

EAST RENFREWSHIRE COUNCILCABINET5 December 2019Report by Deputy Chief ExecutiveSTRATEGIC MID YEAR COUNCIL PERFORMANCE REPORT 2019-20**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Council performance at mid-year 2019-20 based on the strategic performance indicators in the [Outcome Delivery Plan \(ODP\) 2019-22](#) and a report on complaints handling performance.

**RECOMMENDATIONS**

2. It is recommended that the Cabinet:
- (a) Scrutinises and comments on the summary of the Council's performance at mid-year 2019-20 in Annex 1; and
  - (b) Scrutinises and notes the mid-year complaints report attached at Annex 2.

**BACKGROUND AND CONTEXT**

3. The Council sets out its contribution to the partnership outcomes in the [Community Plan](#) through the content of the [Outcome Delivery Plan](#) (ODP). The ODP is a three year plan, updated annually which sets out the Council's critical activities, performance measures and targets for the 3 year period 2019-22. It conveys what the Council is doing to contribute to the delivery of the agreed local outcomes. The Council is responsible for ensuring that the money we spend contributes towards achieving these outcomes and we work in partnership with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust to deliver our outcomes.

4. Indicators included in Annex 1 have a latest data update that has not been previously reported, for most this will be for mid-year 2019-20, for some this may be an update that was not available for the previous reporting period, end year 2018-19, e.g. household waste recycled. Occasionally some health indicators have a time lag and the latest data will be more historic. Indicators with no new data to report at mid-year will be reported in June 2020.

**OTHER STATUTORY REPORTING**

5. We have a statutory duty to report on complaints, and also a suite of benchmarking indicators that make up the national Local Government Benchmarking Framework (LGBF), to enable comparative performance analysis with other local authorities. LGBF data for end year 2017-18 was reported to Cabinet in March 2019. 2018-19 LGBF data will be reported in 2020. A mid-year summary report on complaints is attached at Annex 2.

6. As part of the requirements within the 2010 Equality Act we report performance on equalities. The performance information contained within the annexes demonstrates progress on equalities, with some indicators highlighting the differences between the wider population and more deprived areas.

## **COUNCIL PERFORMANCE**

7. East Renfrewshire Council continues to achieve excellent performance results across many areas including educational attainment and household recycling. The number of awards achieved by young people participating in school and community based targeted programmes reached an all-time high with 2038 awards achieved in the 2018-19 academic year with a steady year on year increase. Household waste recycling rates were confirmed at 66.2% for 2018-19, ranking top in Scotland on this measure for the last 3 consecutive years. In the Health and Social Care Talking Points survey, that asks if people's needs are being met, 88% of respondents felt they were living where and as they wanted to live, which is an important aspect of assessing wellbeing.

8. In the first half of 2019-20, of the updated ODP indicators, the Council's performance is already meeting target or on track to meet target for almost all of the indicators. In the areas where there is scope for improvement, for example absence rates, there is a clear understanding of reasons for performance levels and departments are closely monitoring progress and taking appropriate action.

## **COMPLAINTS**

9. All Scottish councils are required to assess and monitor their complaints handling performance quarterly against a number of high level performance indicators identified by Scottish Public Services Ombudsman (SPSO). A report on our performance against these indicators at mid-year point is attached as Annex 2.

10. The volume of complaints received at mid-year has dropped from 698 to 640 from the corresponding period in 2018-19. The Council continues to meet the SPSO target for responding to frontline complaints with an average of 4.2 days take (target 5 days). In addition, the target for investigation complaints was met with an average of 18 days taken which marks an improvement on last year (target 20 days). The share of complaints upheld was 34% for frontline and 36% for investigation complaints. Both figures show an improvement on the position from last year. Evidence suggests that the Council is continuing to use complaints information to inform service improvements for our residents, e.g. amended housing repairs procedures; a new approach to footpath maintenance; a more streamlined process for dealing with free school meals and clothing grants; a new procedure for granting deceased exemptions in relation to Council Tax payments; an amendment to the Money Advice and Rights Team procedure in the Debt Arrangement Scheme enabling the early request of credit reference reports to verify client debt; and development of a clearer Housing Benefit application checklist.

## **PUBLICATION OF MID YEAR PERFORMANCE INFORMATION**

11. Information in this report will be published on the [Council's website](#) where additional performance information can also be found, including departmental and benchmarking reports and the [Council's Annual Public Performance Report for 2018-19](#).

## **FINANCE & EFFICIENCY**

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

## **CONSULTATION**

13. There have been various consultations in the first half of the year and services across the Council continue to consult with customers and communities. In addition, in September 2019, the first cohort of employees participated in intensive user research training as part of the Council's drive to embed customer experience as part of service design and improvement. This will be an ongoing programme into 2020 as seek to build skills and awareness of this important area in line with our ambition to put the customer at the heart of everything we do.

## **PARTNERSHIP WORKING**

14. This report summarises performance of the Council towards the outcomes within the Community Plan. Results could not have been achieved without continued excellent partnership working, including with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust.

## **IMPLICATIONS OF REPORT**

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

## **CONCLUSION**

16. This report details the performance of the Council at mid-year 2019-20. The information presented here shows performance is broadly on track at mid-year point, with excellent performance noted in educational attainment and household recycling rates. The Council continues to work towards the aim of making people's lives better by delivering highly valued services and achieving positive outcomes for our communities.

## **RECOMMENDATIONS**

17. It is recommended that the Cabinet:

- (a) Scrutinises and comments on a summary of the Council's performance at mid-year 2019-20 (Annex 1); and
- (b) Scrutinises and notes the mid-year complaints report attached at Annex 2.

## **REPORT AUTHORS**

*Strategic Report and Annex 1:* Kim Gear, Corporate Policy Officer, 0141 577 3075, kim.gear@eastrenfrewshire.gov.uk

*Annex 2 Complaints:* Stephen Fraser, Policy and Improvement Assistant, 0141 577 3855; stephen.fraser@eastrenfrewshire.gov.uk

Caroline Innes, Deputy Chief Executive

**BACKGROUND PAPERS**

- Strategic Mid-Year Performance Report 2018-19, Cabinet 6 December 2018
- Strategic End-Year Performance Report 2018-19, Council 26 June 2019
- Outcome Delivery Plan 2019-2022, Council 26 June 2019

Outcome Delivery Plan 2019 - 2022



**Strategic Mid-Year Performance Report 2019-20**




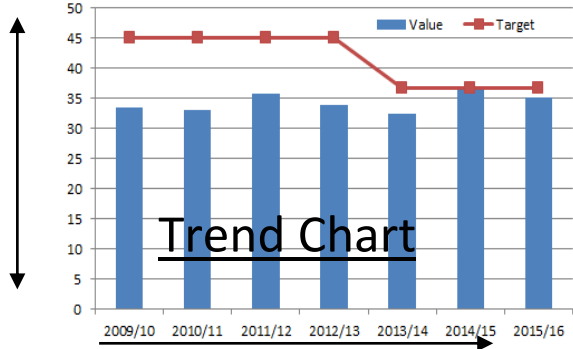
The following report provides an update of Council performance data at mid-year 2019-20. The information contained in this report includes indicators in the Outcome Delivery Plan 2019-22.

