

EAST RENFREWSHIRE COUNCIL27 June 2018Report by Deputy Chief ExecutiveSTRATEGIC END YEAR PERFORMANCE REPORT 2017-18
COMMUNITY PLANNING PARTNERSHIP AND COUNCIL PERFORMANCE**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Community Planning Partnership (CPP) and Council end-year performance in 2017-18 based on performance indicators in the Single Outcome Agreement (SOA) and [Outcome Delivery Plan](#) (ODP) 2017-120. The report highlights areas of very good performance as well as those indicators that are off target.
2. Improvement actions arising from the latest Performance and Accountability Review (PAR) are also detailed at Annex 3, and an end-year complaints report is attached at Annex 4.

RECOMMENDATIONS

3. It is recommended that Council:
 - (a) Scrutinises and comments on the summary of the Community Planning Partnership and Council's end-year performance for 2017-18 (Annex 1);
 - (b) Notes the Advice Note at Annex 3 on the focus and priorities of the Performance and Accountability Review following its discussion of Community Planning Partnership Performance at the meeting on 8 May 2018; and
 - (c) Scrutinises and notes the end-year complaints report attached at Annex 4.

BACKGROUND AND CONTEXT

4. The Community Planning Partnership (CPP) agreed a high level Single Outcome Agreement (SOA) 2013-16 which set out our strategic outcomes and what we will work to achieve for local people. This has now been superseded by a Community Plan encompassing the East Renfrewshire's Local Outcome Improvement Plan- Fairer East Ren. As such this integrated Council and Partnership report includes the final performance report on the East Renfrewshire SOA.

5. The Council sets out its contribution to the partnership outcomes through the content of the Outcome Delivery Plan (ODP). The ODP is a three year plan, updated annually which sets out the Council's activities, performance measures and targets for a 3 year period. 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 achieves 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. A joint strategic performance report including both CPP and Council performance is reported on a six monthly basis.

6. A new Community Plan (including Fairer Eastren) – as required under the Community Engagement Act- and an Outcome Delivery Plan have been developed for 2018 onwards. The planning hierarchy is shown below:

Community Plan including Fairer East Ren



Outcome Delivery Plan



Service Plans

7. Annex 1 lists updated performance data against targets in the Community Planning Partnership’s SOA and the Council’s ODP. In Annex 1 the sections titled ‘SOA’ relate to performance which reflects the performance priorities of the CPP, and those titled ‘ODP’ show Council performance priorities.

8. This report focuses on highlighting areas for discussion where performance has been very good as well as indicators that are off target. This is denoted by indicators in Annex 1 that are shaded either green or red. Indicators included in Annex 1 have a latest data update that has not been previously reported, for most this will be for end-year 2017-18, for some this may be an update that was not available for the previous reporting period. Occasionally some health indicators have a time lag and the latest data will be more historic.

9. Indicators with no new data to report are listed under Annex 2, such as financial data that is not yet available.

Other statutory reporting

10. 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 2016-17 was reported to Cabinet in March 2018. An end-year summary report on complaints is attached at Annex 4.

11. 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.

COMMUNITY PLANNING PARTNERSHIP PERFORMANCE

12. The East Renfrewshire Performance and Accountability Review (PAR) oversee the Community Planning Partnership’s (CPP) performance against SOA outcomes and, in particular, will focus on areas where there is evidence of a decline in performance. Community Planning Partners discussed performance against targets at end-year, this included breastfeeding rates (particularly in our deprived areas), fire fatalities and delayed discharges. Around three quarters of all partnership indicators are on target at end-year. An advice note to the CPP Board on the focus and priorities of the PAR is attached at Annex 3.

COUNCIL PERFORMANCE

13. East Renfrewshire Council continues to achieve excellent performance results across many areas including educational attainment, household waste recycled and supporting people in to employment. The Council also performs consistently well in other areas such as the number of awards achieved by young people, sustaining low levels of teenage pregnancy, supporting businesses through development programmes and improving parks and greenspace.

14. In 2017-18 performance improved for both invoice processing and sickness absence rates and improvement work in these areas will continue. The target for the percentage of City Deal projects delivered on time and within budget was not met and the programme is being reviewed for 2018-19. Library visits and leisure centre attendances also missed target in 2017-18, as did two perception measures from the annual schools' questionnaire.

15. The Council is performing well across the majority of the ODP indicators. In the second half of 2017-18, of the updated ODP indicators with targets set, the Council's performance is meeting target for 71% of the indicators. In the remaining areas where there is still further scope for improvement, there is a clear understanding of reasons for performance levels and departments are closely monitoring progress and taking action.

COMPLAINTS

16. All Scottish councils are required to assess and monitor their complaints handling performance against a number of high level performance indicators identified by Scottish Public Services Ombudsman (SPSO). A report on our performance against these indicators at end-year point is attached as Annex 4.

17. The volume of complaints received has dropped from the corresponding period in 2016-17. This is despite a sharp increase in the volume of complaints over the final quarter of 2017-18 which may be linked to an increase in roads complaints due to the impact of poor weather conditions on Council services during that period. The Council continues to meet SPSO targets for responding to both frontline and investigation stage complaints. There is also evidence that the Council is continuing to use complaints information to inform service improvement (e.g. planning, registration and housing services.)

PUBLICATION OF END YEAR PERFORMANCE INFORMATION

18. 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. The Council's Annual Public Performance Report for 2017-18 will be reported later in the year.

FINANCE & EFFICIENCY

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

CONSULTATION

20. There have been various consultations over the last year both internally and externally, for example an extensive budget setting consultation giving staff and the public the opportunity to comment on our proposals for the 2018-21 budget. Fairer East Ren was also developed through extensive consultation engagement with our communities, with outcomes and priorities built on the views of over 2,200 local residents.

PARTNERSHIP WORKING

21. This report summarises performance of the Community Planning Partnership and Council towards the outcomes within the SOA. Results could not have been achieved without continued excellent partnership working and the involvement of our local community.

IMPLICATIONS OF REPORT

22. 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

23. This report details the performance of East Renfrewshire Community Planning Partnership and the Council at end-year 2017-18. The information presented here shows an overall positive picture. The Council continues to respond well to a range of challenging circumstances, while aiming to make people's lives better by delivering highly valued services and achieving positive outcomes for our communities.

RECOMMENDATIONS

24. It is recommended that Council:

- (a) Scrutinises and comments on a summary of the Community Planning Partnership and Council's end-year performance for 2017-18 (Annex 1);
- (b) Notes the Advice Note in Annex 3 on the focus and priorities of the Performance and Accountability Review following its discussion of Community Planning Partnership Performance at the meeting on 8 May 2018; and
- (c) Scrutinises and notes the end-year complaints report attached at Annex 4.

REPORT AUTHORS

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BACKGROUND PAPERS

- Strategic Mid-Year Performance Report 2017-18, Cabinet 30 November 2017
- Strategic End-Year Performance Report 2016-17, Council 28 June 2017
- Outcome Delivery Plan 2017-2020, Council 28 June 2017

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Single Outcome Agreement 2013 - 2016
 Outcome Delivery Plan 2017 - 2020



East
 Renfrewshire
 Community
 Planning
 Partnership

Strategic End-Year Performance Report 2017-18





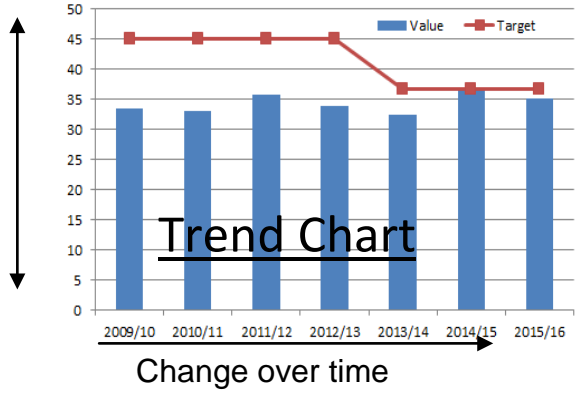
The following provides an update of Council and Community Planning Partnership (CPP) performance data at end-year 2017-18. The information contained in this report includes indicators in the Single Outcome Agreement (SOA) and Outcome Delivery Plan (ODP). The sections titled ‘SOA’ relate to partnership performance where accountability lies with the CPP. Those titled ‘ODP’ show Council performance – this is the Council’s contribution to the SOA. This report includes the final reporting of the SOA which has now been replaced with the East Renfrewshire Community Plan.

Data note

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 be more historic. Some indicators will not have targets displayed either because there is no target (baseline data or counts) or it is an end of period future target e.g. ‘by 2019’.

Key

The key 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">  No target (information only)  Off target  Target still to be achieved  On target 	 <p style="text-align: center;">Trend Chart</p> <p style="text-align: center;">Change over time</p>
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Performance areas for discussion

Indicators highlighted in green show where performance is very good.
 Indicators highlighted in red show where performance is off target.

Indicators where there is no new data available at end-year point are listed in Annex 2.

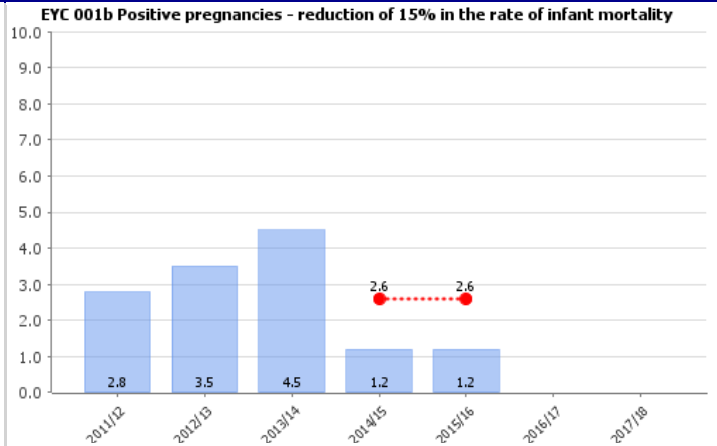
SOA 1 Partnership Performance

All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.

Positive pregnancies - reduction of 15% in the rate of infant mortality

Latest data from National Records of Scotland (August 2017) show the infant mortality rate for 2016 was 1.2 per 1,000 live births - this compares favourably to the Scottish national rate of 3.3 per 1,000 and the NHSGGC rate of 3 per 1,000.

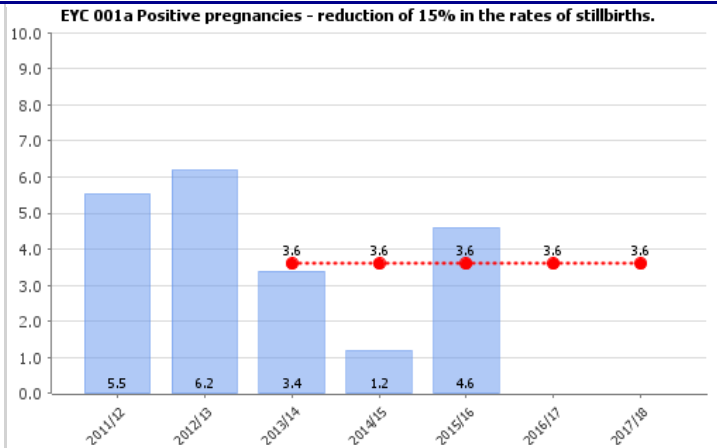
1.2



Positive pregnancies - reduction of 15% in the rates of stillbirths.

Latest data from National Records of Scotland (August 2017) show the rate of still births for 2016 was 4.6 per 1,000 live and stillbirths. For Scotland the rate for 2016 is 4.3 per 1,000 whilst the NHSGGC rate was 5.3 per 1,000.

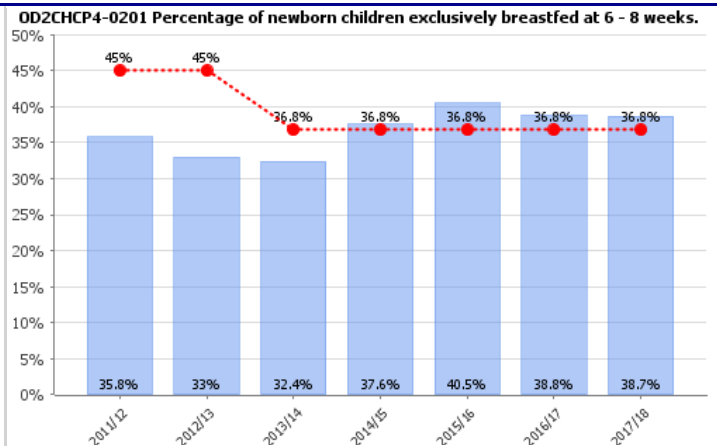
4.6



Percentage of new born children exclusively breastfed at 6 - 8 weeks.

