national average of 80.7 (2020-22).
Healthy birthweight (singleton babies) *CPOP Indicator (NHS ISD)	Birth weight that is not within normal ranges (2.5 kg to 4 kg) has a strong association with poor health outcomes in infancy, childhood and across the whole life course, including	↑	80.8% (2018/19) ¹	83.7% (2021/22)	81.8% (2022/23)	↓	●	East Renfrewshire's rate of healthy birth weight has decreased by 1.9 percentage points since 2021/22 (83.7%) but remains higher than the national average of 81.1% (2022/23).

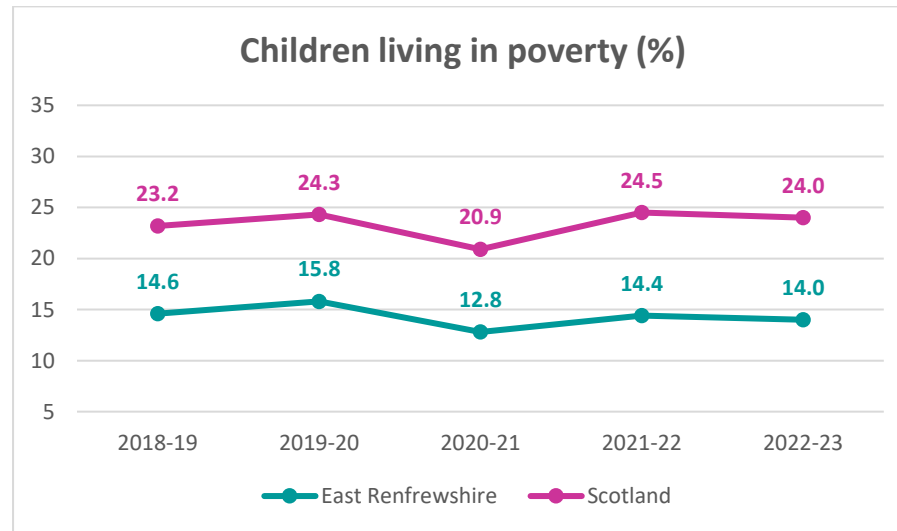
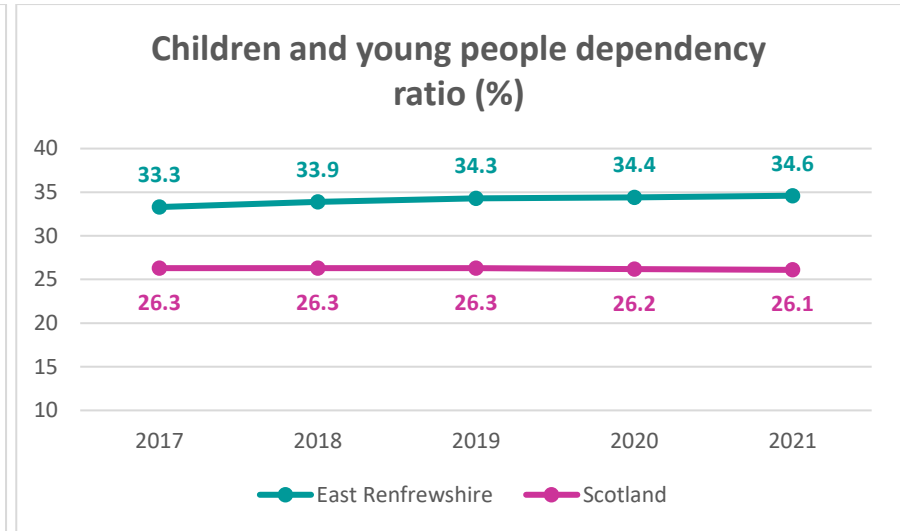
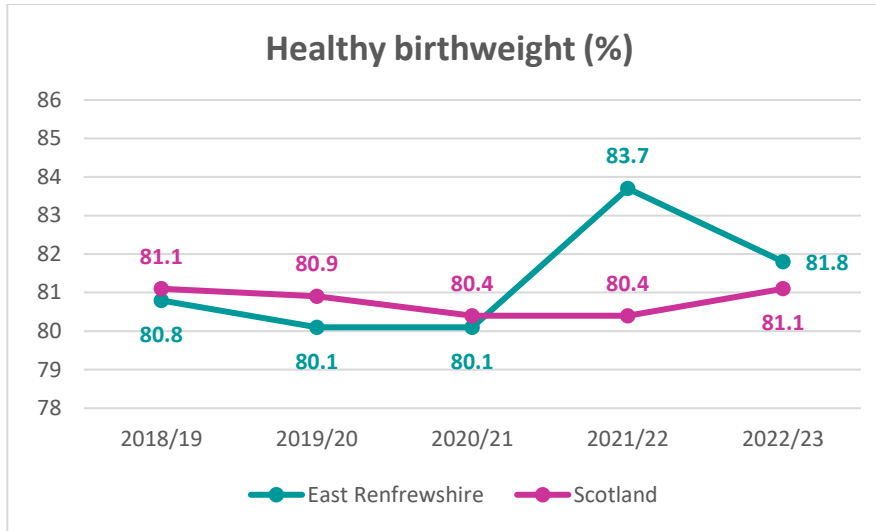
¹ ERC Baseline figure has been adjusted to reflect the use of a more accurate data source. The data used in previous reports showed a percentage of newborns with a birthweight above 2.4kg, including newborns who had a birthweight above the 4kg threshold. The new source only shows the percentage of newborns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

	long term conditions such as diabetes and coronary heart disease.							
Children and Young People Dependency Ratio (NRS)	This is the ratio of children and young people aged 0-15 to the working age population (age 16-64). Data is shown as the proportion of dependents per 100 working-age population.		34.3% (2019) ²	34.4% (2020)	34.6% (2021)			The ratio of children and young people aged 0-15 to the working age population has remained much the same since the previous year and remains much higher than the national average of 26.1% (2021).
Children living in poverty (End Child Poverty)	The is the percentage of children living in relative poverty (as per Scottish Government definition) before housing costs are taken into consideration		15.8% (2019-20)	14.4% (2021-22)	14% (2022-23)			The rate of child poverty in East Renfrewshire has remained the much the same as the previous year, and is below the Scottish average of 24% (2022-23).

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

Strategic Priority 1 Charts

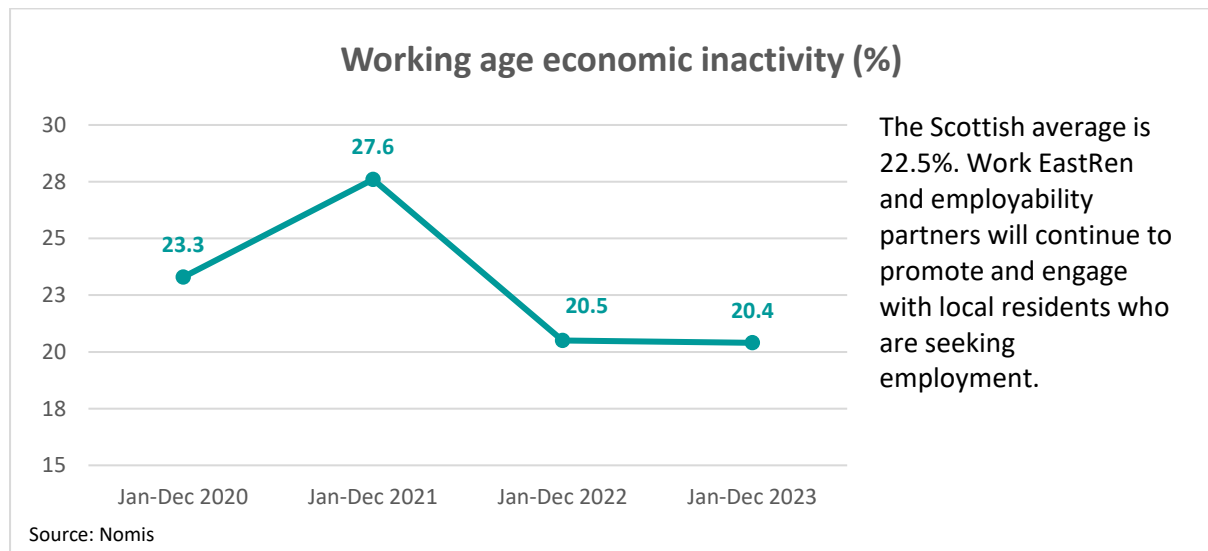
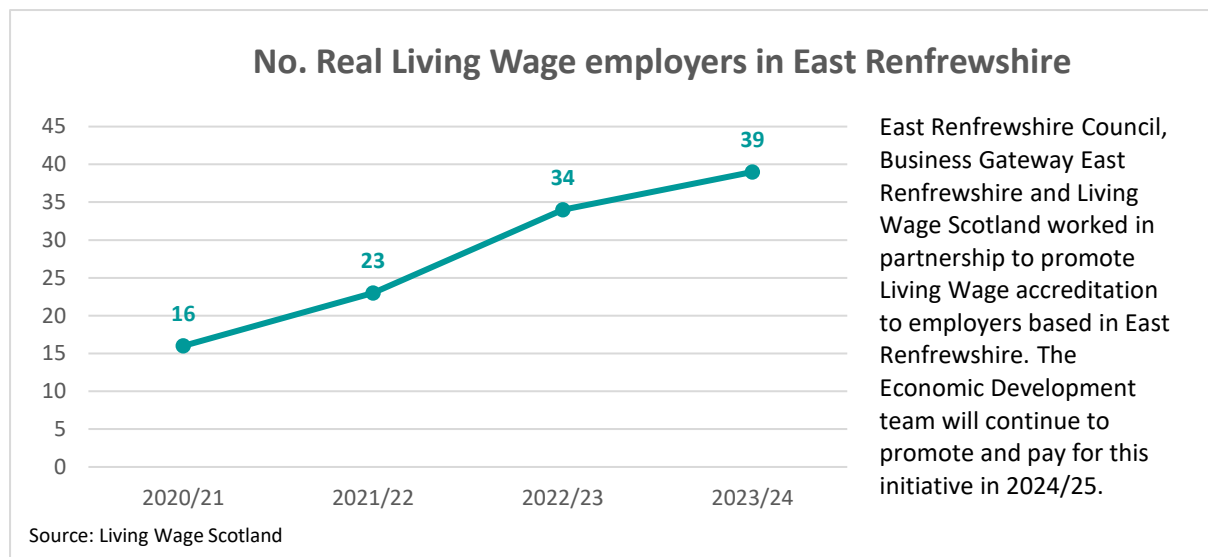