**Data notes**

Indicators included in Annex 1 have a latest data update that has not been previously reported. Occasionally some health indicators have a time lag and the latest data will not be the current year. Indicators where there is no new data available at end-year point will be reported in June 2020.

**Key**

The key below details what each of the symbols mean within the report.

<p><u>Performance note</u></p>	<p><u>Latest value</u></p> <ul style="list-style-type: none"> <li> Off target</li> <li> Target still to be achieved</li> <li> On target</li> </ul>	 <p style="text-align: center;"><b>Trend Chart</b></p> <p style="text-align: center;">Change over time</p>
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## ODP 1 Council Performance

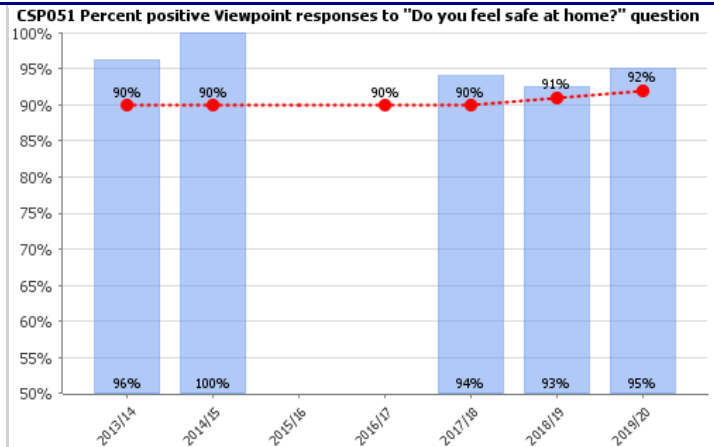


All children in East Renfrewshire experience a stable and secure childhood and succeed.

### Percent positive Viewpoint responses to "Do you feel safe at home?" question

Mid-year data. This measure captures the % of positive responses of children subject to child protection measures and those looked after at home and away from home. Staff continue to use Signs of Safety approaches to capture children's' perceptions of their safety. Response in the first half of 2019/20 was low with just 8 respondents. We plan to review our method of capturing this data to ensure a stronger response in future.

95%



## ODP 2 Council Performance

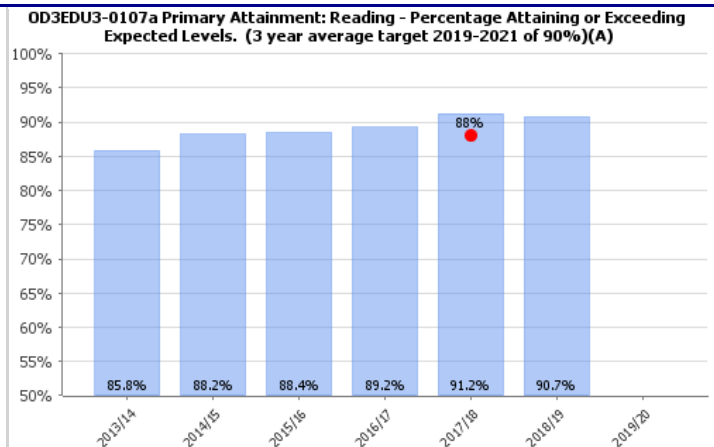


East Renfrewshire residents are healthy and active and have the skills for learning, life and work.

### Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2019-2021 of 90%)


In 2018-19, the Council maintained over 90% of primary pupils achieving or exceeding expected Curriculum for Excellence levels in reading with an average of 90.7%; this was a slight decrease of 0.5% on 2017-18. The Council has set a 3-year average target for 2019-21 of 90% and are on target to achieve this. The cohort size for this indicator in 2018-19 was 4027 pupils.

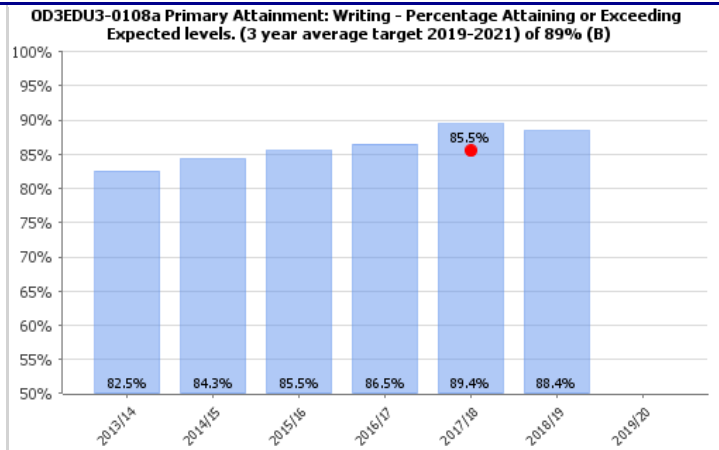
90.7%



**Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. (3 year average target 2019-2021) of 89%**


In 2018-19, 88.4% of primary pupils achieved or exceeded expected Curriculum for Excellence levels in writing. The Council has set a challenging three year average target of 89% for 2019-21; the department are slightly below achieving this for 2018-19. The cohort size for this indicator in 2018-19 was 4027 pupils.

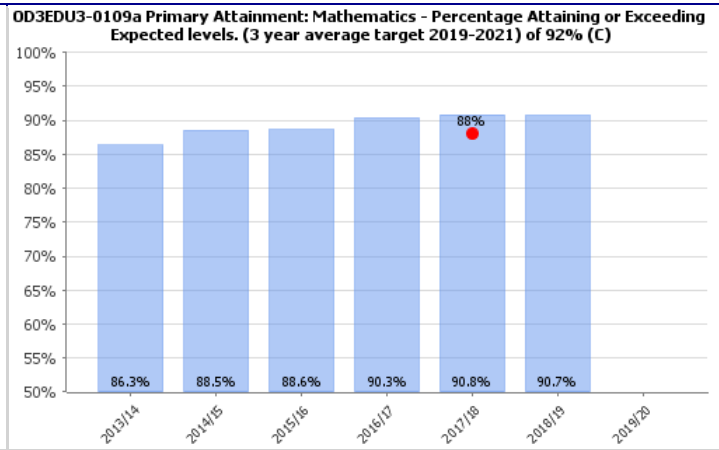
88.4% 



**Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2019-2021) of 92%**


In 2018-19, the Council maintained over 90% of primary pupils achieving or exceeding expected Curriculum for Excellence levels in Mathematics with an average of 90.7%. The Council has set a challenging 3-year average target for 2019-21 of 92% and are slightly below this value for 2018-19. The cohort size for this indicator in 2018-19 was 4027 pupils.