Latest data April 2016-March 2017. For NHSGGC the rate was 26.4%.

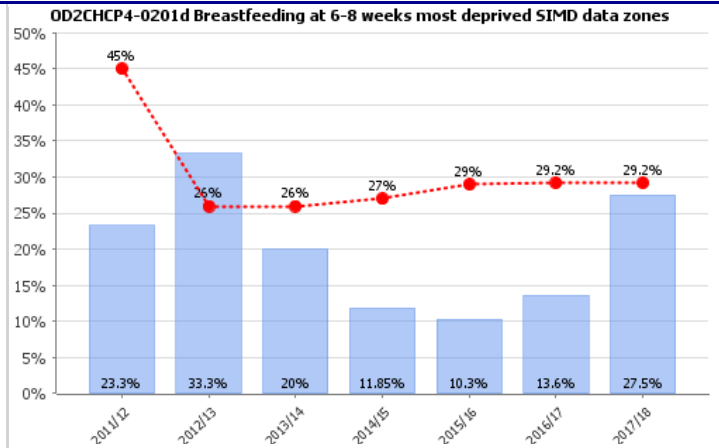
38.7%



Breastfeeding at 6-8 weeks most deprived SIMD data zones

Latest available data shows increase to 27.5% for our most deprived areas. This is close to target and shows that improvement activity is starting to have some impact.

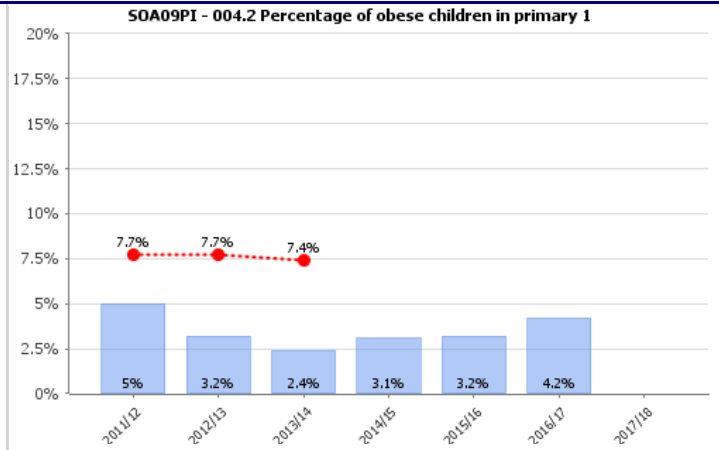
27.5%



Percentage of obese children in primary 1

Latest data published Dec 2017 by ISD reports figures of 2.4% obese and 1.8% severely obese children in Primary 1 in 2017/18 (this compares to 1.8% and 1.4% respectively for 2015/16).

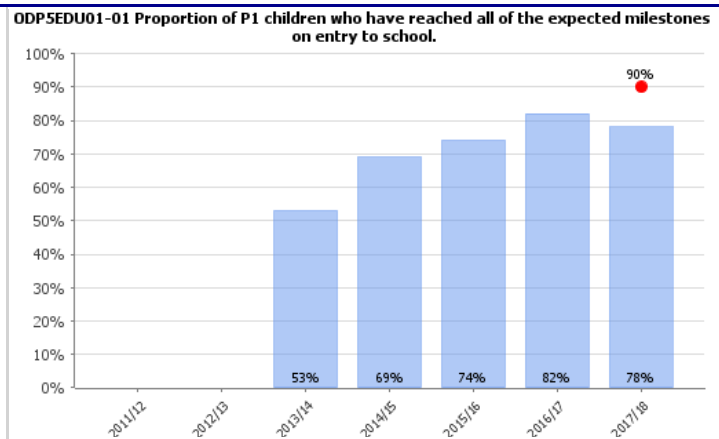
4.2%



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

Although below the stretch aim target, only 7% of pupils were reported as having a developmental concern. Robust and rigorous review arrangements are in place to moderate the assessment of developmental milestones. In addition the West Partnership are collaborating to produce a Regional Developmental Milestones Assessment.

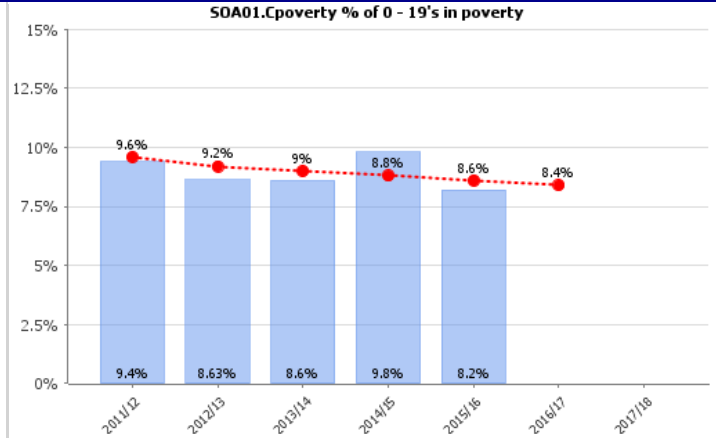
78%



% of 0 - 19's in poverty

The % of children living in low income families has decreased to 8.2%, down from 9.8% previously. This represents 1,565 children aged 0-19 in East Renfrewshire. This is half of the Scottish average rate (16.3%).
 Benchmarking: East Renfrewshire 1st quartile, ranked 4th of 32. Shetland Islands lowest (5.3%) and Glasgow City highest at 27.2%.

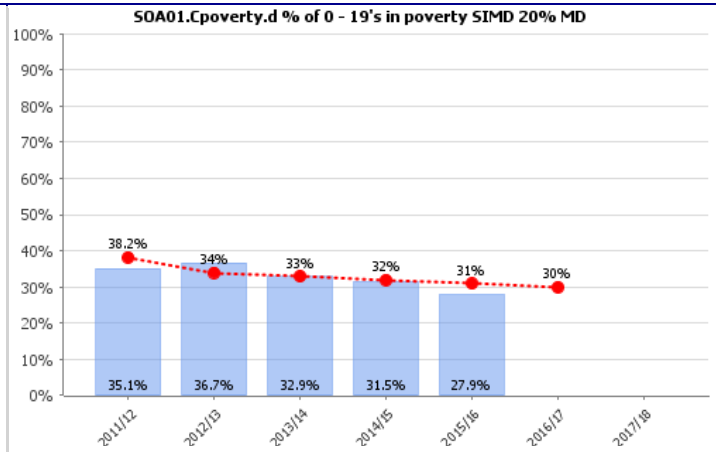
8.2%



% of 0 - 19's in poverty SIMD 20% MD

430 children (aged 0-19) in the 20% most deprived areas of Scotland within East Renfrewshire's boundary live in a low income household. This has reduced by around 70 children since the last release of HMRC statistics. However, when breaking these stats down to the 0-4 years age range, 65% or 230 0-4 year olds living in these 8 data zones (small areas) live in a low income household. Child poverty in the early years is associated with social disadvantage and poorer health outcomes in later life.

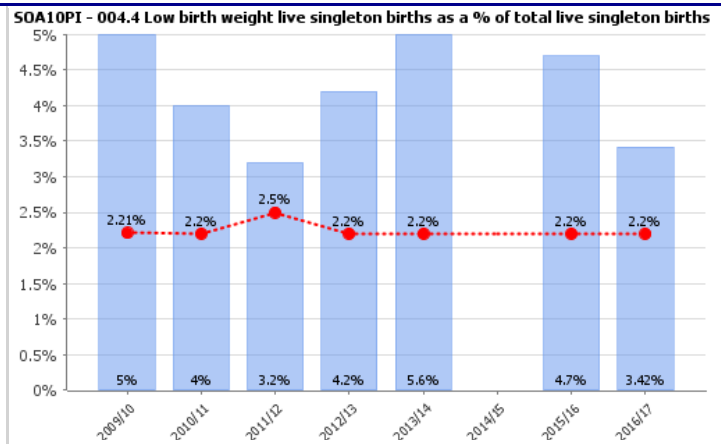
27.9%



Low birth weight live singleton births as a % of total live singleton births

The percentage of babies born with a low birthweight (under 2,500 grammes) fell in the 2017 calendar year to 3.42% (29 of 847 births). Reasons for low birthweight are complex and relate to both deprivation and maternal age. The current target is recognised as very ambitious and will not continue into the next plan.

3.42%

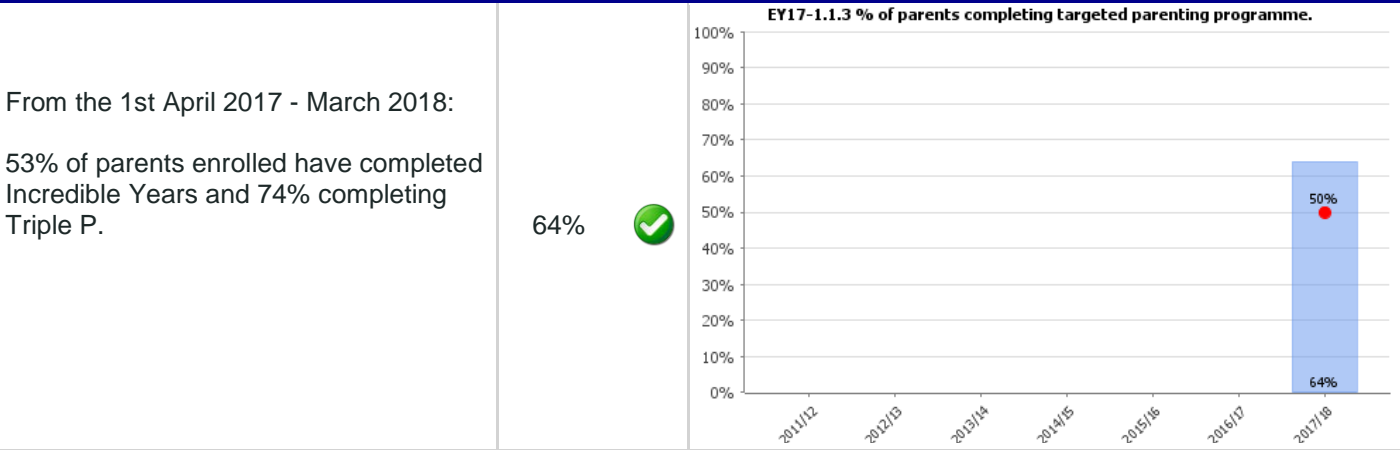


ODP 1 Council Performance

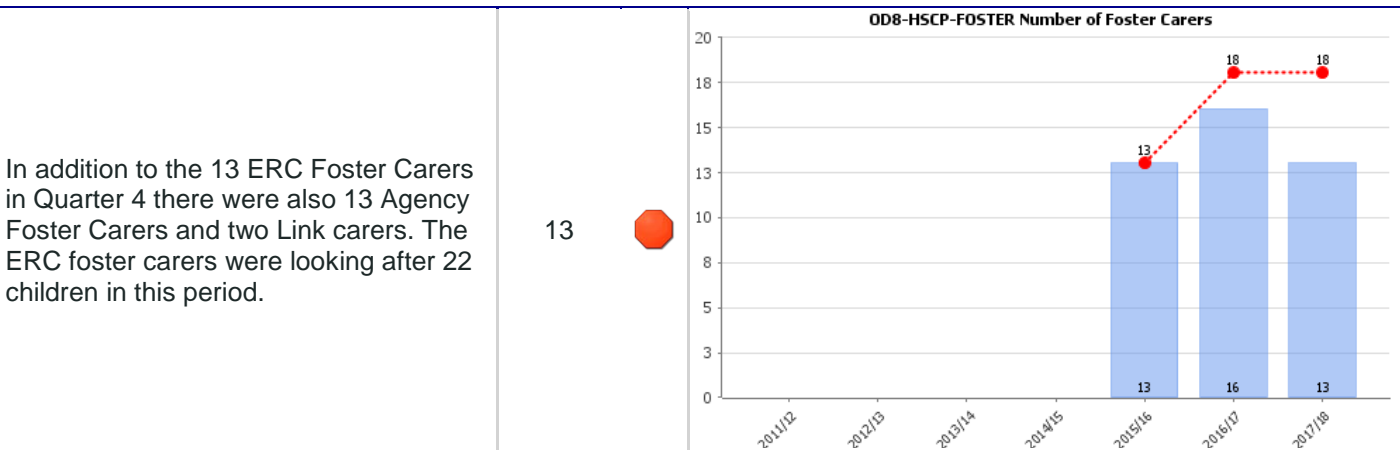


All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.