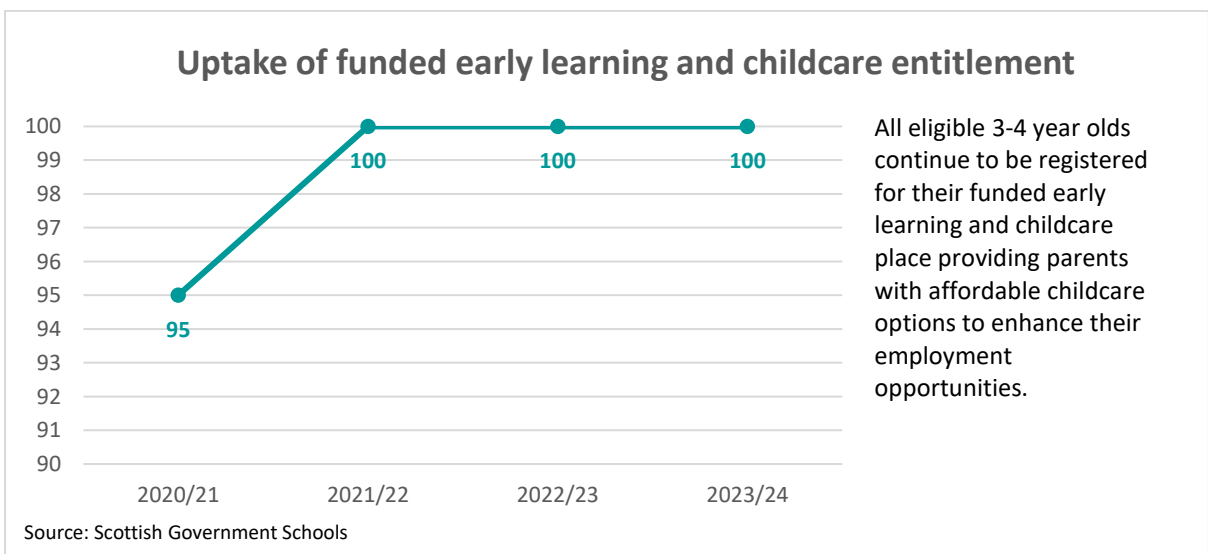
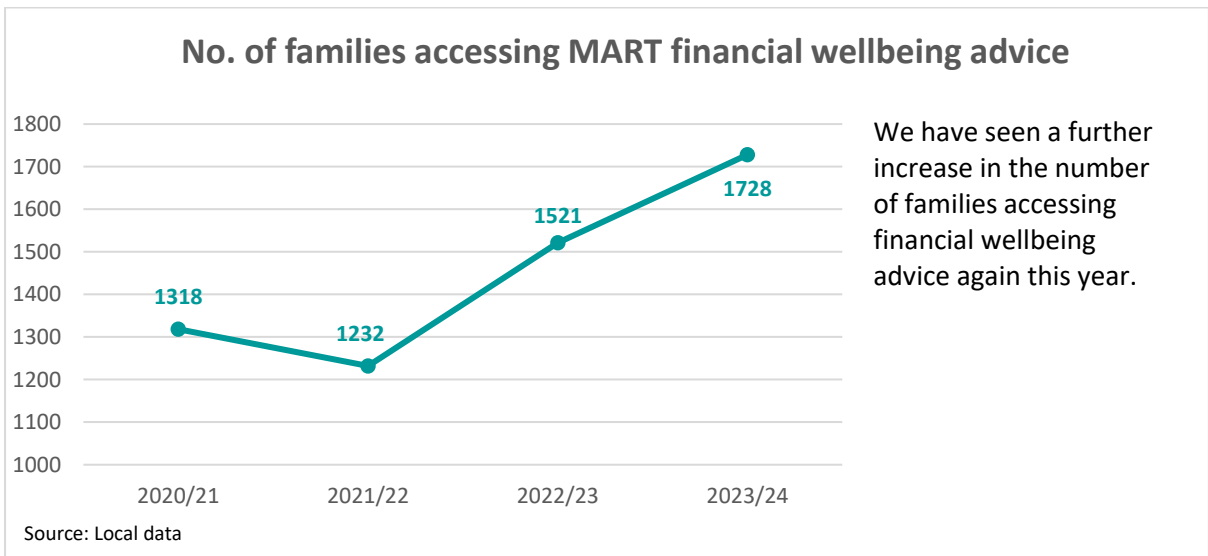
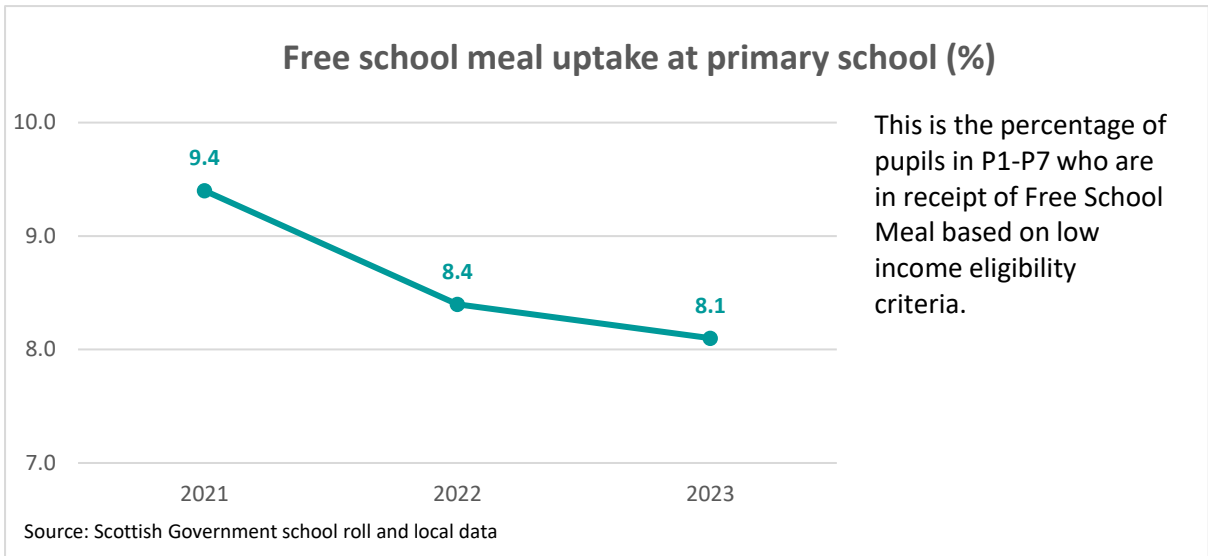


Fairer East Ren Progress

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

The following five indicators provide an update on how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Child poverty in East Renfrewshire is reduced**. Whilst East Renfrewshire has the lowest child poverty rate in Scotland, there are still pockets of deprivation within it, equating to around 3,247 children living in poverty. This brings its own challenges in terms of child poverty visibility, particularly in a local authority area long associated with a relatively affluent population.





Strategic Priority 2: Learning, Life and Work



The outcome we want is...







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

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

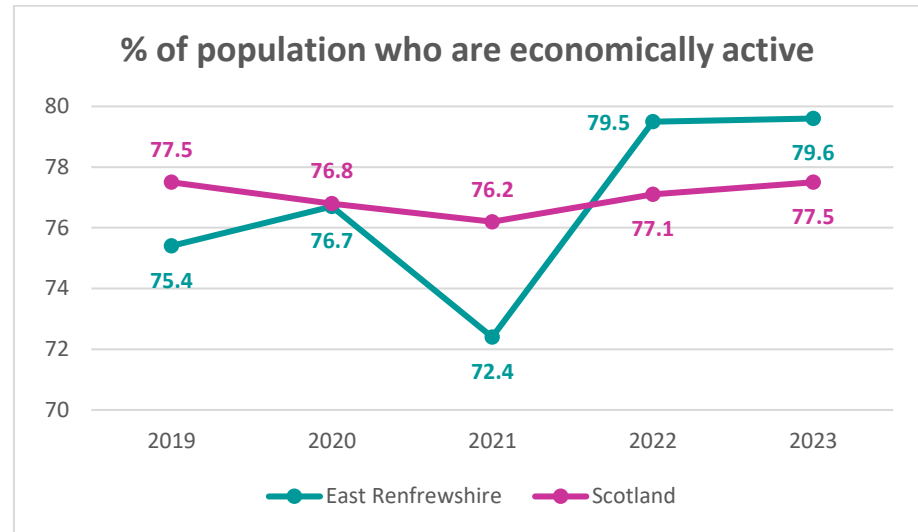
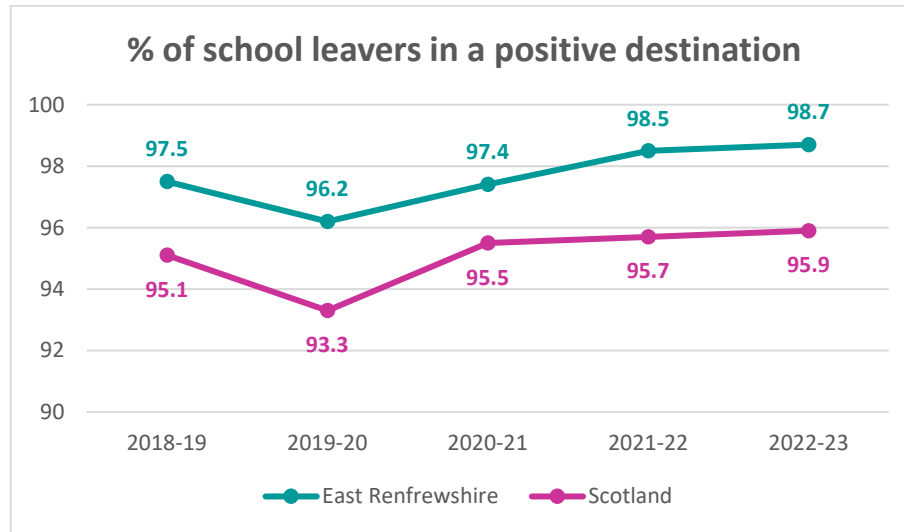
- Residents have the right skills, learning opportunities and confidence to secure and sustain work*
- Children and young people are included
- Children and young people raise their educational attainment and develop the skills they need
- Residents are as healthy and active as possible