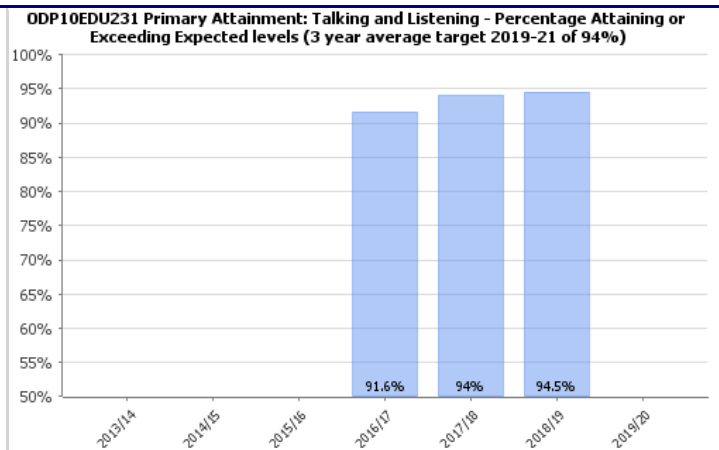
90.7% 



**Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels (3 year average target 2019-21 of 94%)**

The proportion of Primary children achieving or exceeding expected levels was 94.5% in 2018-19; an increase of 0.5% from the value in 2017-18. The Council has set a three year average target of 94.0% for 2019-21 and is currently on target to achieve this. The cohort size for this indicator in 2018-19 was 4027 pupils.

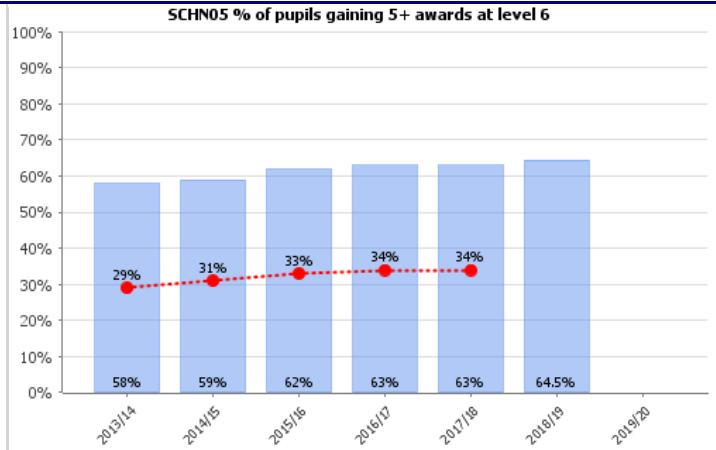
94.5% 



**% of pupils gaining 5+ awards at level 6**

The proportion achieving 5+ SCQF level 6 or better increased by 1.5% in 2018-19 to 64.5%. The Council has set a new three year (2019-2021) target of 65% for this measure.

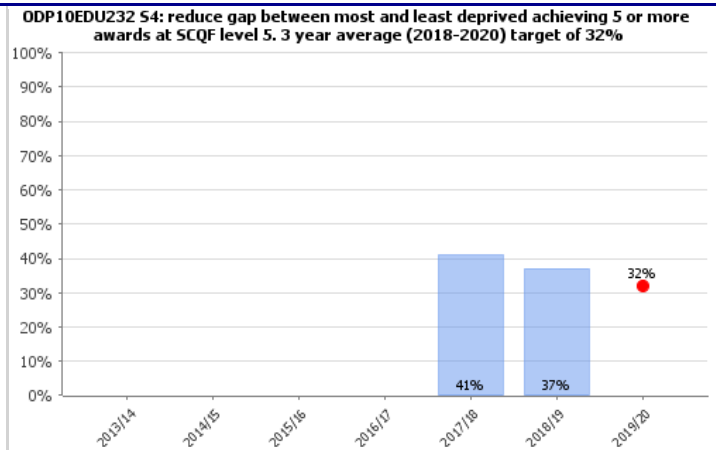
64.5%



**S4: reduce gap between most and least deprived achieving 5 or more awards at SCQF level 5. 3 year average (2018-2020) target of 32%**

The gap between the proportion of young people achieving 5 or more SCQF level 5 qualifications in SIMD deciles 9 and 10 compared to deciles 1&2 reduced by 12.5% in 2018/19 to 28.5%. The average gap over 2017/18 and 2018/19 was 34.4%. There were 116 pupils in SIMD deciles 1 and 2 and 744 in deciles 9 and 10 in 2018/19.

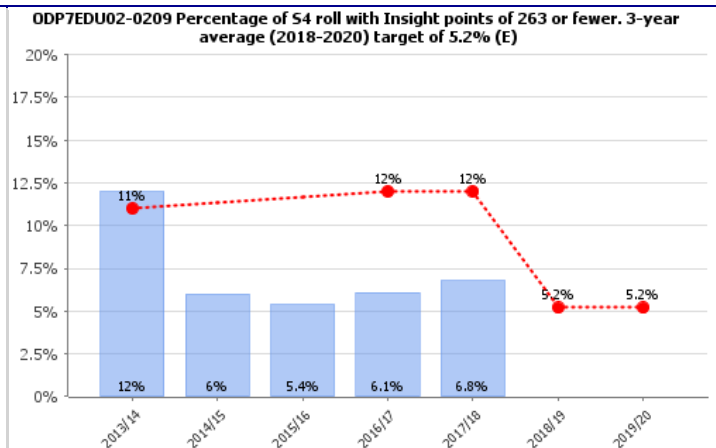
37%



**Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2018-2020) target of 5.2%**

The percentage of S4 pupils with total Insight point scores of 263 or fewer (equivalent to eight "Pass" awards at National 4) increased slightly to 6.8% in 2018. The Council has set a three year (2018-2020) target of 5.2%.