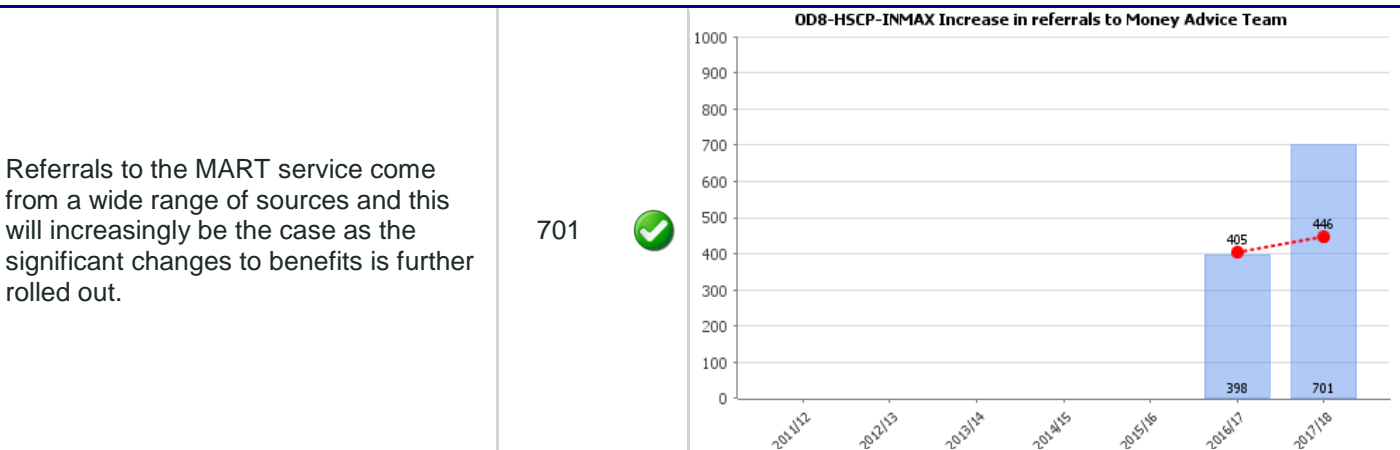
% of parents completing targeted parenting programme.



Number of East Renfrewshire Council Foster Carers



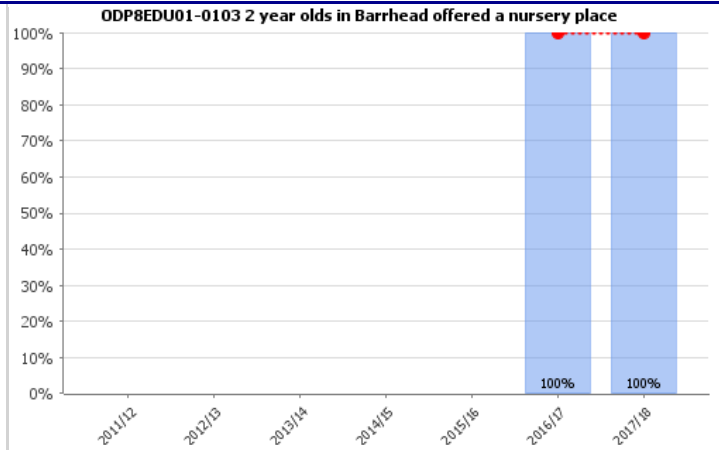
Increase in referrals to Money Advice Team (MART)



2 year olds in Barrhead offered a nursery place

At present all eligible 2 year olds, as specified by the Scottish Government, have been offered a nursery place on application. In addition the department has been able to support working parents by selling 2 year old nursery places. The reduction in the wraparound rate to £2.25 has made this very attractive.

100% 



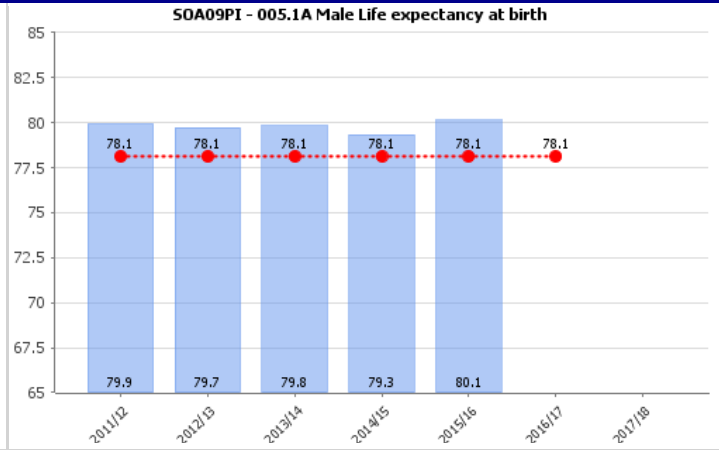
SOA 2 Partnership Performance

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

Male Life expectancy at birth

The most recent NRS figure for male life expectancy at birth for 2014 - 2016 has risen marginally since the previous estimate of 79.3 years (2013-15). The NHSGGC figure for the period was 75.3 and the national average was 77.1 years. (Published by NRS Dec 2017)

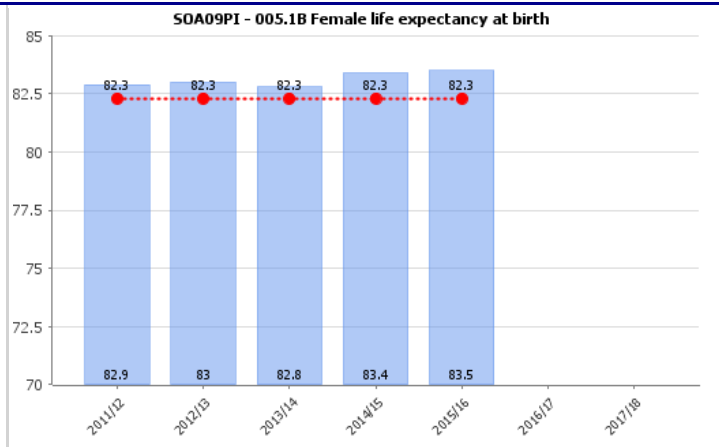
80.1



Female life expectancy at birth

The most recent NRS figure for female life expectancy at birth for 2014 - 2016 has risen marginally since the previous estimate of 83.4 years (2013-15). The NHSGGC figure for the period was 80.1 and the national average was 81.1 years. (Published by NRS Dec 2017)

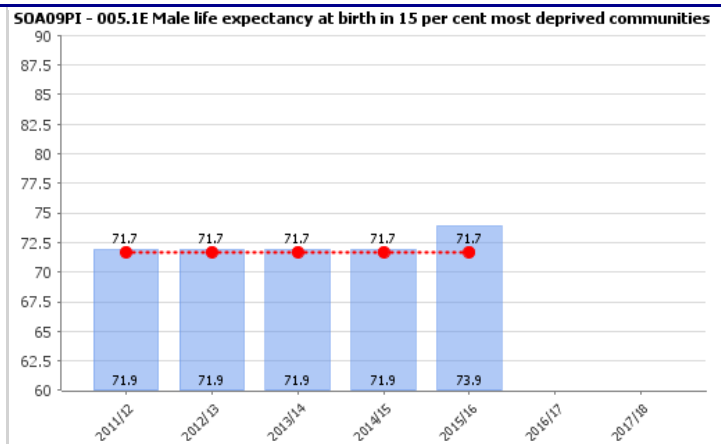
83.5



Male life expectancy at birth in 15 per cent most deprived communities

The most recent NRS figure for male life expectancy at birth in SIMD 1 areas of East Renfrewshire was 73.9 years compared to 84.1 years in SIMD 5 areas and an average of 80.1 years for all male residents. (Published by NRS Dec 2017)

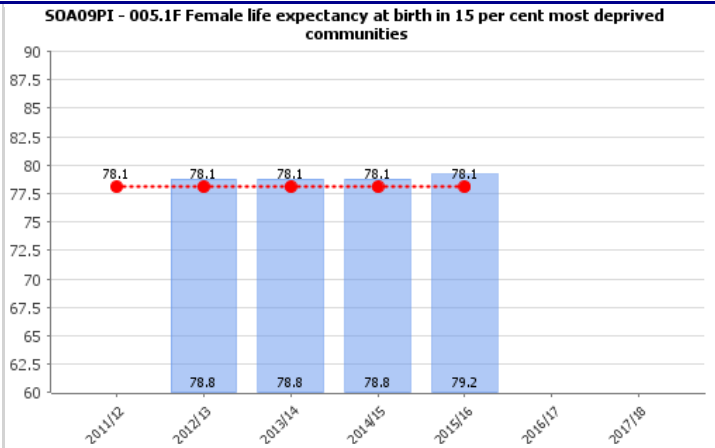
73.9



Female life expectancy at birth in 15 per cent most deprived communities

The most recent NRS figure for female life expectancy at birth in SIMD 1 areas of East Renfrewshire was 79.2 years compared to 84.3 years in SIMD 5 areas and an average of 83.5 years for all female residents. (Published by NRS Dec 2017)

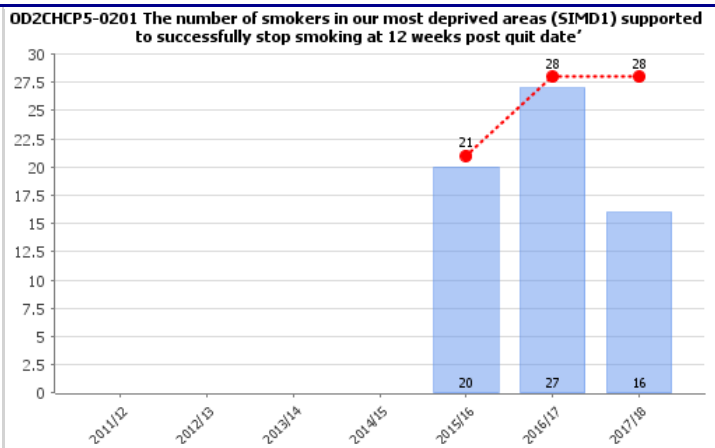
79.2



The number of smokers in our most deprived areas (SIMD1) supported to successfully stop smoking at 12 weeks post quit date

A total of 5 people who accessed Smokefree Services support who reside in SIMD1 areas were recorded as still quit at 3 months after quit date in quarter 3 (target 7 per quarter). This brings the total to date at Q3 for 2107/18 to 16. Q4 data will not be available until July/Aug 2018. The target for first 3 quarters is 21 and is 28 for full year.