*Fairer East Ren outcome

Community Plan Indicators

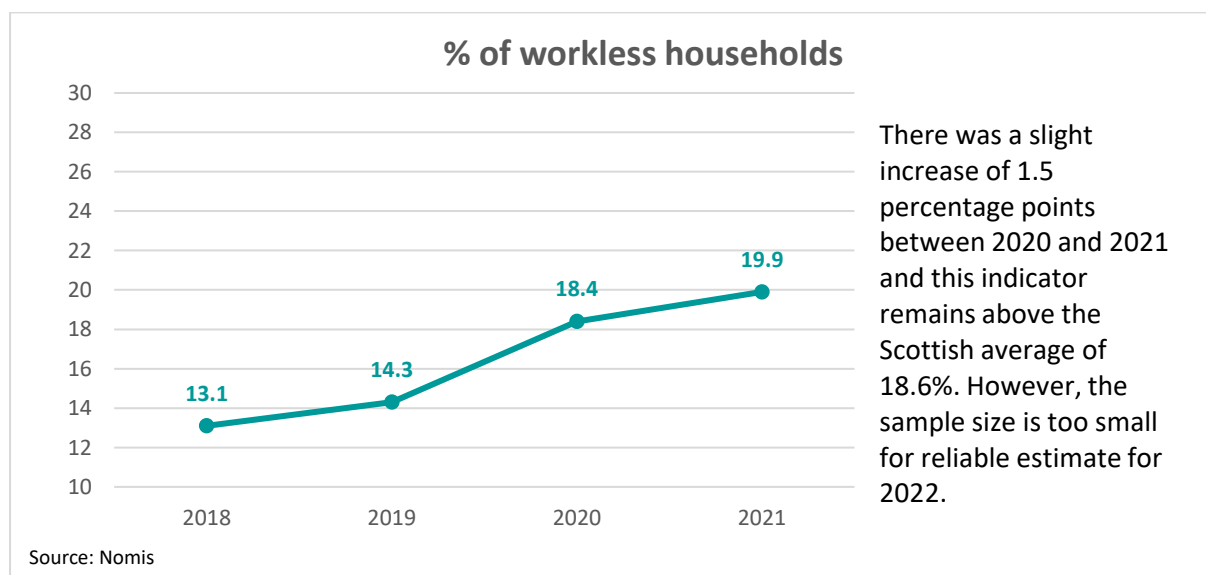
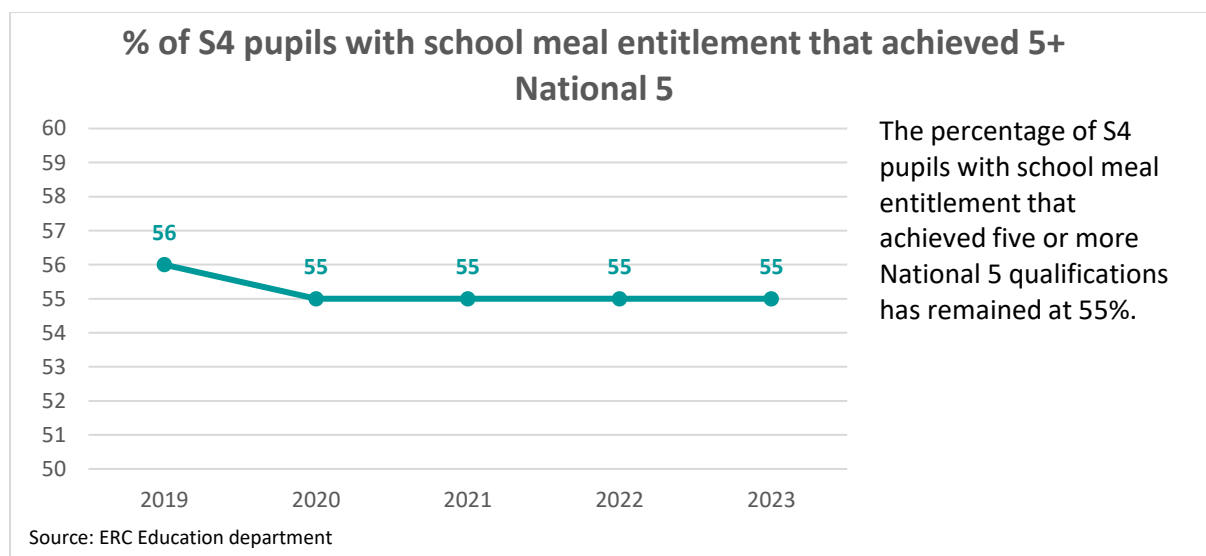
Learning, Life and Work								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
<p>% of School Leavers in a Positive Destination</p> <p>*CPOP Indicator (Scottish Government)</p>	<p>To help raise attainment and support school improvement, information is gathered annually on the attainment and destinations of school leavers across Scotland. East Renfrewshire generally has high levels of positive School Leaver Destinations. This will now be tracked rather than setting targets against this.</p>		<p>96.6% (2016-17)</p>	<p>98.5% (2021-22)</p>	<p>98.7% (2022-23)</p>			<p>The percentage of school leavers in a positive destination has remained around the same and is above the national average of 95.9% (2022-23).</p>
<p>% of East Renfrewshire's population who are economically active</p> <p>(NOMIS, Annual Population Survey)</p>	<p>Proportion of 16-64 year olds in employment or actively seeking employment. East Renfrewshire requires an active working age population to provide the goods and services demanded by our residents.</p>		<p>75.9% (2018)</p>	<p>79.5% (2022)</p>	<p>79.6% (2023)</p>			<p>Between 2022 and 2023 the percentage of economically active residents has remained around the same. This puts East Renfrewshire 2.1 percentage points higher than the Scottish average of 77.5% (2023).</p>

Strategic Priority 2 charts

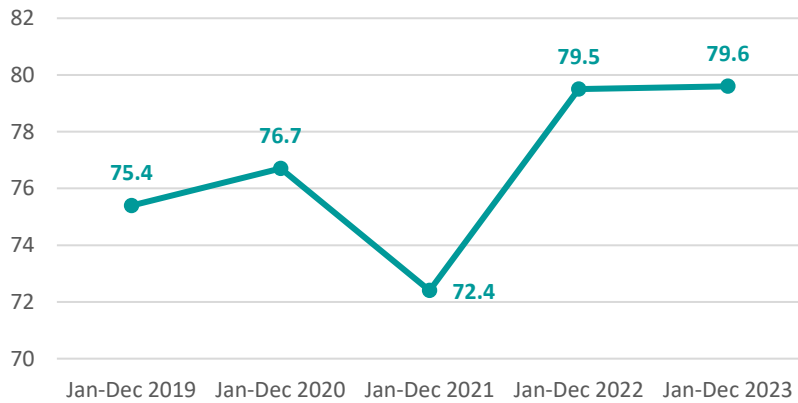


Fairer East Ren progress

The following five indicators look at how we are progressing towards achieving the Fairer East Ren intermediate outcome: **Residents have the right skills, learning opportunities and confidence to secure and sustain work.** Work East Ren and the East Renfrewshire Local Employability Partnership continue to take an all-inclusive approach to providing a wide range of employability support to a wide range of residents – young people in education, employment and training; young people with additional support needs; care-experienced young people, people in recovery or with mental health issues; people with long-term health conditions or with a disability; people who have re-settled in East Renfrewshire (see Story 2 in *Snapshots of Success* section), as well as people who are long-term unemployed.



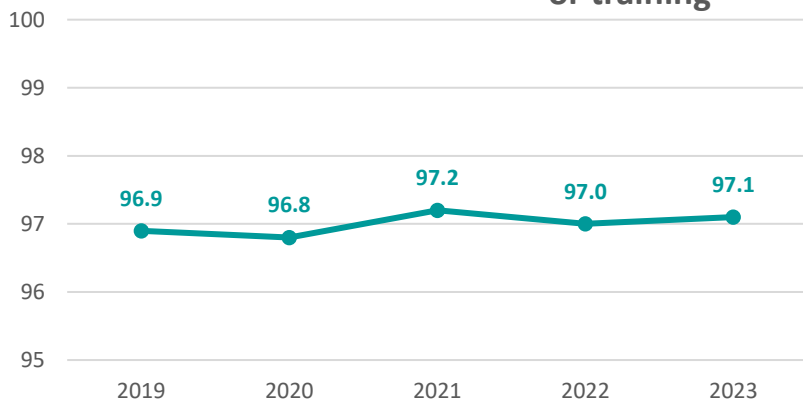
% of economically active residents



There has been a slight increase in the percentage of economically active residents. This is higher than the Scottish average of 77.5%.

Source: NOMIS

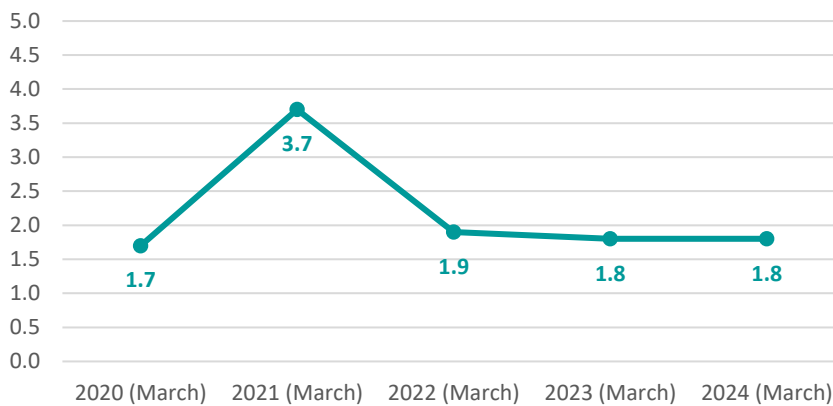
% of 16-19 year olds participating in education, employment, or training



The participation rate has remained largely the same as the previous year. It is above the Scottish average of 92.6%.

Source: SDS Annual Participation Measure Report

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



The percentage of 16-64 year olds claiming out of work benefits remained the same between March 2023 and 2024. Claimant count is lower than the Scottish average of 3.1%.

Source: Nomis

Strategic Priority 3: Economy and Environment



The outcome we want is...