6.8%

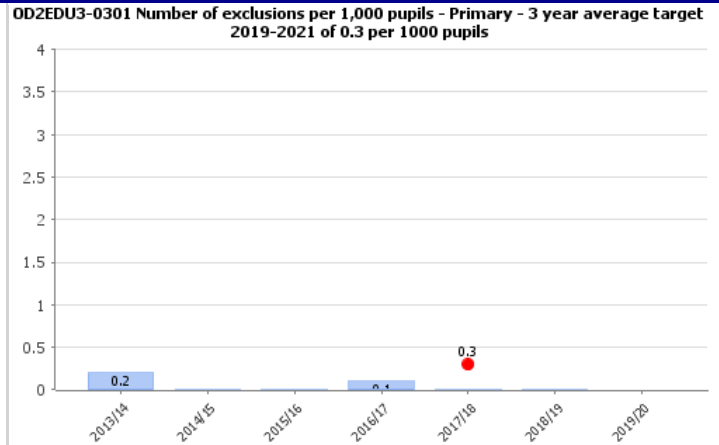




**Number of exclusions per 1,000 pupils - Primary - 3 year average target 2019-2021 of 0.3 per 1000 pupils**

In 2018-19, there were no temporary exclusions within the primary sector. East Renfrewshire compares very favourably to the national value of 11 incidents per 1000 pupils (latest published data for 2016-17). The department has set a challenging three year average target of 0.3 incidents per 1000 pupils for 2019-21 and are on target to achieve this.

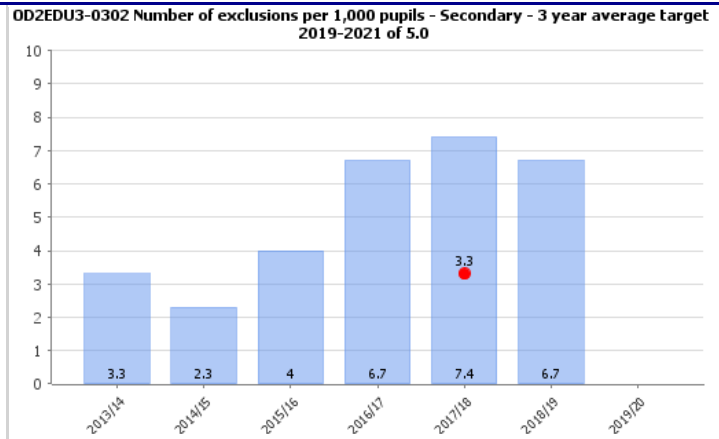
0 



**Number of exclusions per 1,000 pupils - Secondary - 3 year average target 2019-2021 of 5.0**


In 2018-19 there was a decrease in exclusions to 6.7 incidents per 1000 pupils, down from 7.4 in 2017-18. The ERC performance compares very well with the national figure of 47.7 incidents per 1000 pupils (latest published data for 2016-17). The Council has set a very challenging three year average target of 5.0 incidents per 1000 pupils for 2019-21 and are slightly above this currently.

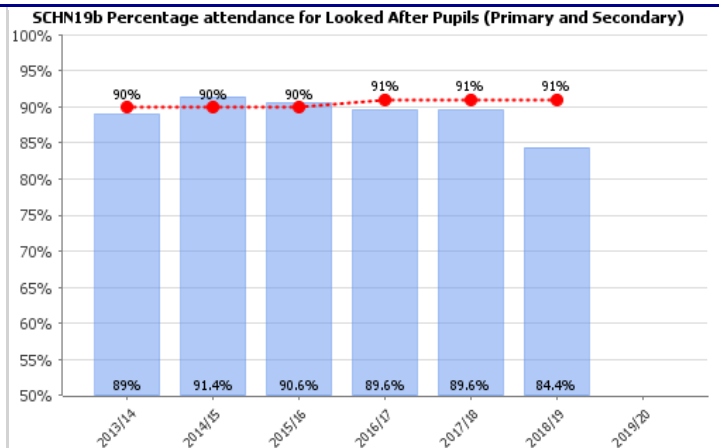
6.7 



**Percentage attendance for Looked After Pupils (Primary and Secondary)**

Attendance rates of looked after children and young people attending our Primary and Secondary schools reduced in 2018-19 to 84.4%.

84.4% 



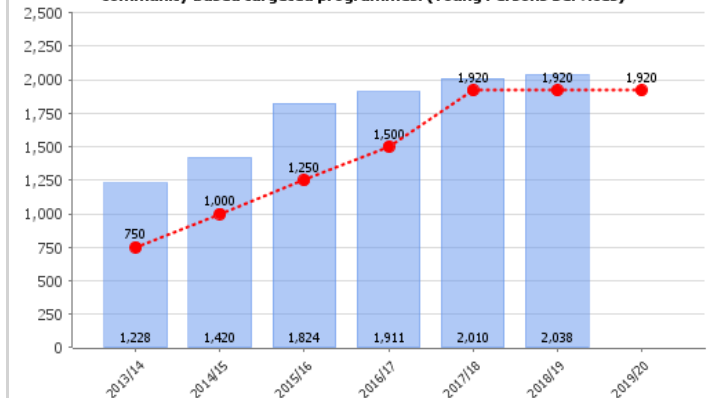
**Number of awards achieved by young people participating in school and community based targeted programmes. (Young Persons Services)**

Update on data that was not available at end-year. Target exceeded with a record 2,038 awards achieved during the 2018/19 academic year.

2,038



OD3CESOA301-01 Number of awards achieved by young people participating in school and community based targeted programmes. (Young Persons Services)



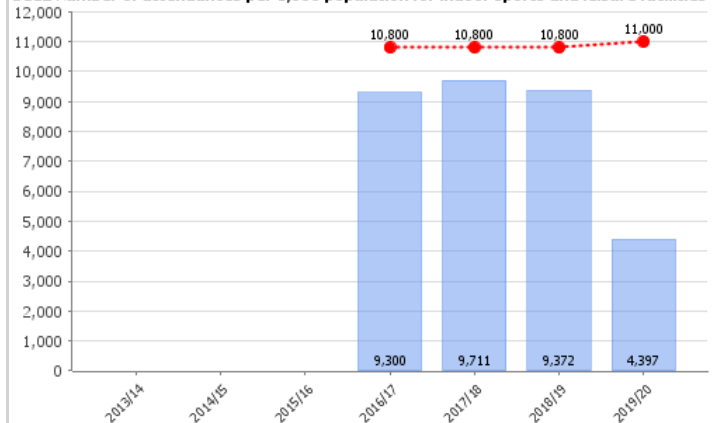
**Number of attendances per 1,000 population for indoor sports and leisure facilities**

Mid-year figures represent 40% of target. Pools usage continues to improve toward levels prior to refurbishment closure of Barrhead Foundry pool. Refurbishment of fitness studio facilities in Barrhead had an impact on Quarter 2 attendance levels.