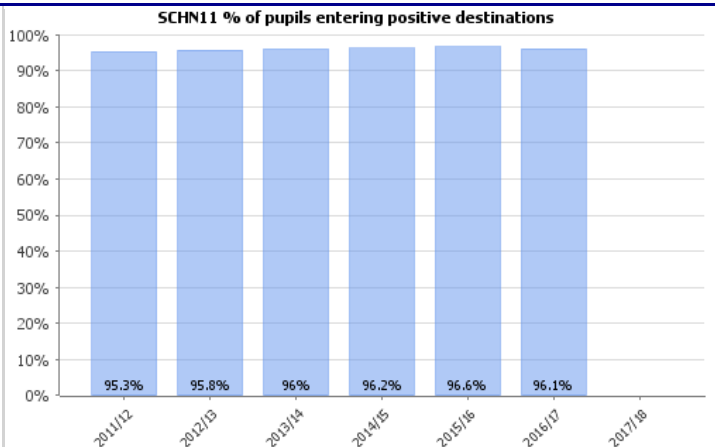
16



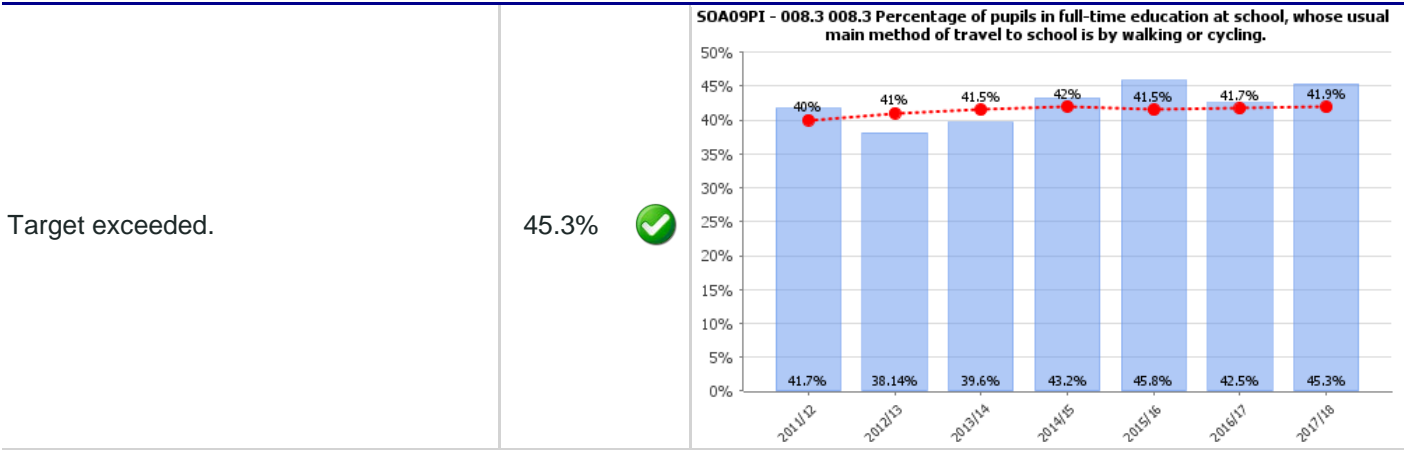
% of pupils entering positive destinations

The 2016-17 result was the second best-to-date and remains above the national average of 93.7% and our virtual comparator of 94.0%. ERC was ranked 3rd in 2016-17.

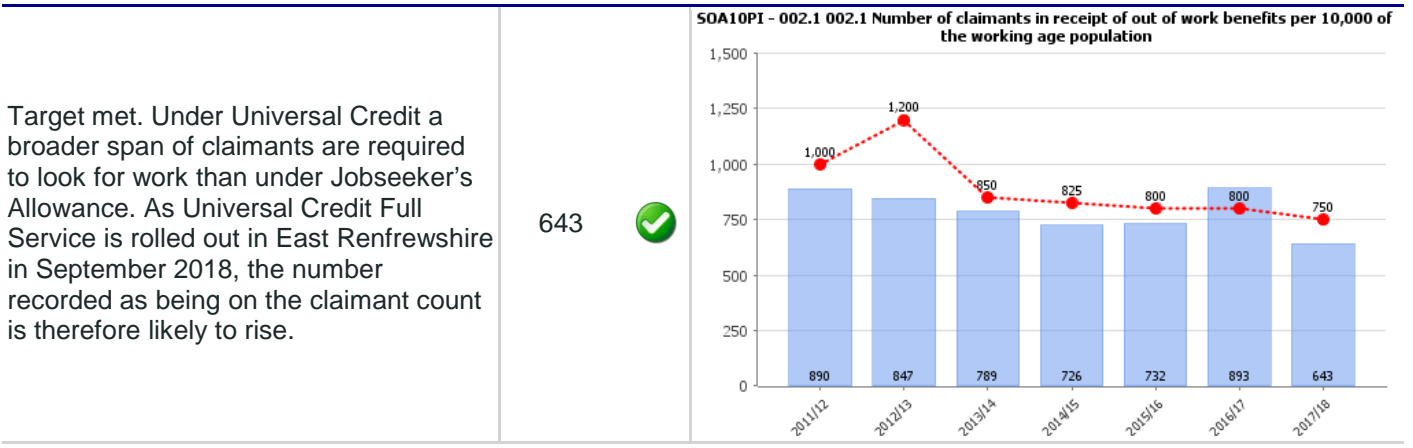
96.1%



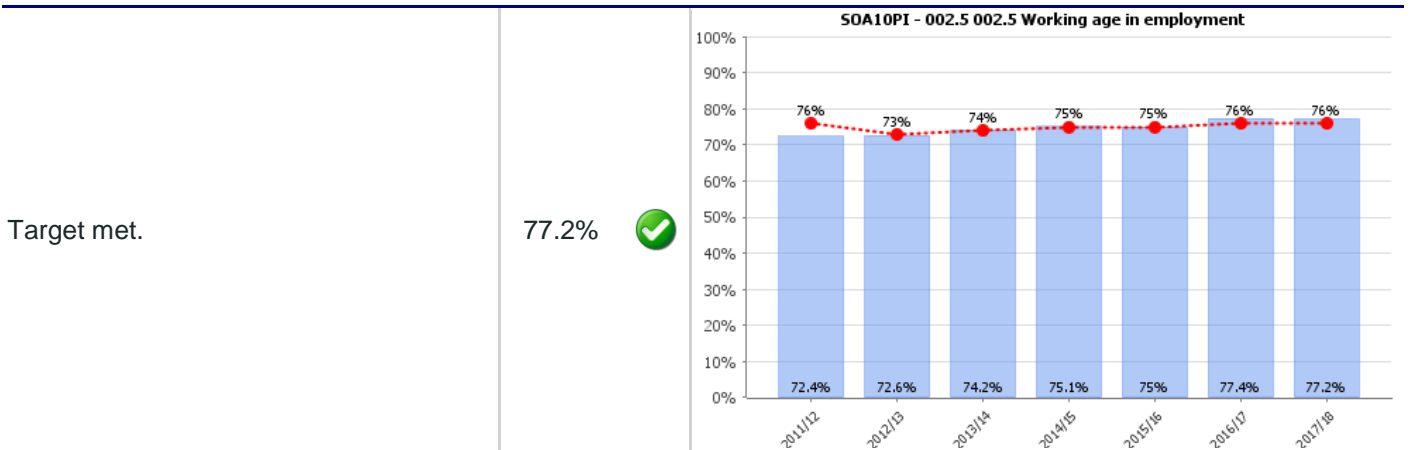
Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.



Number of claimants in receipt of out of work benefits per 10,000 of the working age population



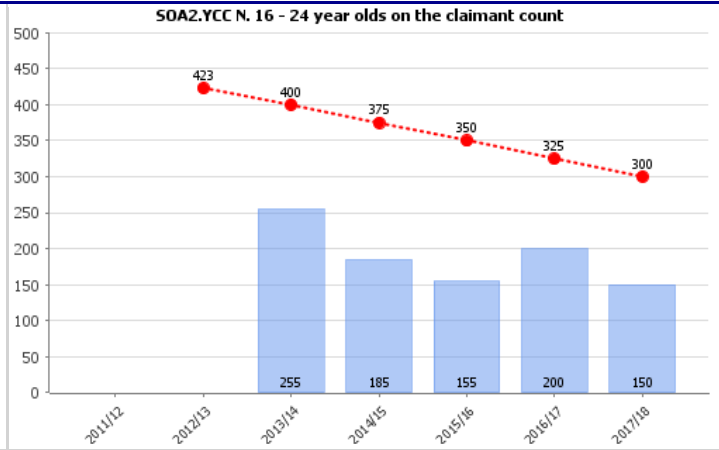
Working age in employment



Number of 16 - 24 year olds on the claimant count

Target met. The number of young job seekers has been steadily declining across Scotland in the last 12 months.

150



ODP 2 Council Performance

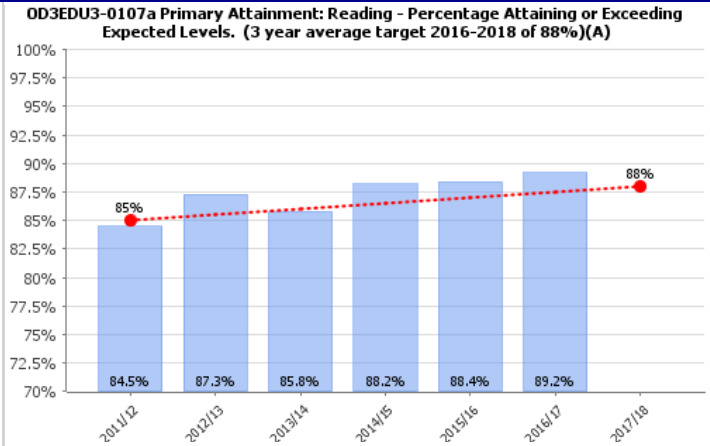
East Renfrewshire residents are fit and active and have the skills for learning, life and work.



Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2016-2018 of 88%)

In 2016-17, the Council achieved its highest percentage of primary pupils achieving/exceeding expected Curriculum for Education levels in reading with a Council average of 89.2%; this was an increase of 0.8% on 2015-16. The Council has a 3-year target for 2016-18 of 88% and is on target to achieve this. Next update October 2018.

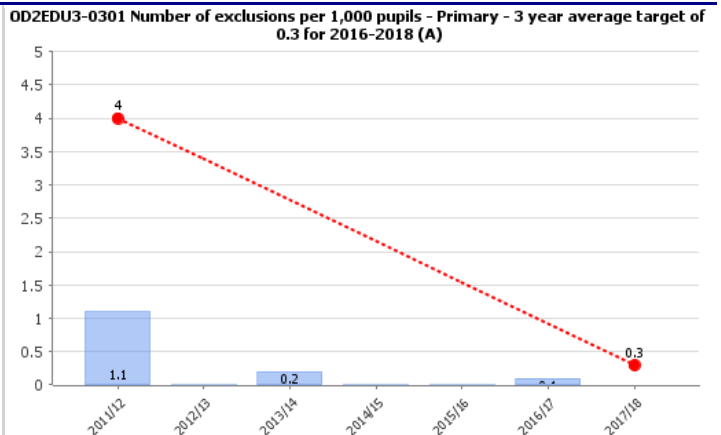
89.2%



Number of exclusions per 1,000 pupils - Primary - 3 year average target of 0.3 for 2016-2018

In 2016-17 there was one temporary exclusion within the primary sector; this equates to 0.1 exclusions per 1000 pupils. This compares very favourably with the national figure of 9 incidents per 1000 pupils (latest published data for 2014-15). The Council has a three year average target of 0.3 incidents per 1000 pupils for 2016-18 and is on track to achieve this target. Next update October 2018.

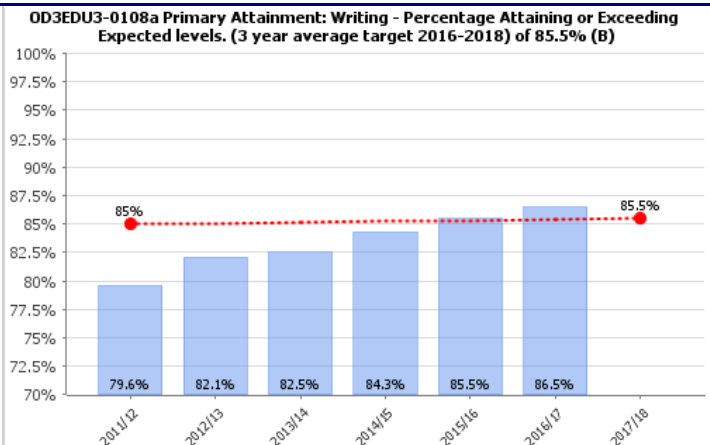
0.1



Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 85.5%

In 2016-17, the Council achieved its highest percentage of primary pupils achieving/exceeding expected Curriculum for Education levels in writing, with a Council average of 86.5%; this was an increase 1.0% on 2015-16. The Council has a 3-year average target for 2016-18 of 85.5% and is on target to achieve this.

86.5%



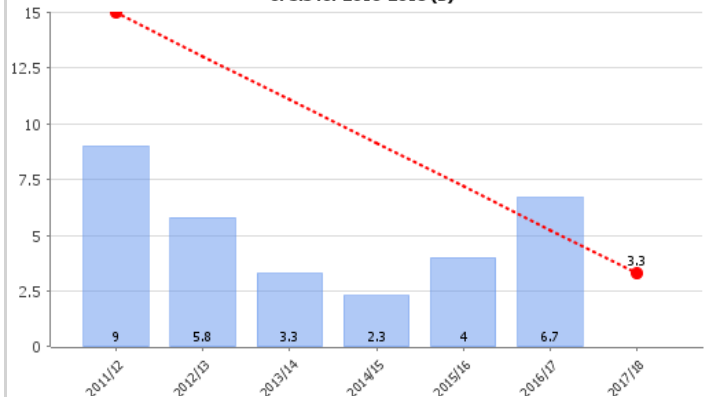
Number of exclusions per 1,000 pupils - Secondary - 3 year average target of 3.3 for 2016-2018

In 2016-17 there was an increase in exclusions to 6.7 incidents per 1000 pupils, up from 3.3 in 2015-16. The ERC performance compares very well with the national figure of 49.6 incidents per 1000 pupils (latest published data for 2014-15). The Council has set a very challenging three year average target of 3.3 incidents per 1000 pupils for 2016-18; we are currently slightly above this at 5.3. Next update October 2018.