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







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




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

*Fairer East Ren outcome

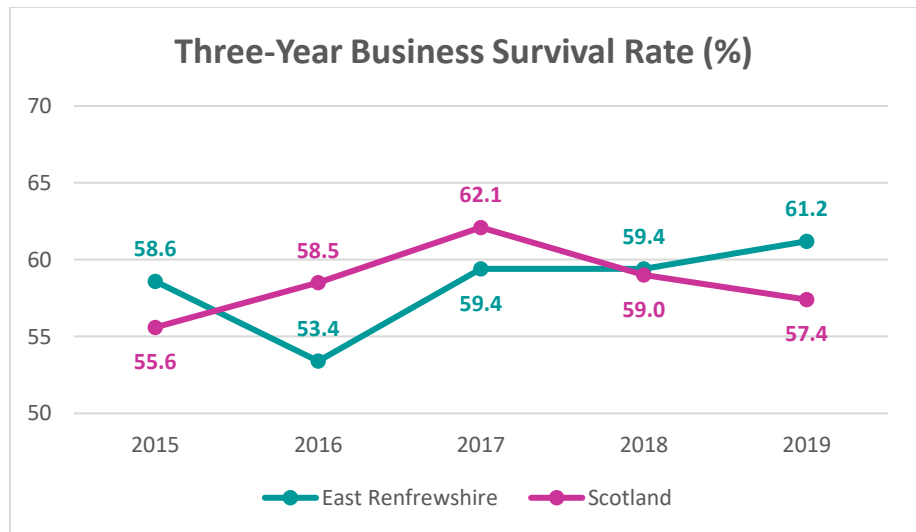
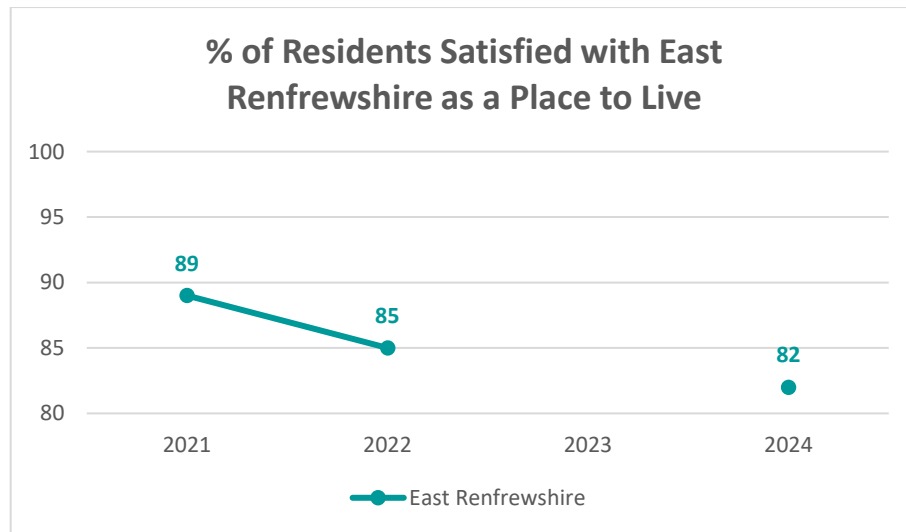
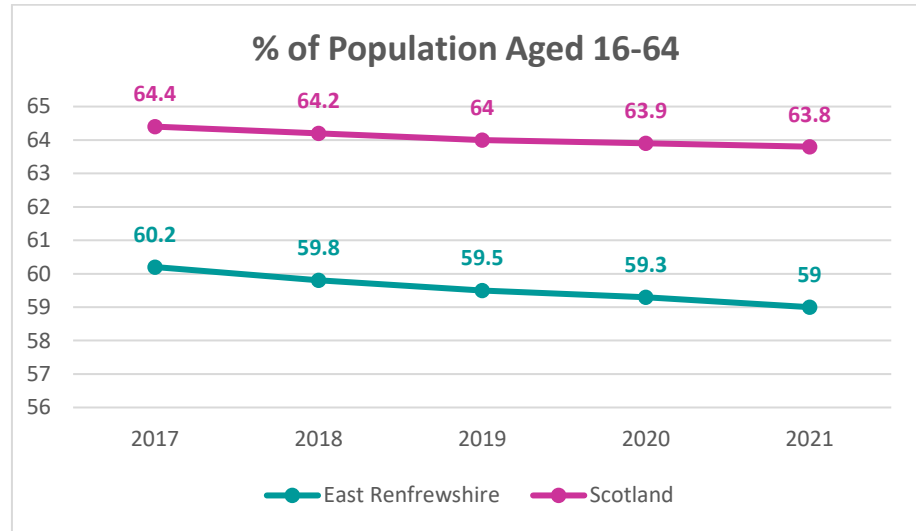
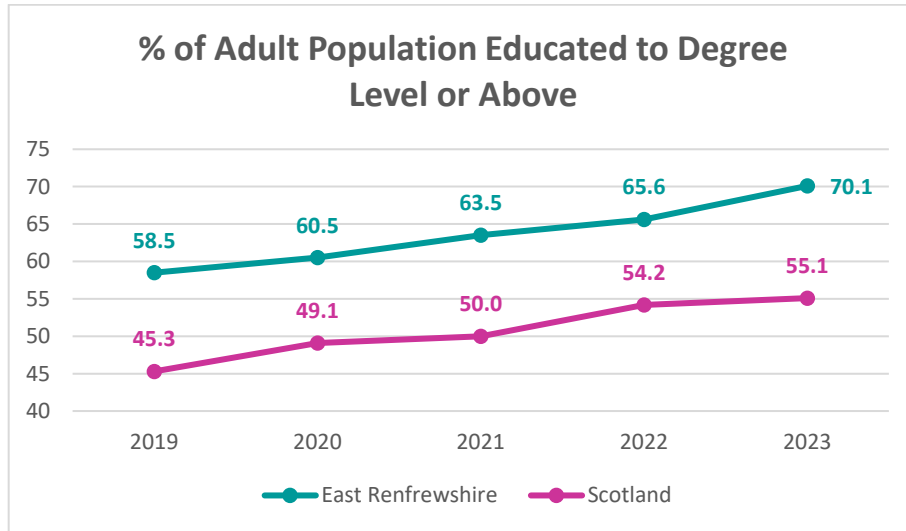
Community Plan Indicators

Economy and Environment								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
% of adult population with qualifications at RQF level 4 (HND/Degree) and above (NOMIS, Annual Population Survey)	Gives an indication of how skilled our working age population is.	↑	54.6% (2018)	65.6% (2022)	70.1% (2023)	↑	●	The latest rate of 70.1% is higher than the Scottish average of 55.1% (2023). East Renfrewshire has seen an increase in this figure every year since 2018.
% of population aged 16-64 (NOMIS, Annual Population Survey)	East Renfrewshire relies on its working age population to contribute to the production of the local economy as well as providing vital services for our children, young people and older people.	↑	59.8% (2018)	59.3% (2020)	59% (2021)	↔	●	The working age population has shown a gradual decline over the last few years and the latest figure of 59% is lower than the Scottish average of 63.8% (2021).
% of residents who are satisfied or very satisfied with East Renfrewshire as a place to live (Citizens Panel)	Gives a general sense as to how residents feel about living in the East Renfrewshire area.	↑	94% (2019)	85% (2022)	82% (2024)	↓	N/A	Satisfaction with East Renfrewshire as a place to live is 82%, a decrease of 3 percentage points since 2022. As the Citizens' Panel survey is bespoke to East Renfrewshire, there are no national comparisons available.

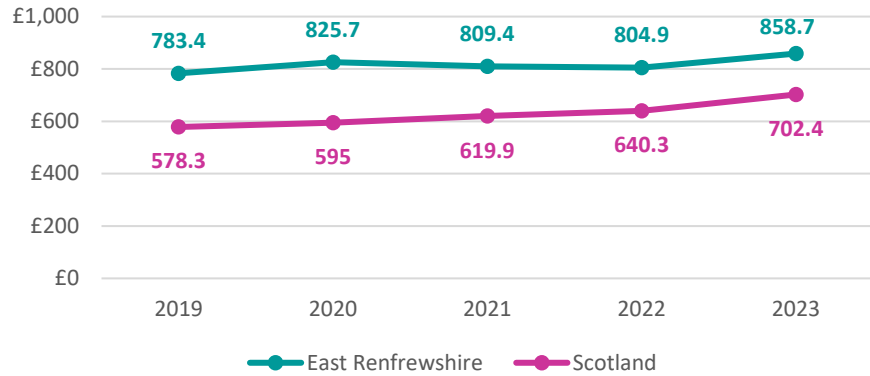
Economy and Environment								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
Business Survival Rates (Scottish Government)	A ratio of the number of businesses still trading after 3 years against the number of new businesses set up at the same time		60.3% (2014)	59.4% (2018)	61.2% (2019)			The 3-Year business survival rate for 2019 is 61.2%. That is, 61.2% of businesses that were created in 2019 were still active in 2022. This puts East Renfrewshire above the Scottish average of 57.4% (2019).
Median Earnings for residents living in the East Renfrewshire area who are employed *CPOP Indicator (Office for National Statistics – Annual Survey of Hours and Earnings)	Provides a measure of median earnings for full-time workers who are resident in the area.		£685.40 (2017)	£809.40 (2022)	£858.70 (2023)			The current median earnings has increased by £49.30 since 2022 and is still significantly higher than the Scottish average of £702.40 (2023).

Economy and Environment								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
Carbon Dioxide (CO2) Emissions per Resident *CPOP Indicator (Department for Business, Energy & Industrial Strategy)	In recent years, increasing emphasis has been placed on the role of regional bodies and local government in contributing to energy efficiency improvements, and reductions in carbon dioxide emissions.		4.6 tCO2e (2015-16)	3.6 tCO2e (2019-20)	3.8 tCO2e (2021-22)			The number of CO2 emissions per resident has increased slightly since 2019 but compares favourably with the Scottish average of 5.1 tCO2e.

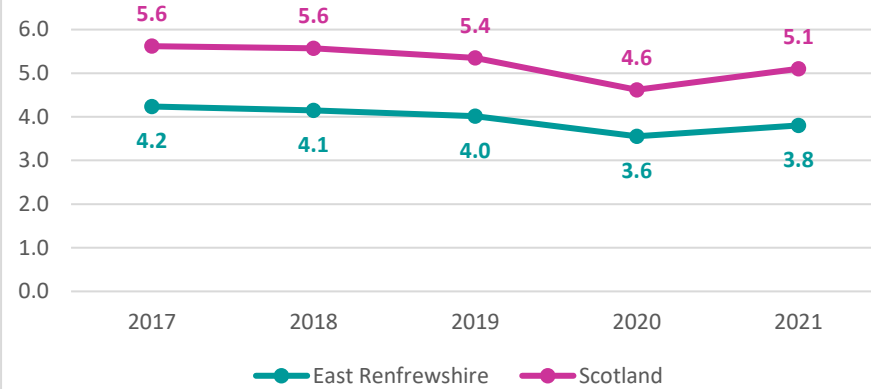
Strategic Priority 3 Charts



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



Carbon Dioxide (CO2) Emissions per Resident (tonnes)



Fairer East Ren progress

There are no critical indicators associated with this Fairer East Ren intermediate outcome: **East Renfrewshire transport links are accessible, attractive and seamless.** Instead the update below provides a qualitative update on progress.