4,397



SCC2 Number of attendances per 1,000 population for indoor sports and leisure facilities



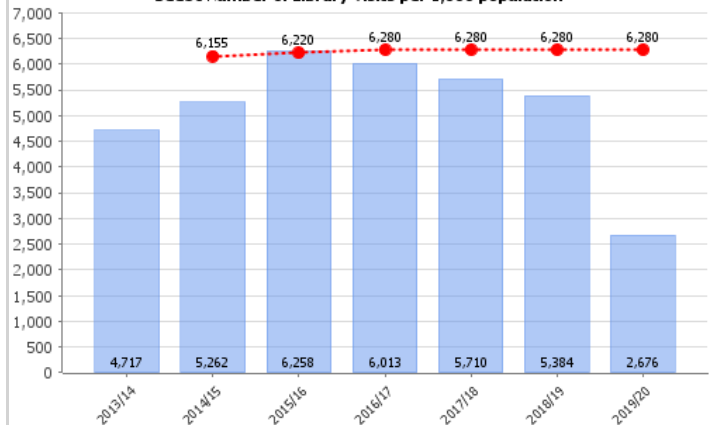
**Number of Library visits per 1,000 population**

Mid-year results show us at 42.6% of target. Footfall through Barrhead has continued to improve following the re-opening of the Foundry pool. This has been offset by a decrease in visits at Newton Mearns and Giffnock libraries

2,676



SCC5c Number of Library visits per 1,000 population



## ODP 3 Council Performance

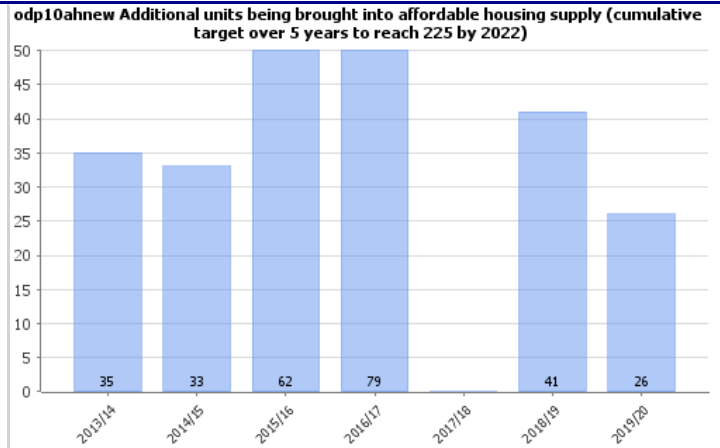
East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents



### Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022)

Mid-year data. In progress, working towards cumulative target of 225 by 2022. 26 new Council Homes delivered at Fenwick/ Oakbank (4) and at Blackbyres (22) in 2019/20 so far.

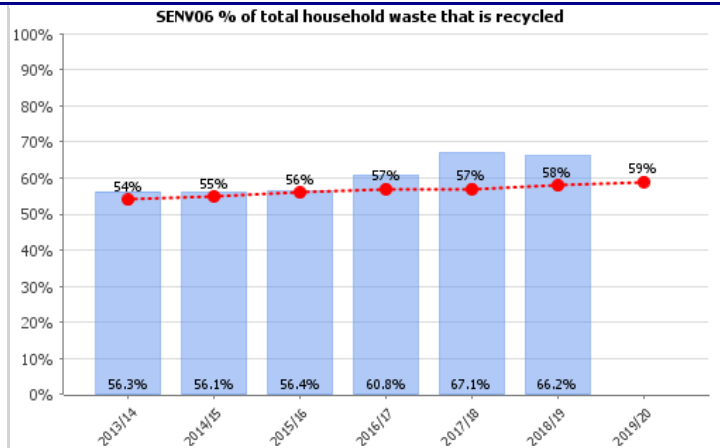
26



### % of total household waste that is recycled

Update on data that was not available at end-year. 2018/19 figure has now been verified 66.2% (13,753 tonnage) and we remain the top recycling Council in Scotland for a third consecutive year.

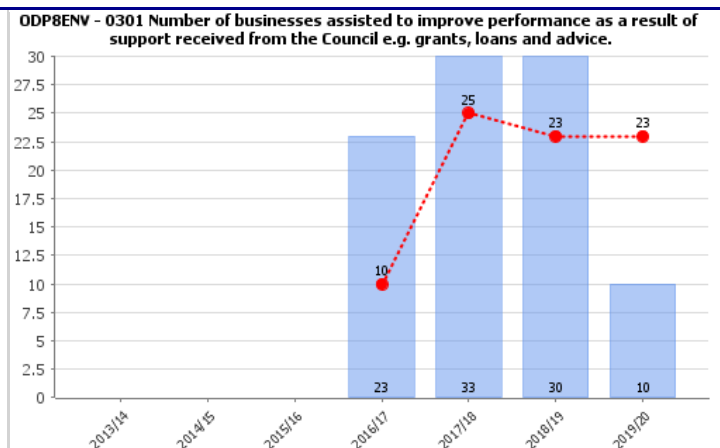
66.2%



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

Mid-year data. Slightly below mid-year target of 11, with grants secured for £42,700 in the first 6 months of the year.

10



## ODP 4 Council Performance

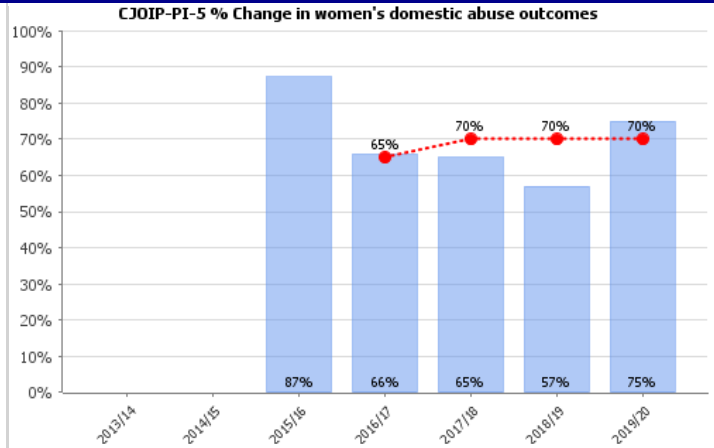
East Renfrewshire residents are safe and live in supportive communities



### % Change in women's domestic abuse outcomes

Mid-year data. From April to September 2019 East Renfrewshire Women's Aid service reported significant change and improvement for women across all reported outcomes with 75% of women assessed (41 of 55) noting an improvement in progress in their outcomes overall. Reduction in risk is reflected in the significant increases in the areas of safety with 70% improvement, health and wellbeing 80% improvement, and empowerment and self-esteem 75%.