6.7



OD2EDU3-0302 Number of exclusions per 1,000 pupils - Secondary - 3 year average target of 3.3 for 2016-2018 (B)



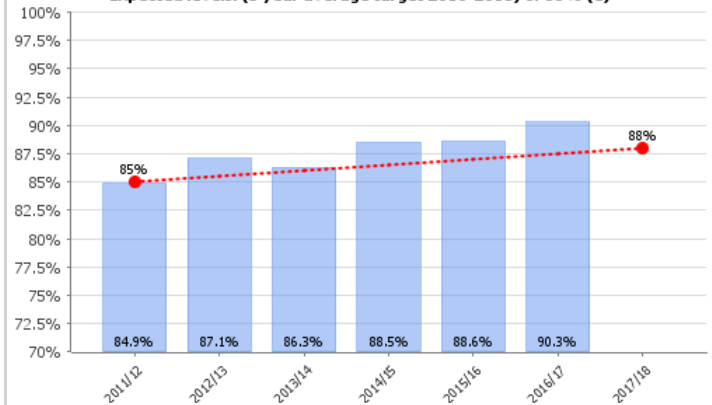
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 88% (C)

In 2016-17, the Council achieved its highest percentage of primary pupils achieving/exceeding expected Curriculum for Education levels in Mathematics with a Council average of 90.3%; this was an increase 1.7% on 2015-16. The Council has a 3-year average target for 2016-18 of 88% and is on target to achieve this.

90.3%



OD3EDU3-0109a Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 88% (C)



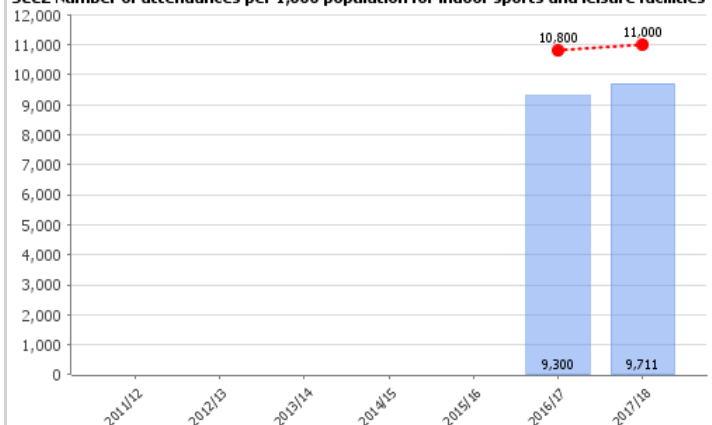
Number of attendances per 1,000 population for indoor sports and leisure facilities

9,711 attendances per 1,000 population represents 91.6% of target. As suggested, levels were below target mostly due to the refurbishment closure of Barrhead Foundry pool. (Indicator calculated in new way from 2016-17)

9,711




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

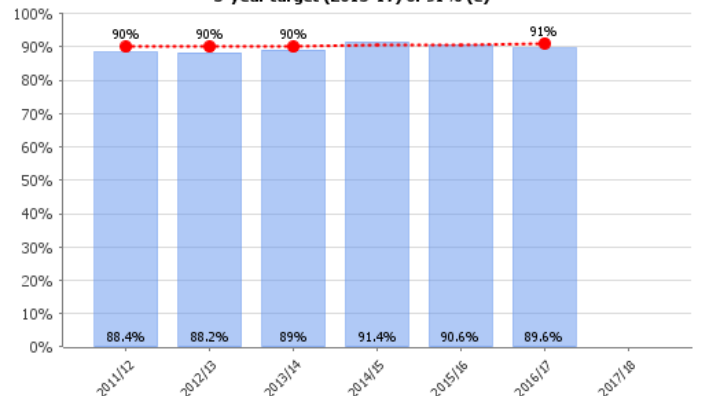


Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year target (2015-17) of 91%

The percentage attendance for Looked After pupils (Primary & Secondary) decreased slightly in 2016-17 by 1.0% from 90.6% in 2015-16. The Council has narrowly missed its challenging 3-year average (2015-17) target of 91% by 0.5%; the value achieved for the current three year period (2015-17) was 2.0% higher than the previous three year average (2011-2014) of 88.5%. Next update October 2018.

89.6% 

ODP4EDU4-0203 Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year target (2015-17) of 91% (C)

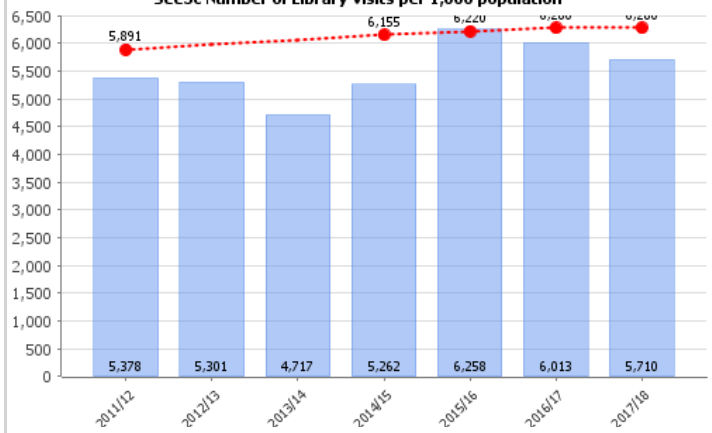


Number of Library visits per 1,000 population

5,710 visits per 1000 population represents 90.9% of this year's target. Contributing factors include reduced hours in some libraries, the knock-on effect of the pool closure in Barrhead Foundry and severe weather in Q4.

5,710 

SCC5c Number of Library visits per 1,000 population

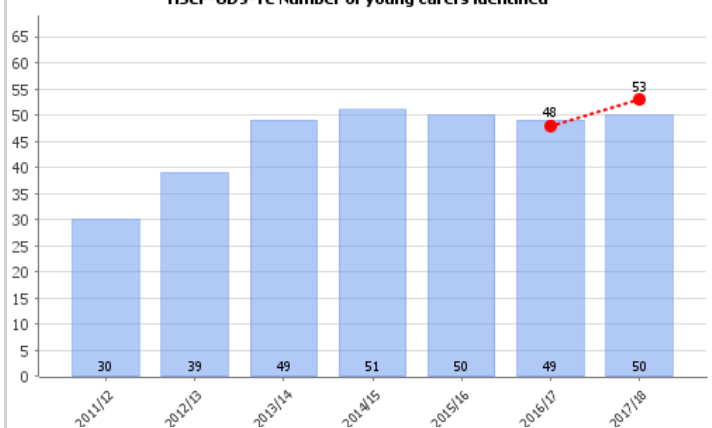


Number of young carers identified


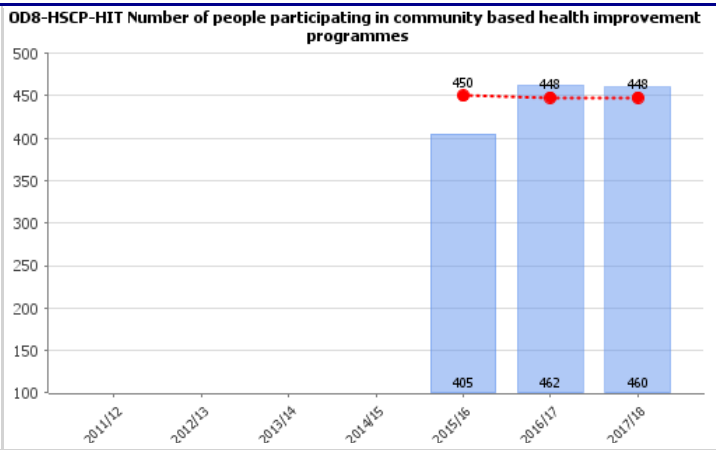
New PI measure will focus on new legislation and need to increase access to Carers Statement.

50 


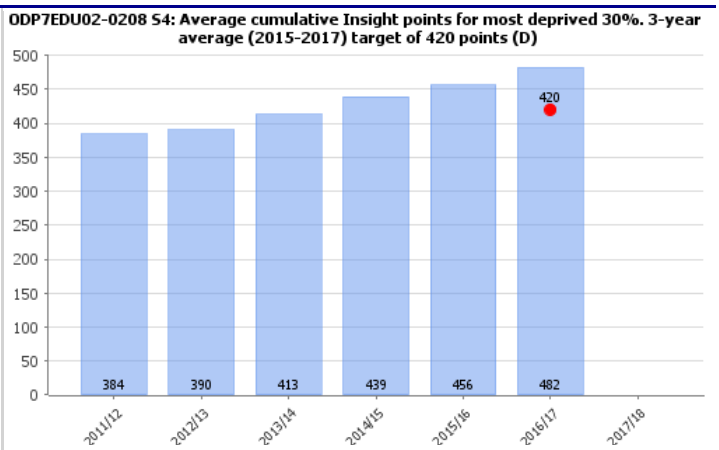
HSCP-OD9-YC Number of young carers identified




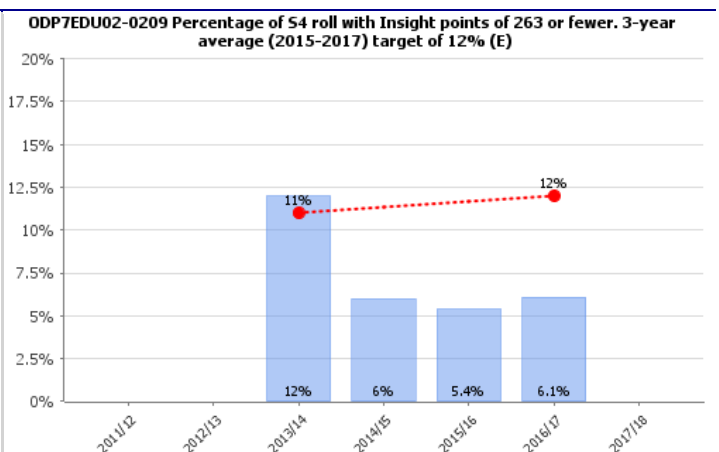
Number of people participating in community based health improvement programmes

<p>460 people attended appointments with Live Active advisers after referral from GPs and health professionals</p>	<p>460 </p>	<p>OD8-HSCP-HIT Number of people participating in community based health improvement programmes</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Number of people</th> </tr> </thead> <tbody> <tr><td>2011/12</td><td>0</td></tr> <tr><td>2012/13</td><td>0</td></tr> <tr><td>2013/14</td><td>0</td></tr> <tr><td>2014/15</td><td>0</td></tr> <tr><td>2015/16</td><td>405</td></tr> <tr><td>2016/17</td><td>462</td></tr> <tr><td>2017/18</td><td>460</td></tr> </tbody> </table>	Year	Number of people	2011/12	0	2012/13	0	2013/14	0	2014/15	0	2015/16	405	2016/17	462	2017/18	460
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2017/18	460																	

S4: Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points

<p>The average Insight points for S4 SIMD 1-3 pupils in 2016-17 increased by 26 points. In 2016-17, the average insight points for S4 pupils in SIMD 1-3 was 62 points above the three year average (2015-17) target of 420. The three year average for 2015-17 was 460 points and exceeds the target set whilst comparing favourably with the National (300) and Virtual Comparator (302) average values for the same three year period.</p>	<p>482 </p>	<p>ODP7EDU02-0208 S4: Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points (D)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Average cumulative Insight points</th> </tr> </thead> <tbody> <tr><td>2011/12</td><td>384</td></tr> <tr><td>2012/13</td><td>390</td></tr> <tr><td>2013/14</td><td>413</td></tr> <tr><td>2014/15</td><td>439</td></tr> <tr><td>2015/16</td><td>456</td></tr> <tr><td>2016/17</td><td>482</td></tr> <tr><td>2017/18</td><td>0</td></tr> </tbody> </table>	Year	Average cumulative Insight points	2011/12	384	2012/13	390	2013/14	413	2014/15	439	2015/16	456	2016/17	482	2017/18	0
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Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2015-2017) target of 12%