The Council's draft '[Case for Change](#)' (published September 2022) was the first stage in the development of a new Local Transport Strategy (LTS) and sought to outline the evidence base for transport and transport systems within East Renfrewshire. The report incorporates findings from the Community Transport review carried out early 2020, which recognised both the growing need for Community Transport services and the fragmented nature of service providers, limiting the effectiveness of current service provision. This, combined with an ageing population and an increased number of concessionary passes/blue badges, is only likely to add to transport challenges faced by more vulnerable residents in the future.

Summer 2023 saw the launch of the LTS 'Main Issues' consultation. This initial stage of LTS development supported further community and stakeholder engagement, as well as appraisals including an Equality, Rights and Fairness Impact Assessment. A key component of the Main Issues consultation was a wide-ranging Transport Survey, with over 1500 responses received from both public and East Renfrewshire Citizens' Panel members. This survey sought views on transport issues, experiences and future transport priorities. With support from Voluntary Action East Renfrewshire there were also sessions to provide additional community insights, particularly with respect to "lesser heard voices". This work, together with 'Main Issues' findings, will help support the development of future transport policy options.

The next phase of the strategy development involves engaging with Community Transport stakeholders on the role of Community Transport and opportunities for future development and delivery within East Renfrewshire.

Strategic Priority 4: Safe, Supportive Communities



The outcome we want is...







East Renfrewshire residents are safe and live in supportive communities

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

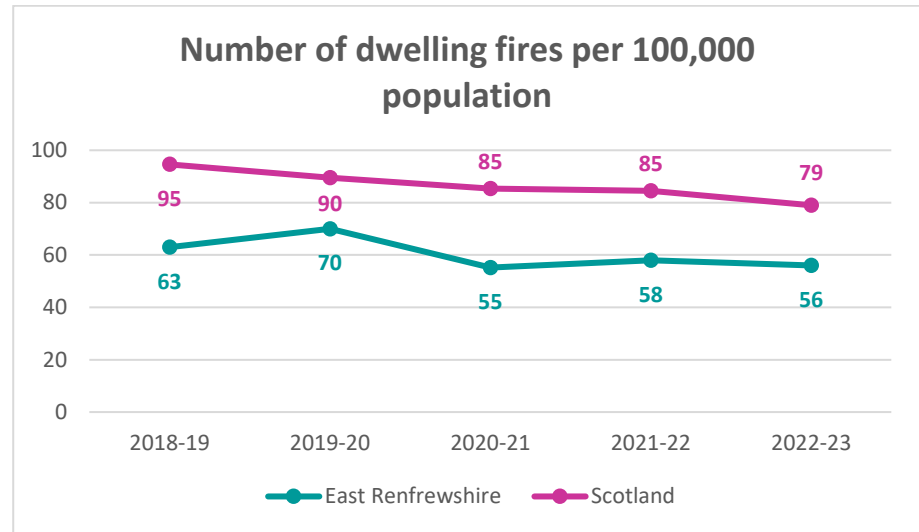
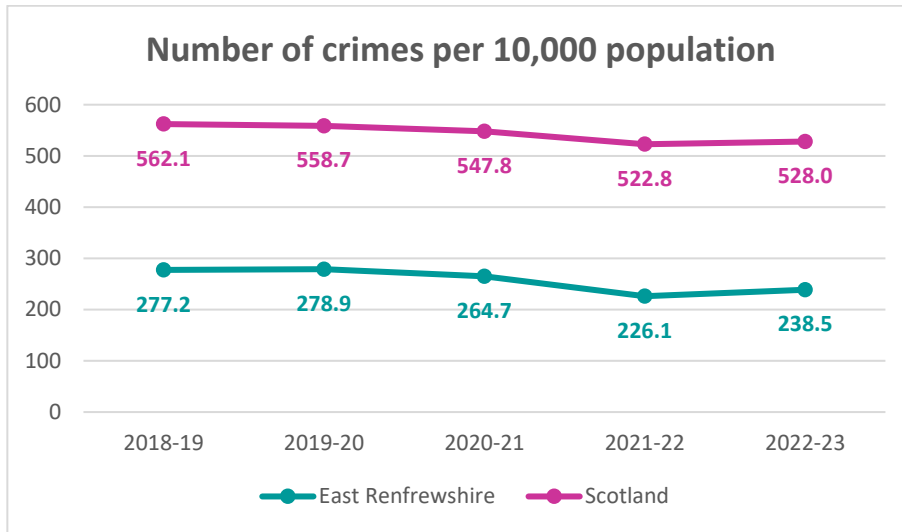
- Residents' mental health and wellbeing is improved*
- Residents live in safe communities with low levels of crime and anti-social behaviour
- Residents are protected from harm and abuse and public protection is safeguarded
- Residents live in communities that are strong, self-sufficient and resilient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

*Fairer East Ren outcome

Community Plan Indicators

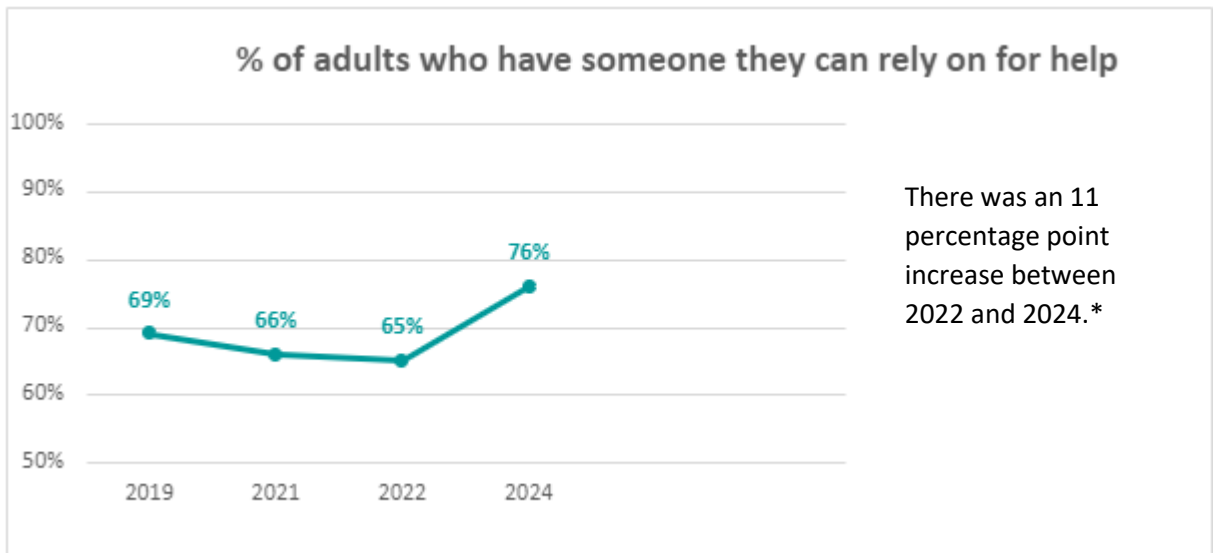
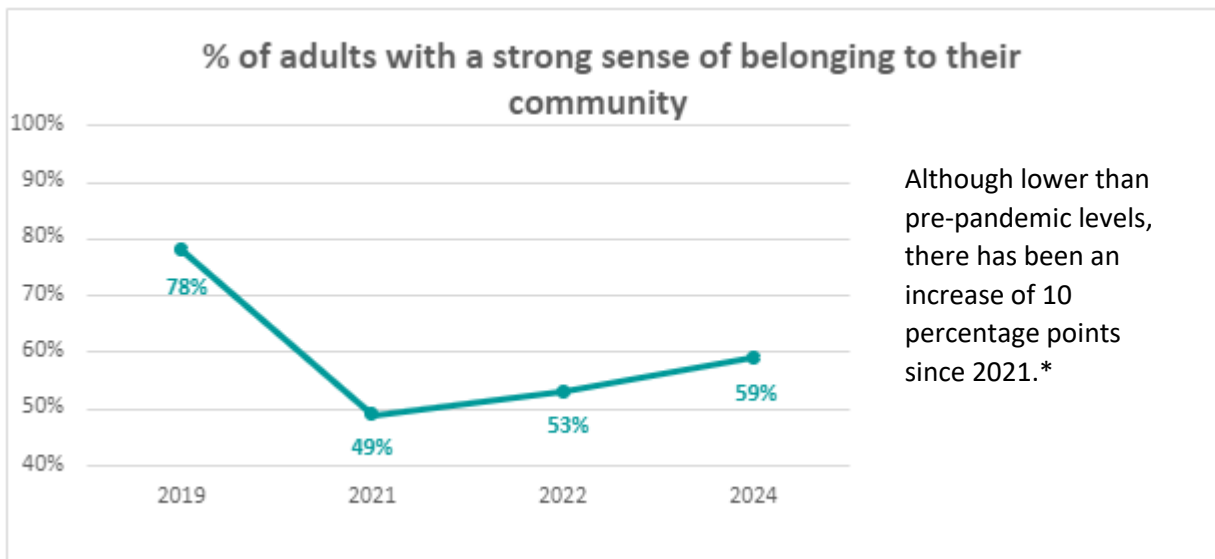
Safe, Supportive Communities								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
Number of crimes per 10,000 population *CPOP Indicator (Scottish Government (Police Scotland))	Measure of crimes taking place in the area, indicating how safe the area is to live in.		312.1 (2017-18)	226.1 (2021-22)	238.5 (2022-23)			There has been an increase of 12.4 crimes per 10,000 population to 238.5. East Renfrewshire remains well below the national average of 528 (2022-23).
Number of dwelling fires per 100,000 population *CPOP Indicator (Scottish Fire and Rescue (data provided to the CPOP))	Seeks to establish the number of deliberate fires and the work of Scottish Fire and Rescue within the CPP in reducing deliberate fires. Also supports the work of SFR education communities and making residents safer from the risks of accidental fires.		68 (2016-17)	58 (2021-22)	56 (2022-23)			This figure has decreased from 58 to 56 since the previous year and remains below the national average of 79 (2022-23).