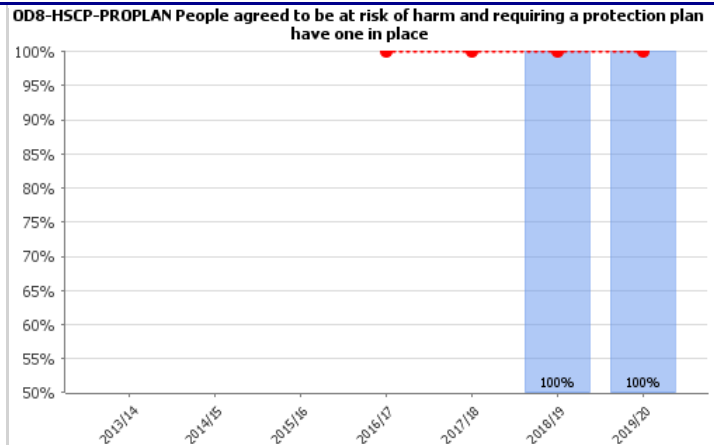
75%



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

Mid-year data. All 29 residents identified as at risk of harm by the HSCP now have a bespoke protection plan in place.

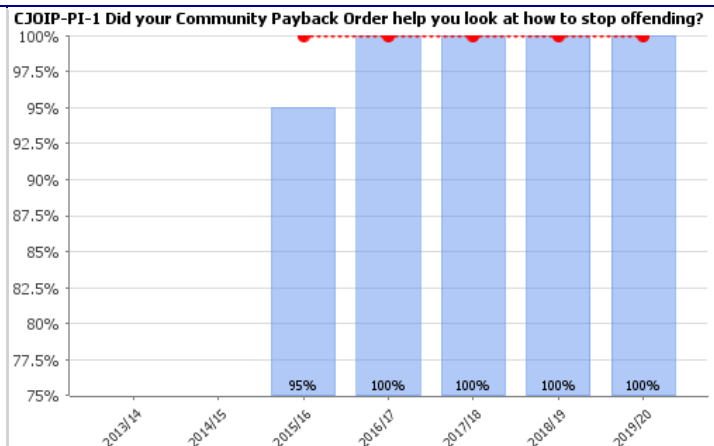
100%



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

Mid-year data. Results of the completed survey forms from the first half of 2019/20 reveals a 100% positive response. 21 surveys completed.

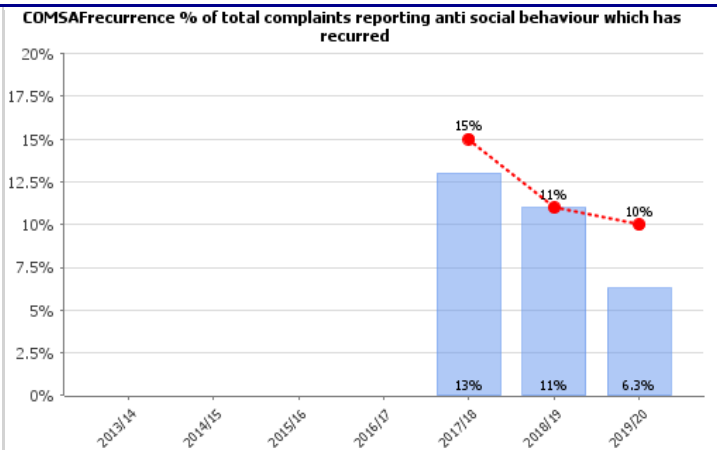
100%



**% of total complaints reporting anti-social behaviour which has recurred**

191 complaints were made to the Ring and Report Line in the first half of 2019/20, of which 12 were from residents who had previously reported the same concern. The Community Safety service, in conjunction with GRIP partners, is focussed on reducing patterns of anti-social behaviour and the impact that repeated incidents can have on neighbouring residents and communities. This work should result in a reduction in the number of calls made to the Ring and Report Line reporting recurrent behaviours.

6.3% 




**ODP 5 Council Performance**

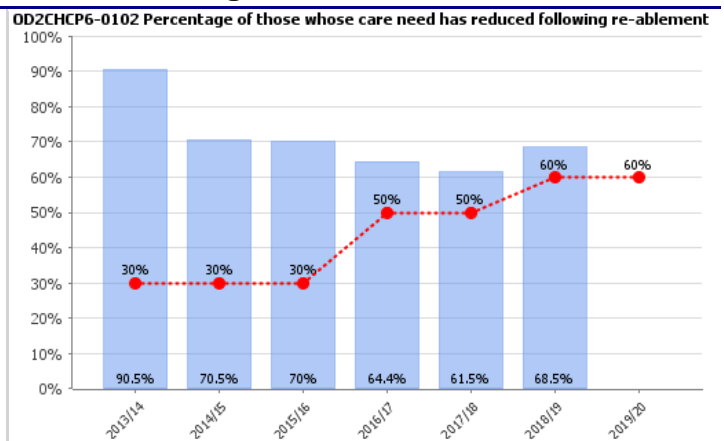
Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives



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

Latest figure relates to October-Mar 2018/19. Of the 89 people receiving re-ablement, care was reduced or stopped for 61 (68.5%).

68.5% 



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

Mid-year data. In the first six months of 2019/20 of the 372 valid responses 330 respondents reported their needs met.

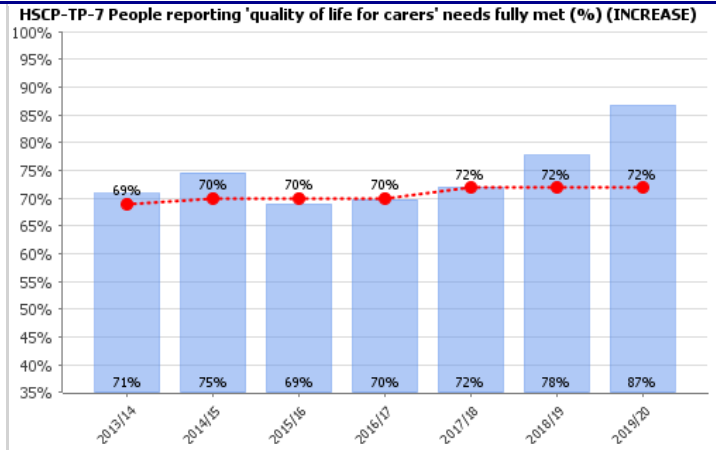
89% 



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

Mid-year data. In the first six months of 2019/20 of the total 87 valid responses 76 reported their needs met.