<p>The 3- year average (2015-17) proportion of young people achieving 263 Insight points or less was 5.8%. This was significantly lower than the 12% target set for the same three year period. Target achieved.</p>	<p>6.1% </p>	<p>ODP7EDU02-0209 Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2015-2017) target of 12% (E)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage of S4 roll</th> </tr> </thead> <tbody> <tr><td>2011/12</td><td>0%</td></tr> <tr><td>2012/13</td><td>0%</td></tr> <tr><td>2013/14</td><td>11%</td></tr> <tr><td>2014/15</td><td>6%</td></tr> <tr><td>2015/16</td><td>5.4%</td></tr> <tr><td>2016/17</td><td>6.1%</td></tr> <tr><td>2017/18</td><td>0%</td></tr> </tbody> </table>	Year	Percentage of S4 roll	2011/12	0%	2012/13	0%	2013/14	11%	2014/15	6%	2015/16	5.4%	2016/17	6.1%	2017/18	0%
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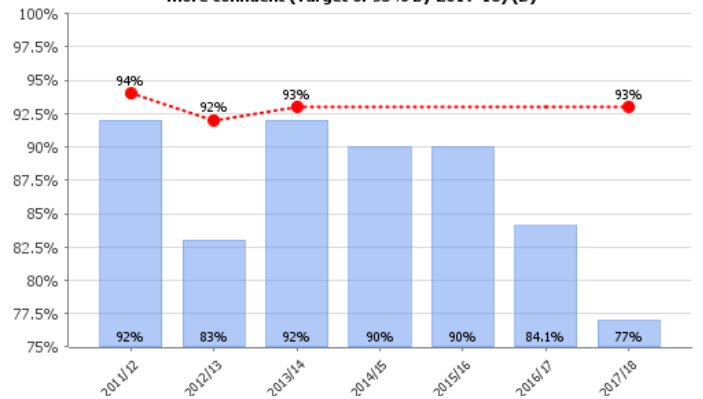
Percentage of pupils reporting that their school is helping them to become more confident (Target of 93% by 2017-18)

Questionnaires have been collated from 14 establishments (cumulatively for 2016-17 and 2017-18). Establishments will be supported to ensure that staff reflect and improve approaches that lead to an increase in pupils reporting that they are becoming more confident. Target missed with 79.3% cumulatively over the two sessions.

77%



OD2EDU3-0203 Percentage of pupils reporting that their school is helping them to become more confident (Target of 93% by 2017-18) (D)



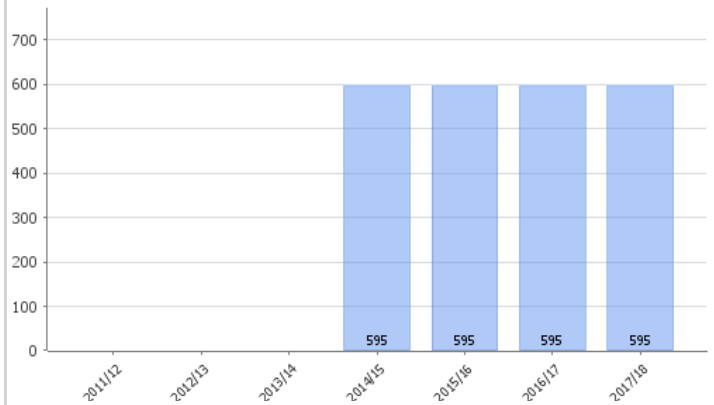
Number of hectares of greenspace and mature woodland in East Renfrewshire maintained by the Parks Service

595 hectares maintained.

595



ODP7ENV-005 Number of hectares of greenspace and mature woodland in East Renfrewshire maintained by the Parks Service



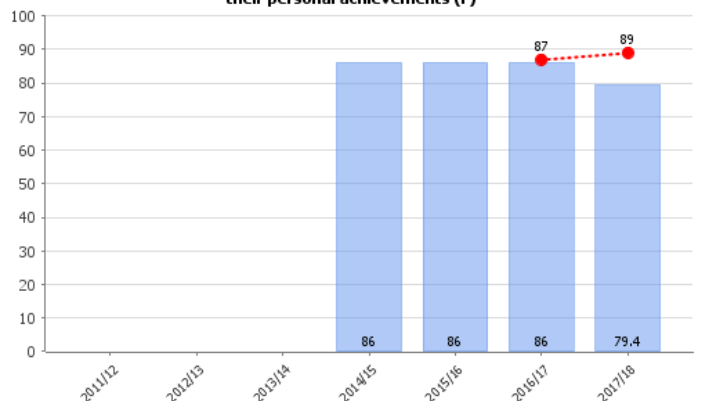
Percentage of pupils reporting that they had opportunities to celebrate their personal achievements

Schools use a variety of platforms to celebrate the personal achievements of pupils including school assemblies and award ceremonies and the annual Convenors Awards Ceremony. Questionnaires have been collated from 14 establishments (cumulatively for 2016-17 and 2017-18). Establishments will be supported to ensure that staff reflect and improve approaches that lead to an increase in pupils reporting that their achievements are recognised and celebrated. Target missed with 81.0% cumulatively over the two sessions.

79.4



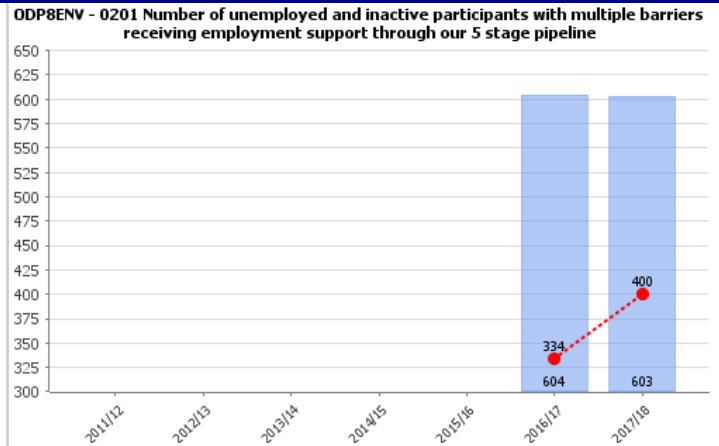
ODP8EDU02-0206 Percentage of pupils reporting that they had opportunities to celebrate their personal achievements (F)



Number of unemployed and inactive participants with multiple barriers receiving employment support through our 5 stage pipeline

Target exceeded. Significant progress has been achieved in the last reporting period. This has largely been down to the following: wide range of vocational training courses provided to meet the needs of clients and sector growth areas; improved marketing campaigns and social media offering; proactive approach by staff who have engaged with a wider range of agencies such as ERDA, Diversity ER etc which has resulted in an increase in referrals and registrations.

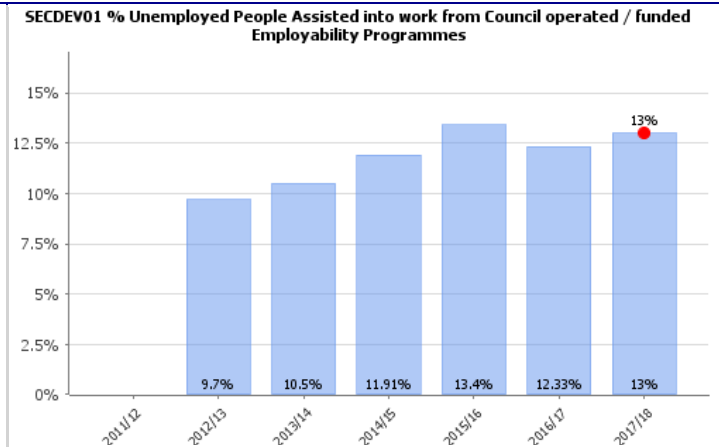
603



% Unemployed People Assisted into work from Council operated / funded Employability Programmes

Target met.

13%



SOA 3 Partnership Performance

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

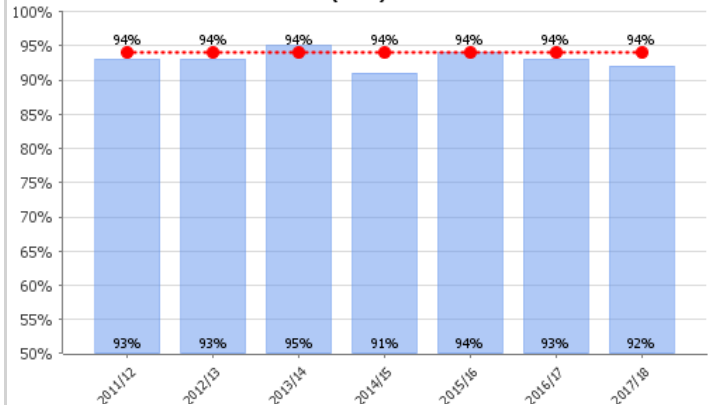
Citizens Panel - Satisfaction with East Renfrewshire as a place to live.

92% of those surveyed are satisfied with East Renfrewshire as a place to live. Most choose the area for good reputation, education and safety.

92%



CitP001-SOA 008. Citizens Panel - Satisfaction with East Renfrewshire as a place to live. (CORE)



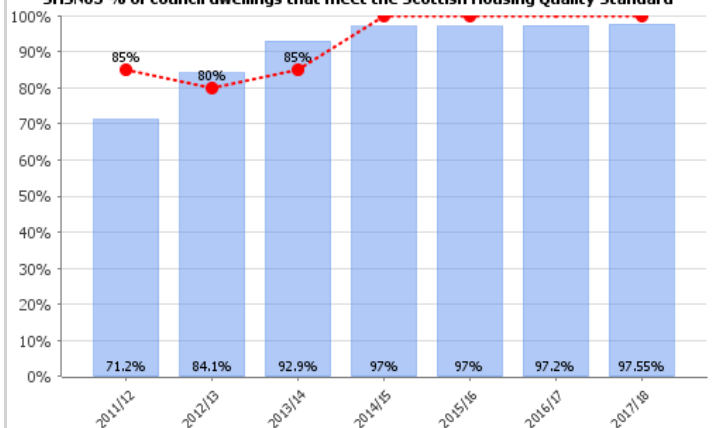
% of council dwellings that meet the Scottish Housing Quality Standard

End Year estimates subject to verification. SHQS has been achieved and maintained. There remain 0% fails. Improvement in performance this year is in relation to continued work to address properties which do not fully meet the standard due to abeyance/ exemption reasons.

97.55%



SH5N03 % of council dwellings that meet the Scottish Housing Quality Standard



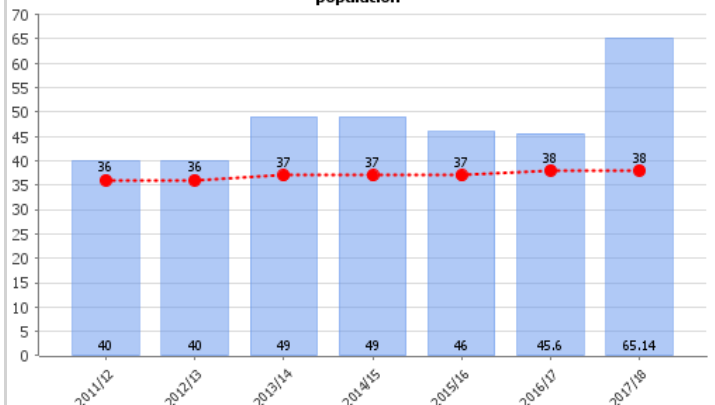
Number of new business births per 10,000 resident (16+) population

Target exceeded.

65.14



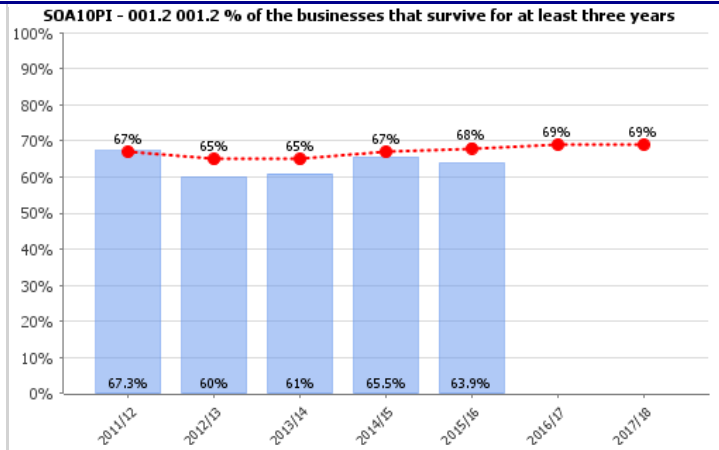
SOA10PI - 001.1 001.1 Number of new business births per 10,000 resident (16+) population



% of the businesses that survive for at least three years

63.9% of businesses set up in 2015 survived for at least three years. Slightly below target.