Strategic Priority 4 Charts



Fairer East Ren Progress

The two indicators for the Fairer East Ren intermediate outcome - **Residents’ mental health and is improved** – provide a subjective view of how residents feel about their community and their relationships within it. Some of the initiatives that have taken place over the last year to support residents with their mental health, include twelve different *Health Walks* (with an average attendance of 128 walkers in each) and the promotion and sharing of local and national self-help resources via leaflets and posters in communities and local venues. This outcome also aims to ensure our residents can access the right wellbeing support in their communities at the tight time.



*In 2020 a thematic survey on climate change replaced the annual Citizens’ Panel survey therefore no data is presented for that year in the above two charts.

Results from the 2022 survey were not published until 2023, therefore there was no survey in 2023.

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



The outcome we want is...

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

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

Residents are safe and more socially connected within their communities*

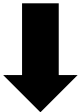





Older people and people with Long Term Conditions stay as healthy as possible




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

Carers are valued and can maintain their own health and wellbeing

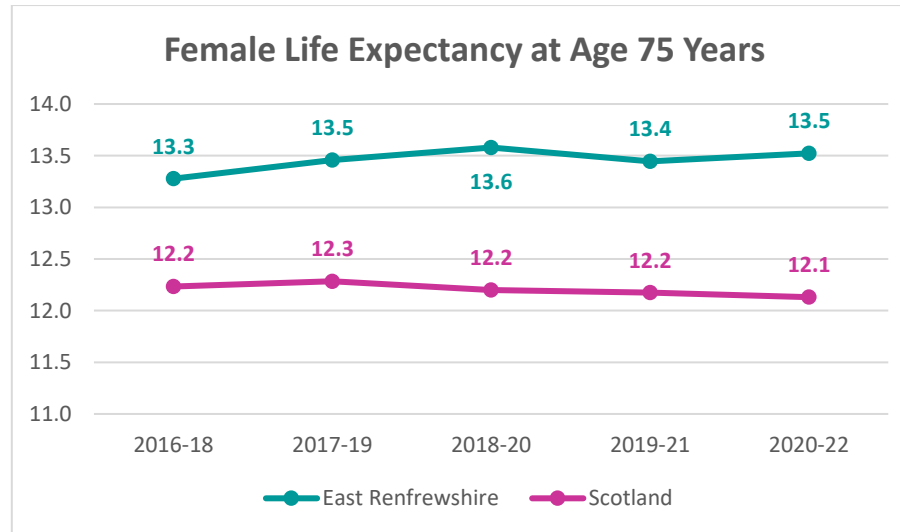
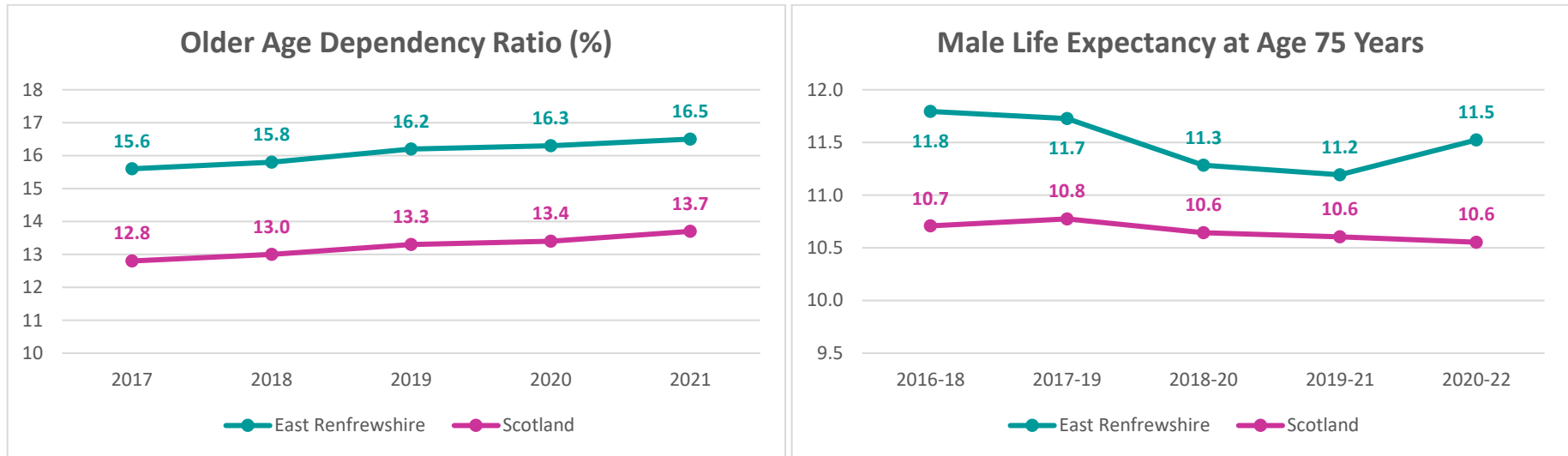
*Fairer East Ren outcome

Community Plan indicators

Older People and People with Long Term Conditions								
Indicator	Rationale for inclusion	Aim to Maximise (↑) or Minimise (↓)	ERC Baseline	Previous data	Latest data	Direction of travel since last data update	ERC Performance against Scotland	Comments
Older Age Dependency Ratio (Ratio of people aged 75+ to the working age population aged 16-64) (NRS Population Estimates)	Ratio of older people 75+ to the working age population (16-64). A rise in this ratio, coupled with the cost of care for older people, indicates that the CPP may have a greater challenge in providing care for its older population.		15.8 (2018)	16.3 (2020)	16.5 (2021)			Ratio of older people 75+ to the working age population has shown a gradual increase since 2018. This is a national trend, but East Renfrewshire remains higher than the national average (13.7%).
Male Life Expectancy at age 75 Years (NRS)	Provides an estimate of how many further years a 75-year-old male residing in East Renfrewshire today can expect to live. Based on mortality rates at the time.		11.7 (2015-17)	11.2 (2019-21)	11.5 (2020-22)			Male life expectancy at age 75 (like life expectancy at birth) remains about the same. East Renfrewshire has a higher life expectancy rate than the Scottish average (10.6).