87% 



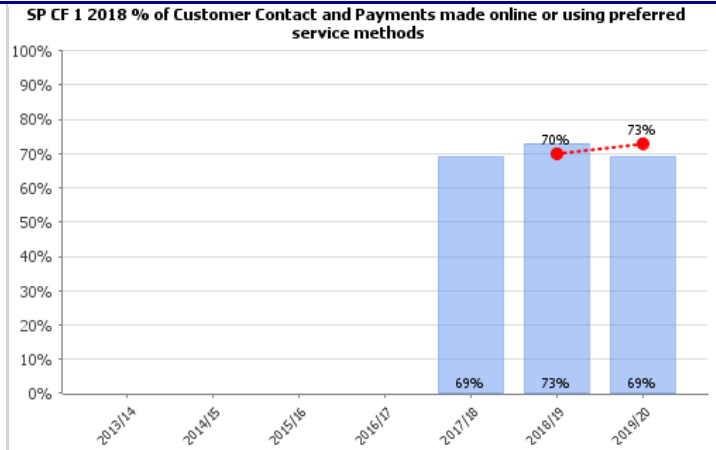
**Customer, Efficiency, People- Council Performance**



**% of Customer Contact and Payments made online or using preferred service methods**

69% of contact was made online and using preferred payments methods, 31% of contact was offline i.e. Face to Face, phone and e-mail.  
 3,394 (1%) = Automated Telephone Payments  
 11,975 (4%) = Online Payments  
 82,379 (24%) = Parent Pay  
 174,846 (52%) = Direct Debit  
 64,855 (19%) = Standing Orders

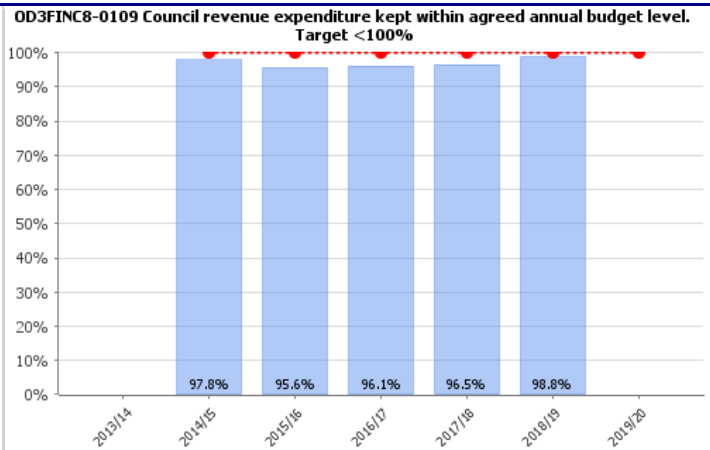
69% 



**Council revenue expenditure kept within agreed annual budget level. Target <100%**

Update on data that was not available at end-year. Target met, 98.8% at year end.

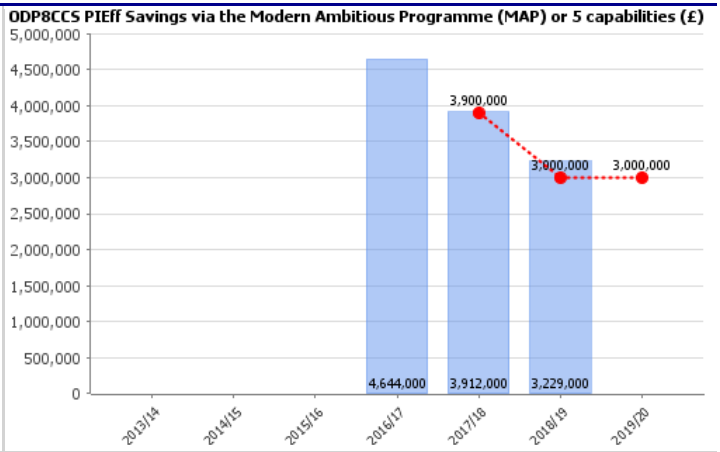
98.8%



**Savings via the Modern Ambitious Programme (MAP) or 5 capabilities (£)**

Update on data that was not available at end-year. 2018/19 figure of £3.229 million.

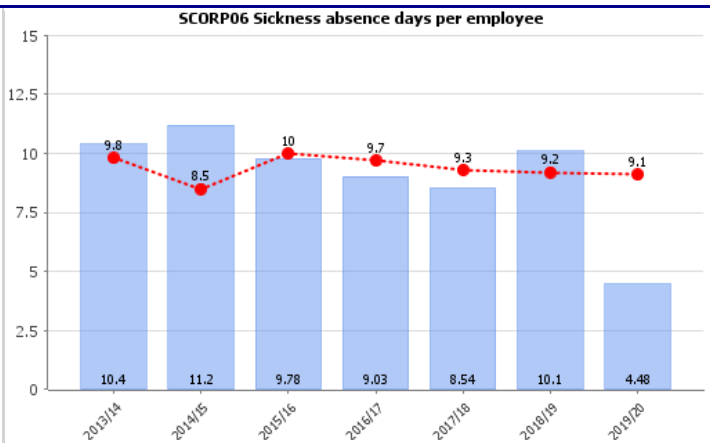
£3,229,000



**Sickness absence days per employee**

Mid-year data. Overall absence rates are above half year target of 3.9 days. The next two quarters will need to show an improvement if the overall absence rate is to meet the annual target.