63.9%



ODP 3 Council Performance

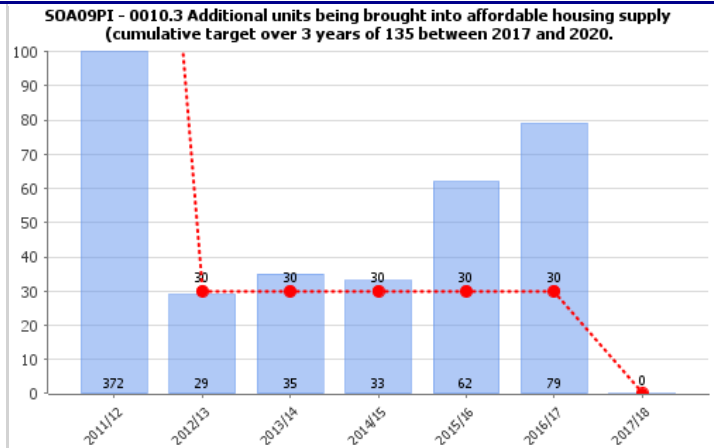
East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses



Additional units being brought into affordable housing supply (cumulative target over 3 years of 135 between 2017 and 2020).

There is a cumulative target set for delivery of 225 over 5 years (2017-2022) in the Local Housing Strategy and delivery is not expected to be even across years. First 3 Phase 1 Council House Build sites are on site and/or in process of gaining planning consent. These will deliver 43 new affordable homes this year.

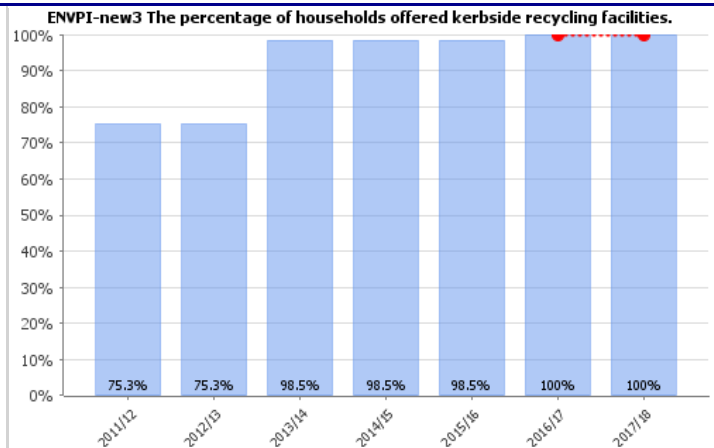
0



The percentage of households offered kerbside recycling facilities.

Target met.

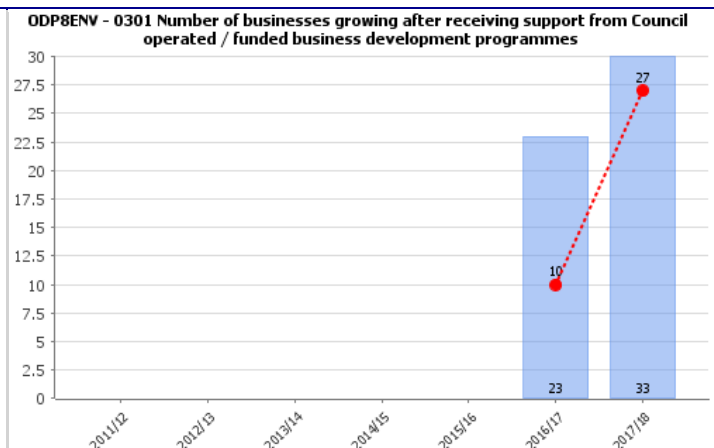
100%



Number of businesses growing after receiving support from Council operated / funded business development programmes

Target exceeded. 33 grants have been made from European Regional Development Fund New and Start Growth Funds; Property Support, Micro Grant Scheme and SERI (Scotland's Employer Recruitment Incentive) Grants.

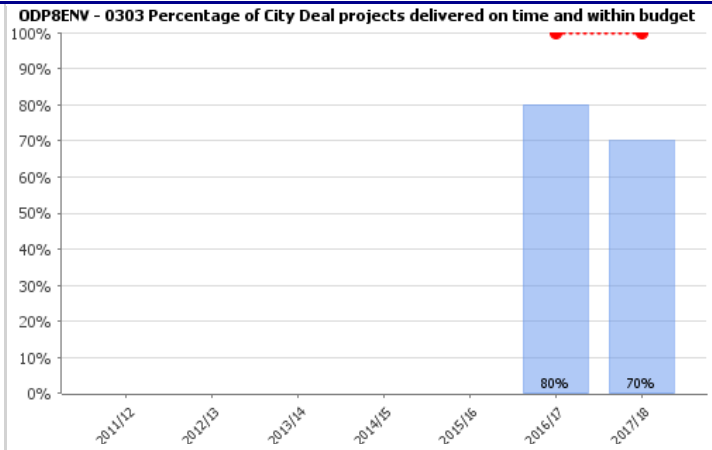
33



Percentage of City Deal projects delivered on time and within budget

City Deal programme is being reviewed for 2018/19. Greenlaw Business Centre is under construction. Foundry Links project also on site. Full Business Case (FBC) was submitted for Balgraystone Road upgrade but returned above budget and a contract award could not be made. Currently being prepared for retender. Barrhead South Railway Station timeline and spend profile slipped due to delay in response from Transport Scotland and inability to proceed to GRIP.

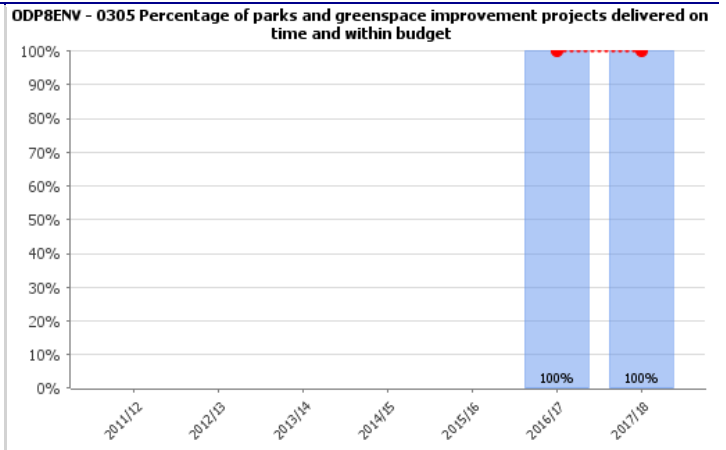
70% 



Percentage of parks and greenspace improvement projects delivered on time and within budget

Target met. A range of work has been successfully implemented on budget and on time during the last year such as the development of a range of active travel proposals for the Clarkston, Netherlee and Waterfoot areas which seek to improve walking and cycling provision for residents and visitors. Various community engagement events were also undertaken to inform key design aspects of the proposed Balgray Boardwalk and ongoing project development work has been undertaken for Carlibar Park and the White Cart Tributaries project.

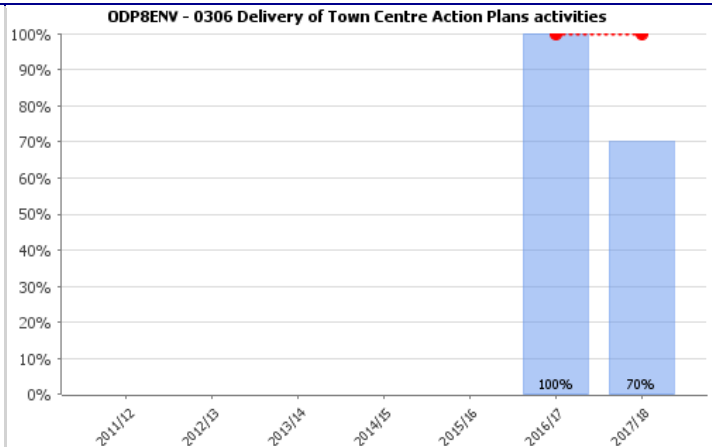
100% 



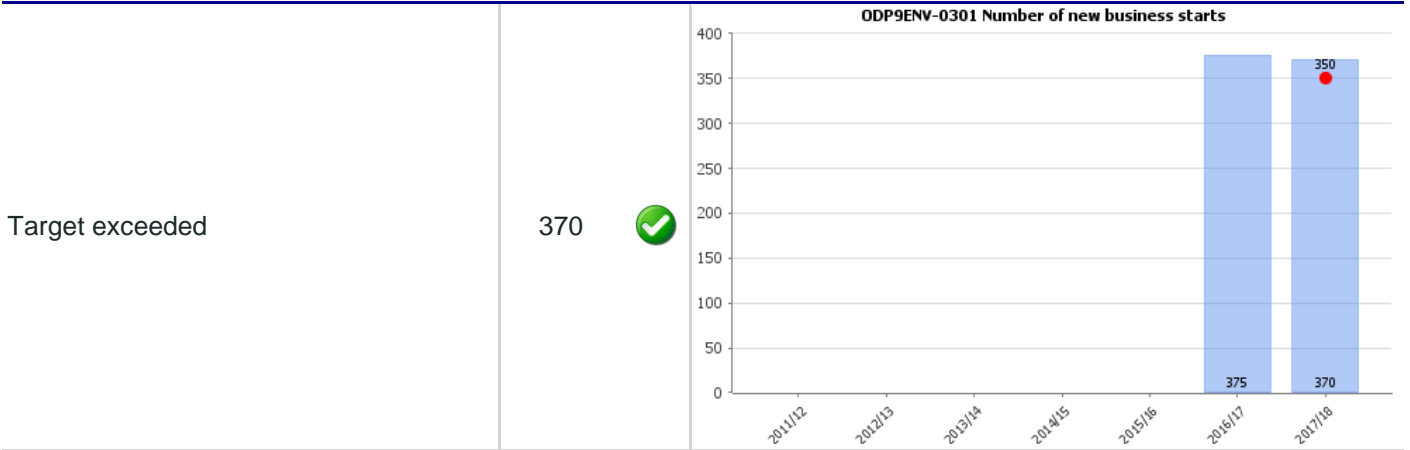
Delivery of Town Centre Action Plans activities

Significant work already completed in Clarkston town centre and will continue into 2018/19. Clarkston remains a priority centre.

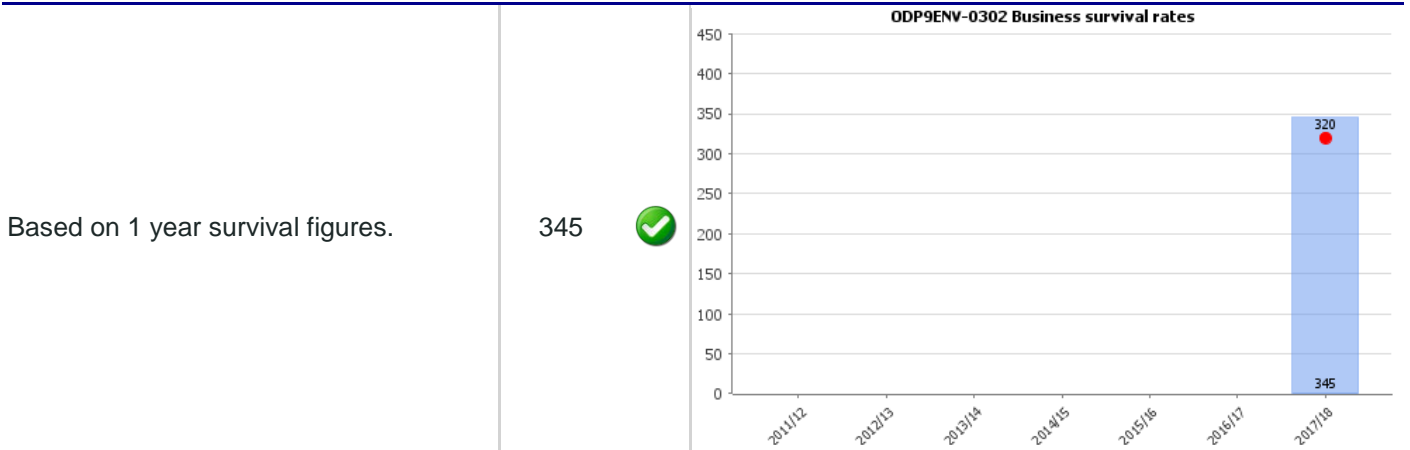
70% 



Number of new business starts



Business survival rates



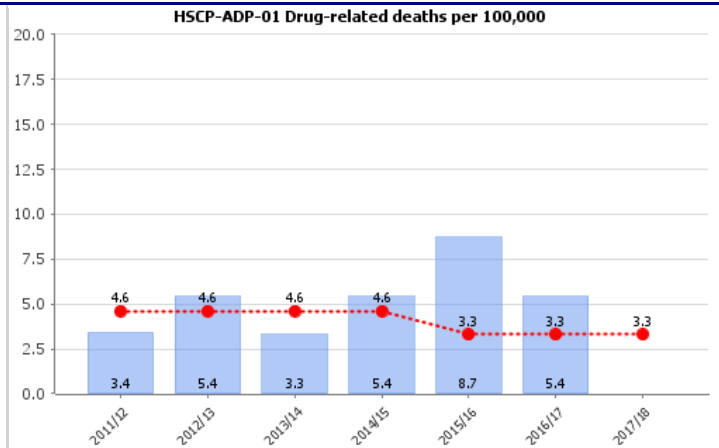
SOA 4 Partnership Performance

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

Drug-related deaths per 100,000

The most recent data shows there were 5.47 deaths per 100,000 population in 2016. This is a reduction from the previous year rate of 8.7 per 100,000. East Renfrewshire has the lowest rate of drug related deaths in NHSGGC. Data for 2017 drug related deaths will be published in August 2018.