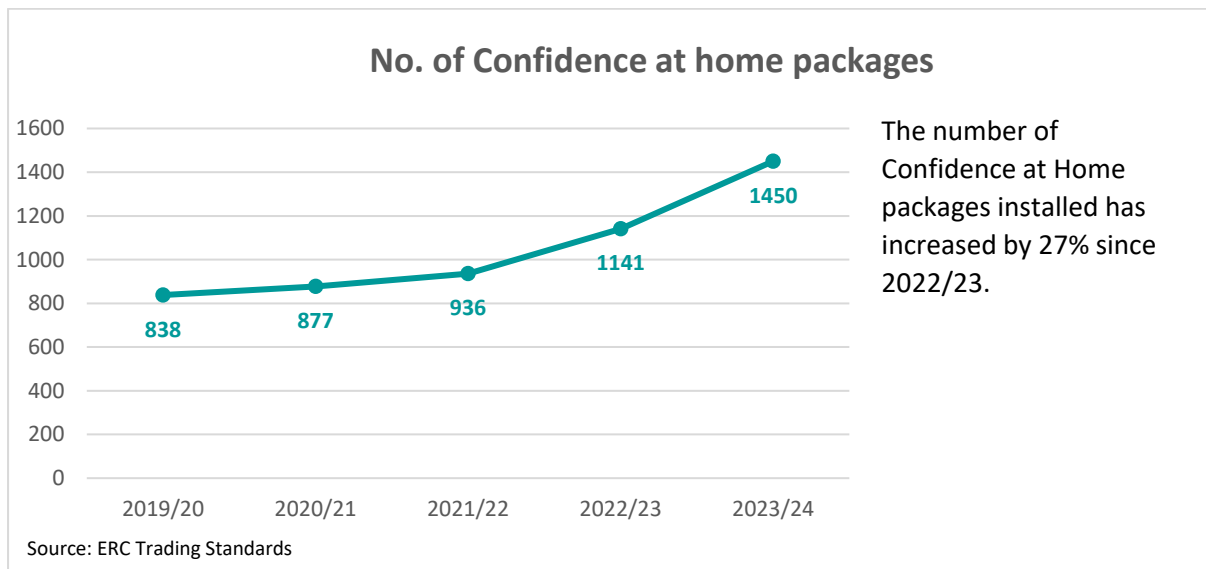
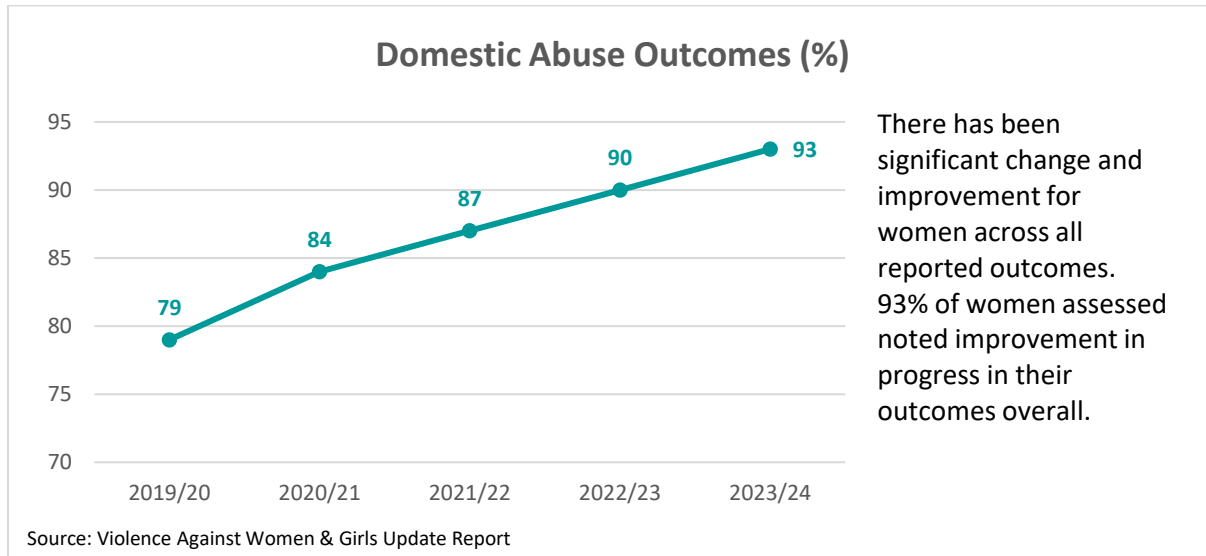
<p>Female Life Expectancy at age 75 Years (NRS)</p>	<p>Provides an estimate of how many further years a 75 year old female residing in East Renfrewshire today can expect to live. Based on mortality rates at the time.</p>		<p>13.1 (2015-17)</p>	<p>13.4 (2019-21)</p>	<p>13.5 (2020-22)</p>			<p>Female life expectancy at age 75 (like life expectancy at birth) remains about the same. East Renfrewshire has a higher life expectancy rate than the Scottish average (12.1).</p>
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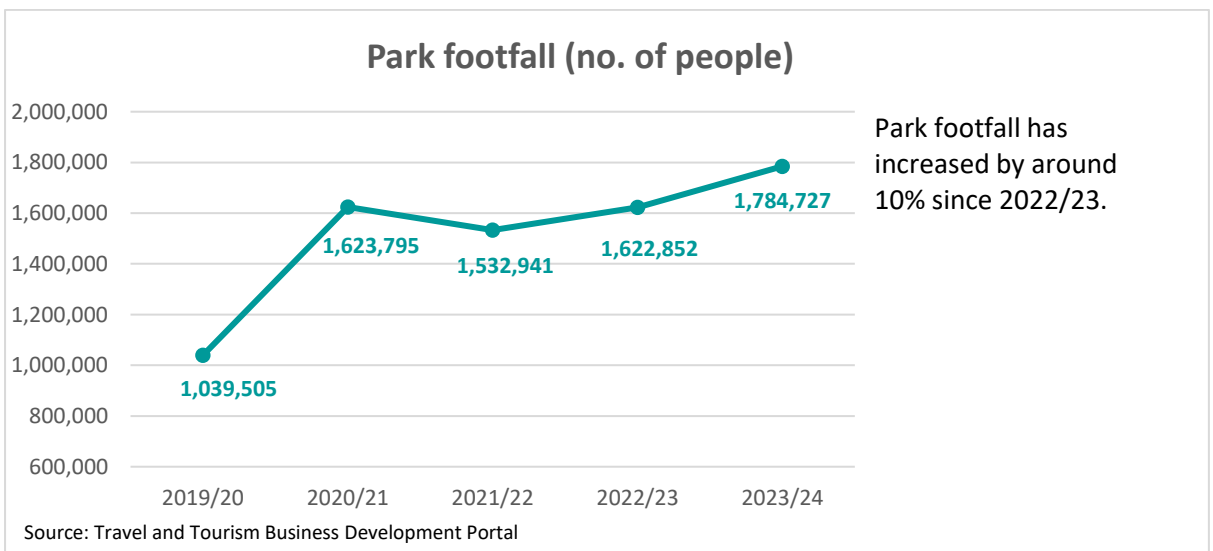
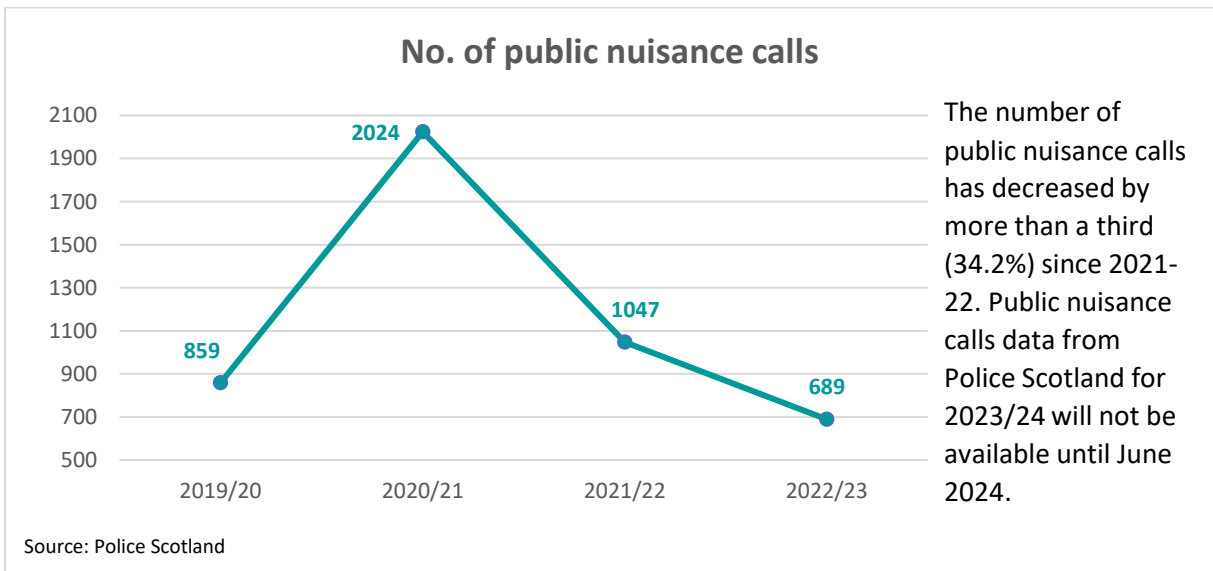
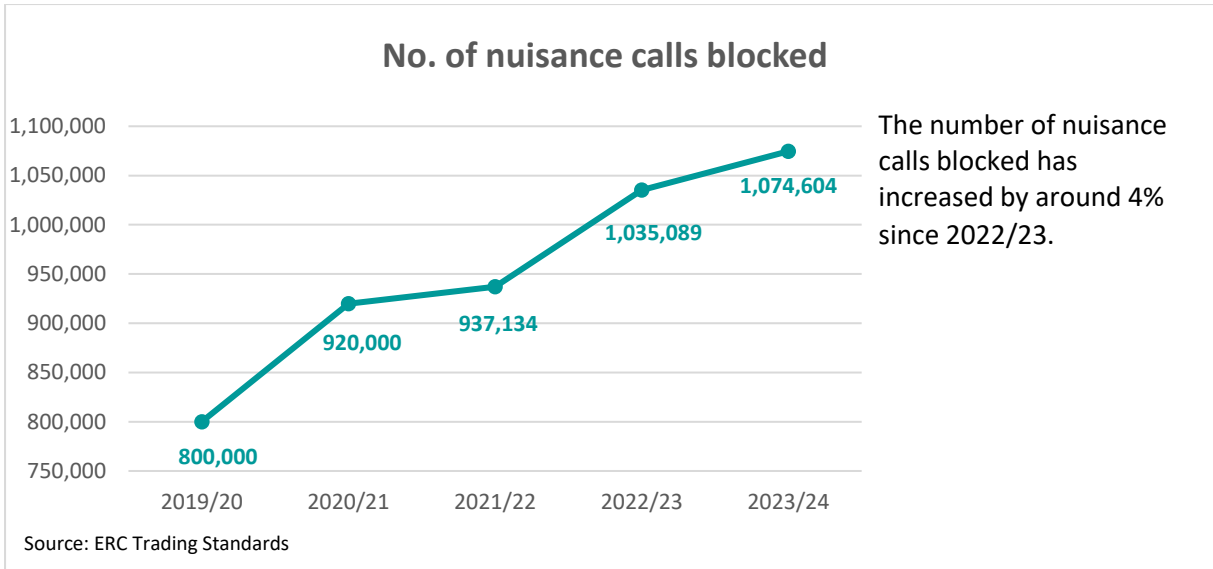
Strategic Priority 5 Charts



Fairer East Ren Progress

The five indicators below show how **safe and more socially connected our residents feel within their communities**. Around 500 fire home safety visits were carried out over a nine-month period in 2023 in which fire and non-fire related risks were identified in residents’ homes and the installation of 175 doorstep cameras for residents vulnerable to scams are just a couple of initiatives which help our residents feel safe.





Snapshots of success 2023-24

Below are some examples of how we are meeting some of the Fairer East Ren outcomes.

1. Impactful Parents – a creative employability programme for unemployed parents in Barrhead

This story demonstrates our commitment to **reducing child poverty** within East Renfrewshire.



With a health and wellbeing focus and an emphasis on visual arts, the aim of the programme was for participants to progress to positive destinations, providing them with a range of tools to equip them with the skills to do so.

Mum of one, Sally, moved to Scotland from Hong Kong with her husband and 14-year-old son in the hope that her son would get a good education. Sally had a very extensive work history back in Hong Kong, culminating in a ten-year high-pressure job in merchandising. However, after moving to the UK, she found herself out of work. This had a negative effect on her confidence in speaking English and she worried that it might affect her chances of getting a job.

Before starting the project, Sally was attending ESOL for work classes to improve her English and her job prospects. She had also attended sessions focusing on interview skills but found this overwhelming with everybody talking at once. She was not sure what job to aim for but was open to trying lots of different things. Although lacking confidence in English and IT skills, Sally felt that she had good professional skills to offer. Sally used the programme to practice her English and her communication skills. She gained an SQA level 3 qualification in Communication and is keen to gain more qualifications. She discussed her previous experience of job interviews with the Pastoral Support Worker and together they found ways of reframing her fears about interviews and viewing them as good practice and experience even when they don't result in employment.



Sally now feels a lot more confident in applying for jobs. She is continuing to engage with her Job Centre Advisor and ESOL for work classes to build on her job seeking practice and confidence/ fluency in English. She has made friends with other participants and they now support to each other. She has also been referred to Parental Employability Support for further help in her hunt for employment.

Sally has developed her artistic abilities and her confidence during the programme. Having her work on display and admired has shown that she has good creative skills which could be valuable to her in all sorts of areas of life, including future careers. She feels that the course has also helped her mental wellbeing.

“This course gave me the opportunity to meet people from different countries and cultures and listen. I think the course gives a lot of freedom and opportunities to communicate. I have empathy for others after building friendships and spending time with people.” - Sally

2. Ukrainian resident starts at fast-foot outlet

This story shows how we are **ensuring our residents have the right skills, learning opportunities and confidence to secure and sustain work**. Here, one of our Ukrainian residents was supported in his search for employment.

Having recently arrived in East Renfrewshire, Artem was looking for work. He had a great work record, having been a ship’s bosun for over thirty years and had considerable transferrable skills which were reflected in his CV. His difficulty was the language barrier although he had some basic English and could communicate if spoken to slowly and clearly. An initial application for a factory job had not resulted in an interview.