4.48

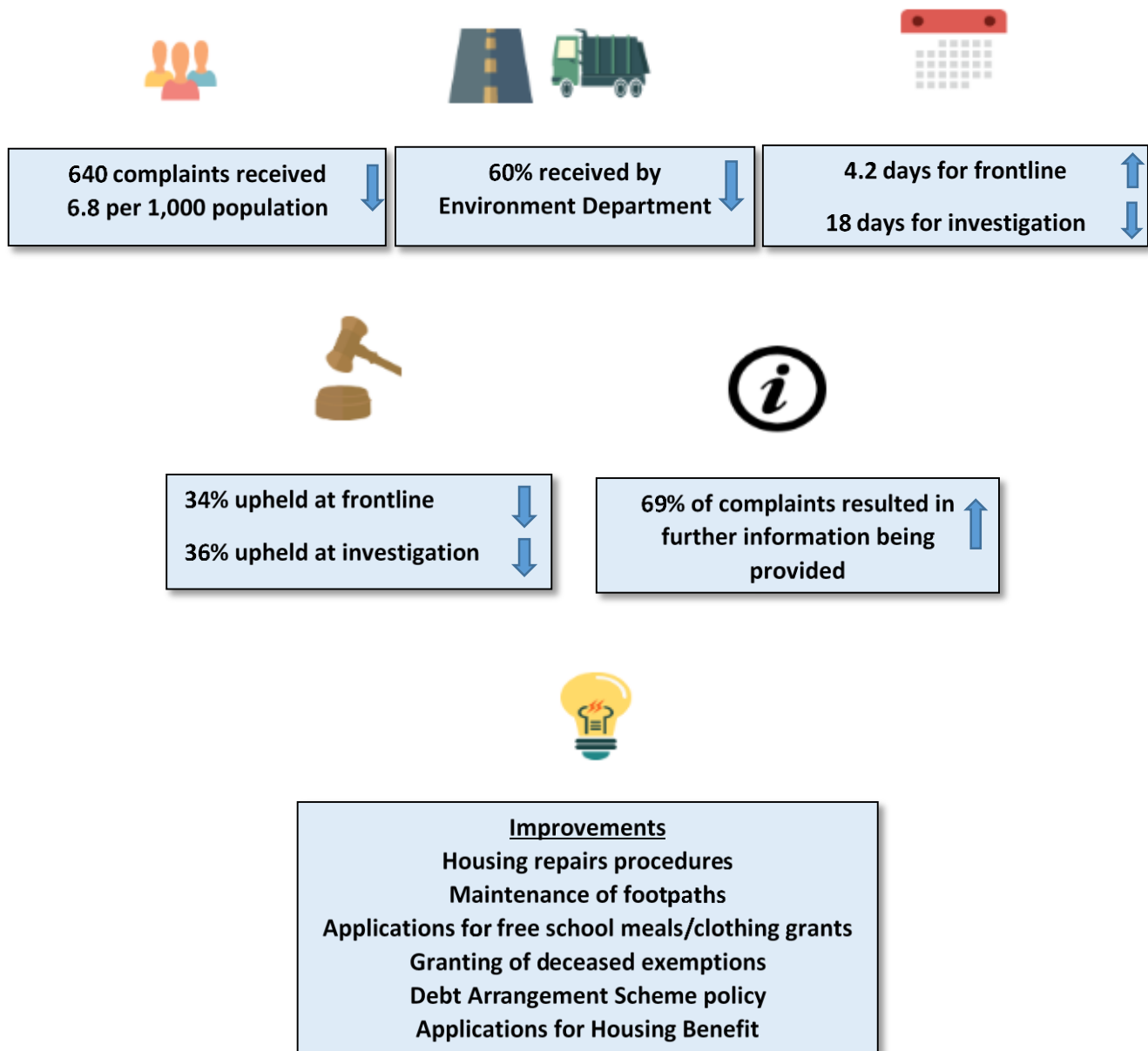


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## Mid-Year complaints 2019/2020

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. In the first half of 2019/20 we received 640 complaints, which represented a decrease of 58 on the previous mid-year figure. Most complaints continued to be received by Environment Department (60%). The data shows we continued to perform well in relation to the handling of complaints at the frontline stage (4.2 days) and investigation stage (18 days). Similarly, 34% of complaints were upheld at the frontline stage, while 36% were upheld at the investigation stage marking an improvement in the mid-year figures from 2018/19.



Note: The arrows show changes in the figures from the mid-year position at 2018/19.

**1 - The total number of complaints received per 1000 of the population.**

Indicator Description	Mid-Year 2018/19	Mid-Year 2019/20	Notes
Number complaints received per 1,000 population.	7.4	6.8	There were 640 complaints in the first half of 2019/20, a decrease of 58 from the same period in 2018/19. We also report specifically on our housing complaints. We received 92 of these in 2019/20 which is down by 20 on the 2018/19 figure.





**2 - Complaints closed at stage one and stage two as a percentage of all complaints closed**

Indicator Description	Mid-Year 2018/19	Mid-Year 2019/20
Number complaints closed at stage one as % of all complaints	89.8% (610)	88.2% (521)
Number complaints closed at stage two as % of all complaints	6.6% (45)	10.3% (61)
Number complaints closed at stage two after escalation as % of all complaints	3.5% (24)	1.5% (9)

**3 - The number of complaints upheld/ partially upheld/ not upheld at each stage as a percentage of complaints closed in full at each stage.**

Not upheld	Mid-Year 2018/19	Mid-Year 2019/20
Number complaints not upheld at stage one as % of complaints closed at stage one	49.5% (302)	53.9% (281)
Number complaints not upheld at stage two as % of complaints closed at stage two	40% (18)	44.3% (27)
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	67.6% (16)	55.6% (5)
Partially Upheld	Mid-Year 2018/19	Mid-Year 2019/20
Number of complaints partially upheld at stage one as % of complaints closed at stage one	10.2% (62)	12.1% (63)
Number complaints partially upheld at stage two as % of complaints closed at stage two	15.6% (7)	19.7% (12)
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	20.8% (5)	11.1% (1)
Upheld	Mid-Year 2018/19	Mid-Year 2019/20
Number of complaints upheld at stage one as % of all complaints closed at stage one	40.3% (246)	34% (177)
Number complaints upheld at stage two as % of complaints closed at stage two	44.4% (20)	36.1% (22)
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	12% (3)	33.3% (3)

**4 - The average time in working days for a full response to complaints at each stage.**

Indicator Description	Mid-Year 2018/19	Mid-Year 2019/20	Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution).	3.6	4.2	5	
Average time in working days to respond to complaints at stage two (investigation).	22.4	18	20	
Average time in working days to respond to complaints after escalation (investigation).	23.3	14.4	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	22.8	17.6	20	

### 5 - The number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days.

Indicator Description	Mid-Year 2018/19	Mid-Year 2019/20
Number complaints closed at stage one within 5 working days as % of stage one complaints	87% (531)	79.7% (415)
Number complaints closed at stage two within 20 working days as % of stage two complaints	60% (27)	65.6% (40)
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	79.2% (19)	77.8% (7)
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	66.7% (46)	67.1% (47)

### 6 - The number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised.

Indicator Description	Mid-Year 2018/19	Mid-Year 2019/20
% of complaints at stage one where extension was authorised	1.5% (10)	0.6% (3)
% of complaints at stage two where an extension was authorised.	8.9% (4)	0
% of escalated complaints where extension was authorised.	4.2% (1)	0

### 7 - Customer Satisfaction Measures

In collaboration with Councils across Scotland, the SPSO has finalised a set of harmonised survey questions to derive customer satisfaction with the complaints handling process. The survey was launched on the Council's Citizens' Space platform at the beginning of October 2019 with the first set of results anticipated by the end of December 2019. It is proposed that updated survey results will be reported at end year.

### 8 - Improvement Actions

Complaints data is closely monitored to ensure we learn from complaints and make service improvements. In the first half of 2019/20, for example:

- Amendments to housing repairs procedures were implemented.
- The approach to footpaths and lanes maintenance was reviewed.
- Processes for dealing with free school meals and clothing grants were streamlined.
- A new process for granting deceased exemptions was put in place.
- The Debt Arrangement Scheme policy has been amended.
- The Housing Benefit application process has been simplified for customers.

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