Work EastRen received vacancies for staff at a fast-food outlet at the new retail park on Glasgow Road in Barrhead, one of which was for a maintenance/delivery person. Following an explanation of the role, Artem indicated that he was very interested. Employer Engagement spoke with the employer and explained the language issue and his skills and suitability for the job. Artem was invited to attend a telephone interview and the Work EastRen advisor explained the process and interview questions with him. It was agreed that it would be beneficial for the advisor to attend also. Artem performed very well with a little explanation from the advisor on what he was being asked. The employer advised they would contact Artem within 48 hours.

Shortly after, Artem had been invited for a face to face interview the following day. Discussion on travel and interview clothing followed and Artem was issued a £25 voucher for Asda to get a shirt and trousers as he didn’t have anything suitable to wear.

Artem was offered the position, with the employer reporting they were happy to work with the language/communication issue and that he was *“perfect for the job”*. He has now achieved 39 weeks sustainability in work and his employers are delighted with him. Artem has also referred his daughter to Work EastRen for help to look for work.

3. Fire Skills training for our younger residents

This story is an example of how we are meeting the Fairer East Ren outcome - **Residents are safe and more socially connected within their communities** by equipping some of our younger residents with skills that will stand them in good stead for the future.

In November last year, a five-day Fire Skills Course was delivered by the Sottish Fire & Rescue Service in partnership with East Renfrewshire Council's Community & Learning Development team.

Several local young people aged 14-15 completed the course at Clarkston Community Fire Station, where they learned important life skills such as safety, discipline, respect, CPR, communication and teamwork.

Funded and supported by the Council, the course was delivered by the East Renfrewshire, Renfrewshire and Inverclyde (ERRI) Community Action Team with support from Police Scotland and the Scottish Ambulance Service.



“Education remains one of the most effective ways for firefighters and partners to engage with communities and share vital safety guidance. This developmental course shared transferable skills with young people which can ultimately support them in future employment or further education. Congratulations to all the young people. They were a credit to their schools and families”.

- David McCarrey, Scottish Fire & Rescue Service

More examples of our progress towards the Fairer East Ren outcomes can be viewed [via this link](#).

Locality Planning in Auchenback, Barrhead, Neilston and Thornliebank



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

During 2023-24, ERC Youth Voice delivered a Youth Participatory Budgeting (PB) project in partnership with Linking Communities and Young Scot. This resulted in 18 youth groups receiving a share of £14,500. These groups included: Neilston Youth Club (Mindful Space project); Barrhead Silly Billys (Extreme Makeover project); Girls Group in The Museum (Pamper Me – Pamper our Planet project) and Barrhead Youth Club (Fun Food Fridays project).

In March 2024, Better Barrhead Auchenback held a grant making PB event where 36 local groups applied for grants of up to £2,500 to provide community activities that improve the lives of those living in Barrhead and Auchenback. In total, 777 local people attended the event to cast their votes for community projects and 36 groups were awarded funding.

To further progress locality planning approaches in the ADD2 area, a community survey is being undertaken to identify local priorities and how the community would like to see these

taken forward. The Community Learning and Development (CLD) team is working alongside local organisations on creating structures that enable local people to participate in decision making. It is hoped that the creation of a 'Steering Group' for the ADD2 area will bring together residents and service providers to work collaboratively on addressing key priorities within the community. In addition to this, ongoing community engagement continues with residents in Auchenback to revisit priorities identified previously. The CLD team is working with local groups and community members in the area to progress the development of community activities based on the outcomes of a local consultation held in 2023.

In July 2023, the CLD team worked alongside Neilston Community Council to host engagement events to explore with residents how local priorities could be addressed. These priorities are:

- Accessible leisure for health and wellbeing
- Community Pride in the built-up and natural environment
- Lifelong learning, skills and rights

These interactive events used visual techniques and practical activities to capture the thoughts and ideas of residents. Some local services also came along and supported the events.

As a result, a community-led steering group (supported by the CLD team) now meet on a regular basis to take forward a number of priorities that were identified at the event, for example a 'What's on' calendar of activities/groups for the village. These priorities form the basis of the locality plan which will have been developed by the community for the community.



Neilston Community Council have also held two grant making PB events. These took place in August 2023 and March 2024, resulting in 26 grants being awarded to local groups and projects that have been voted on by local residents.

Locality Planning in Thornliebank is currently being progressed by Thornliebank Together, supported by the CLD Team. Work is underway to identify local priorities under several themes including:

- Where we live
- Our Streets
- Leisure Opportunities
- Community Connections
- Jobs and Opportunities
- Transport

A recent PB event in the area, held by Thornliebank Together, distributed £17,500 of funding to 14 local groups and projects.



Report produced by Strategic Services Team, East Renfrewshire Council

Contact:

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End-Year complaints 2023/2024





All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. During 2023/24 we received 1,061 complaints; this was a slight increase on the previous year where 1,025 complaints were received. Most complaints continue to be received by Environment Department, 58.9% of the councils' complaints in the past year. The data shows that, both the 5-day target and the 20-day target to respond to frontline (stage 1) and investigation (stage) complaints, respectively, have been narrowly missed. There was an average time of 5.7 days taken to respond to frontline complaints and an average of 21.3 days taken to respond to investigation complaints. The most common issue for a complaint continues to be the "standard or quality of service, making up 37% of the complaints received. Note data reported was the position as at 29 April 2024.

Data tables^{1, 2}

Description	2022/23	2023/24
Complaints Received	1025	1061
Number complaints closed at stage one as % of all complaints	90.0%	90.8%
Number complaints closed at stage two as % of all complaints	6.5%	5.1%
Number complaints closed at stage two after escalation as % of all complaints	4.5%	4.1%
Not Upheld	2022/23	2023/24
Number complaints not upheld at stage one as % of complaints closed at stage one	35.1%	44.7%
Number complaints not upheld at stage two as % of complaints closed at stage two	37.3%	56.6%
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	65.2%	53.5%
Partially upheld	2022/23	2023/24
Number of complaints partially upheld at stage one as % of complaints closed at stage one	10.0%	12.4%
Number complaints partially upheld at stage two as % of complaints closed at stage two	35.8%	26.4%
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	15.2%	23.3%
Upheld	2022/23	2023/24
Number of complaints upheld at stage one as % of all complaints closed at stage one	20.4%	21.4%
Number complaints upheld at stage two as % of complaints closed at stage two	19.4%	1.9%
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	8.7%	18.6%
Resolved	2022/23	2023/24
Number of complaints resolved at stage one as % of all complaints closed at stage one	33.9%	20.6%
Number complaints resolved at stage two as % of complaints closed at stage two	7.5%	9.4%
Number escalated complaints resolved at stage two as % of escalated complaints closed at stage two	6.5%	2.3%
Outcome Not Recorded	2022/23	2023/24
Number of complaints where the outcome was not recorded at stage one as % of all complaints closed at stage one	0.6%	0.8%
Number complaints where the outcome was not recorded at stage two as % of complaints closed at stage two	0%	5.7%
Number escalated complaints where the outcome was not recorded at stage two as % of escalated complaints closed at stage two	4.3%	2.3%

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

2 - All previous years data has been updated at the time of writing this report (29/4/2024), meaning some of the figures shown for previous years may not match with other reports due to records being updated

Description	2022/23	2023/24	SPSO Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	7.16	5.66	5	
Average time in working days to respond to complaints at stage two (investigation)	21.16	20.15	20	
Average time in working days to respond to complaints after escalation (investigation)	23.88	22.51	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	22.22	21.81	20	

Description	2022/23	2023/24
Number complaints closed at stage one within 5 working days as % of stage one complaints	57.4%	64.6%
Number complaints closed at stage two within 20 working days as % of stage two complaints	45.3%	47.9%
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	31.7%	36.2%
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	40.0%	42.1%

Description	2022/23	2023/24
% of complaints at stage one where extension was authorised	2.2% (20)	2.3% (22)
% of complaints at stage two where an extension was authorised	42.2% (27)	43.8% (21)
% of escalated complaints where extension was authorised	19.5% (9)	21.3% (10)

National Update – Child Friendly Complaints Handling

As part of the requirements under the United Nations Convention on the Rights of the Child (UNCRC) councils are required to ensure all complaints, from or involving children are dealt with in a way which respects and promotes their rights. The Scottish Public Services Ombudsman (SPSO) published two documents in June to guide Councils in amending their complaints handling procedures. Preparatory work is underway to consider how the principles can be embedded in the Council's procedures.

Improvement Actions 2023/24

Complaints information is closely monitored to ensure we learn from complaints and make service improvements where possible. In 2023/24, some examples of service improvement actions are listed.

Environment Department

Around three-fifths of all complaints were received by the Environment Department. A number of actions have been taken to learn from complaints and improve complaints handling processes:

- Increased collaboration with Communications team to utilise social media to inform customers on: winter maintenance, road closures, garden waste permits & waste collections. Services have increased public consultations using Commonplace to make it easier for residents to give feedback.
- More regular reports on open complaints now reported to senior managers to improve completion timescales.
- Staff training to help improve written customer communication, better complaint investigation and evaluation of evidence
- Focusing on repeat missed/assisted collection as this is the main complaint theme. More regular collation of information on where this happening to inform and direct relevant squads when carrying out the service, to reduce complaints.

Revenues – Council Tax refund process

The Revenues team analysed complaints data and found a fifth of complaints were related to time taken for customers to receive council tax refunds. The service mapped the Council Tax Refund process – with aim of streamlining the process, reducing credit values and faster refund processing.

Actions taken –

- Refunds approved and paid provided monthly as part of key performance indicators
- Monthly check in set up to track progress, Integra system access for council tax staff provided to allow checking and reduce time taken to process refunds,
- Council Tax refund report approved which includes refunds of credit balances under £500, no longer necessary to undertake checks with other council areas for any other debt outstanding.

This has resulted in less complaints, faster refund processing, improved cost and benefit efficiencies, freed up resources for other key tasks, enhanced customer experience and improved financial recording.

Customer First

In response to customer complaints the Customer First team are taking these actions.

- Contact Centre Telephony- We went live with a new unified communications system in December 2023 and will be developing this new system to provide better messaging, routing calls directly to the right skill and new call recording for quality and monitoring purposes. This new system also offers improved reporting and we have started to engage with services to provide service data, this will allow us to work together to reduce call volumes, with improved communications and customer feedback.
- Contact Centre - we have used voice recording to investigate issues and this has resulted in feedback to staff and staff training.
- Giffnock Service Centre - we have reviewed staff training and our appointment system process to make sure customers are supported and signposted to services.

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