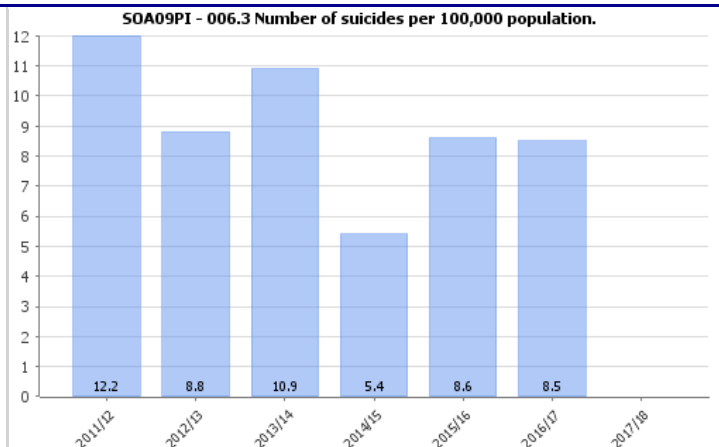
5.4



Number of suicides per 100,000 population.

In comparison the Scottish suicide rate was 12.9 per 100,000. The rate includes both deaths as a result of events of undetermined intent and intentional self-harm. East Renfrewshire has seen an average of eight deaths attributed to suicide each year from 2012 through to 2016 (NRS Aug 2017). Next update forecast for release August 2018.

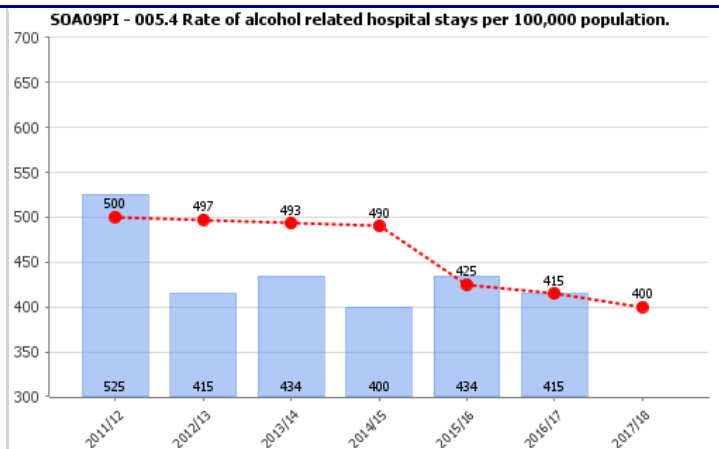
8.5



Rate of alcohol related hospital stays per 100,000 population.

Alcohol related hospital stays fell slightly on last year (434). Data back to 2012/13 adjusted Dec 2017 in line with Alcohol Related Hospital Statistics Dashboard (ISD).

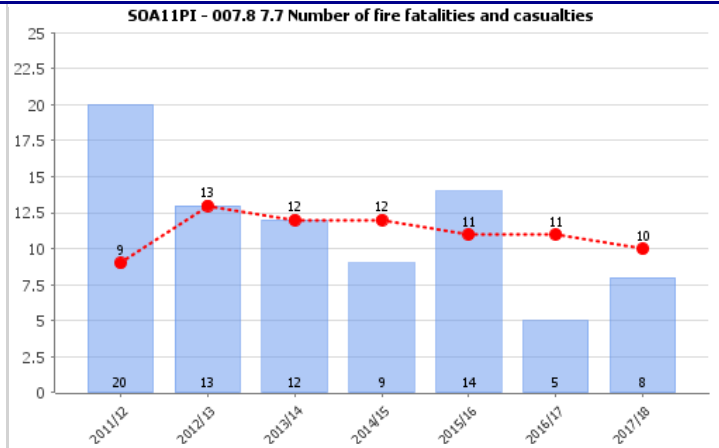
415



Number of fire fatalities and casualties

2017/18 saw a 60% increase from the previous year with 8 casualties, there were no fire fatalities.

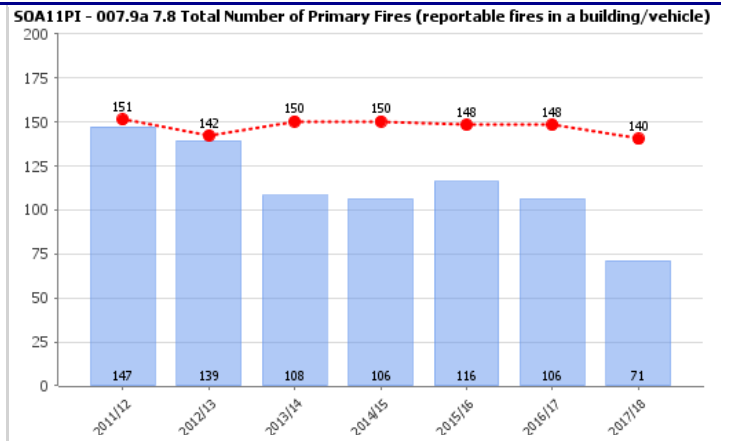
8



Total Number of Primary Fires (reportable fires in a building/vehicle)

2017/18 saw a 33% reduction in primary fires from the previous year.

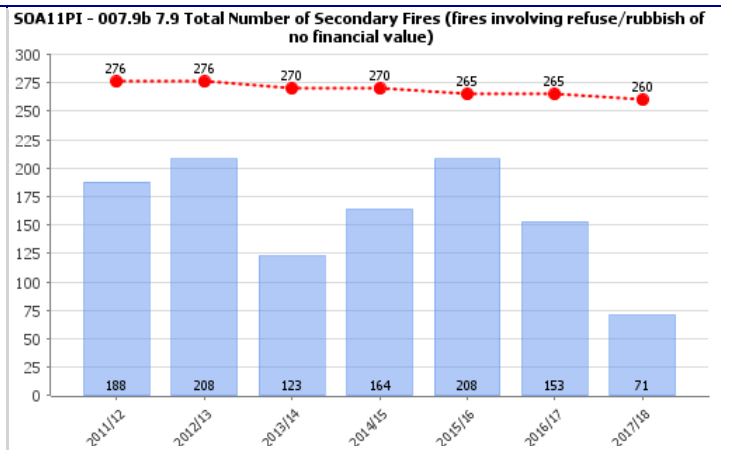
71



Total Number of Secondary Fires (fires involving refuse/rubbish of no financial value)

2017-18 saw a 32% reduction on the figure for the previous year.

71

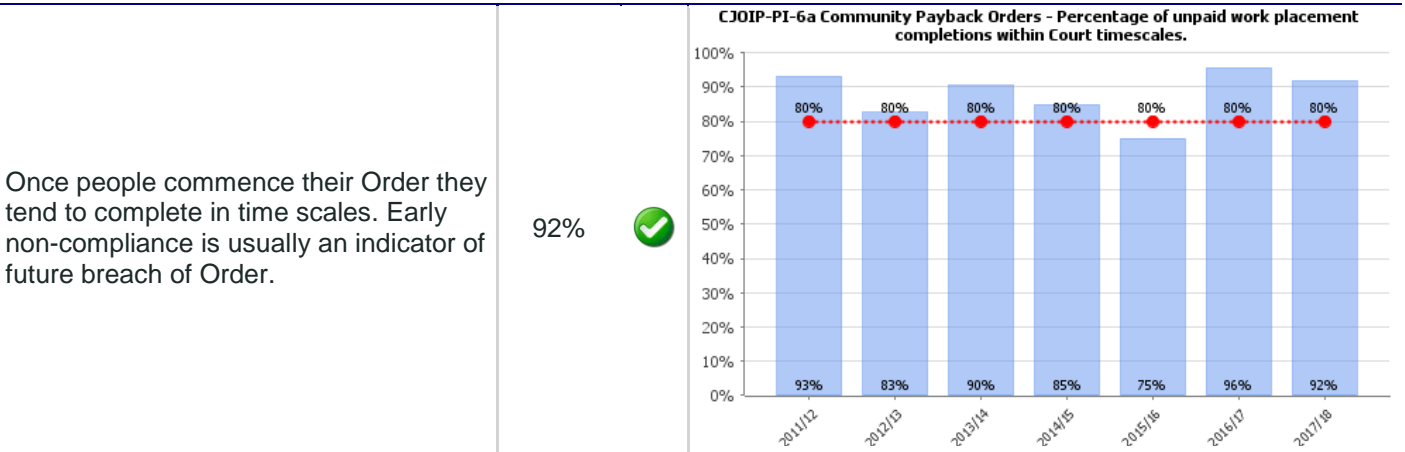


ODP 4 Council Performance

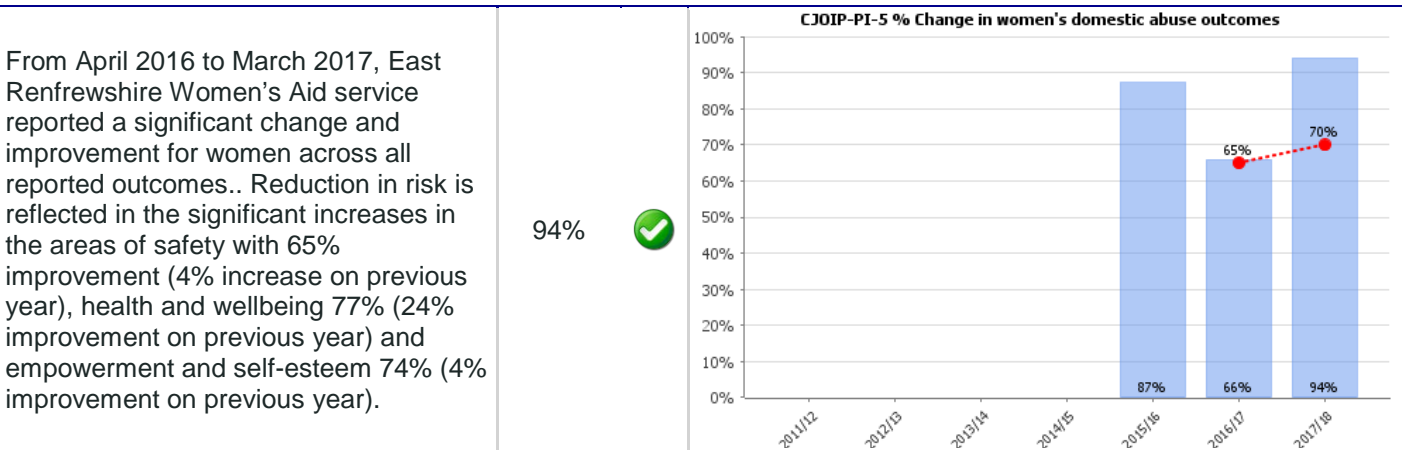
East Renfrewshire residents are safe and supported in their communities and homes.



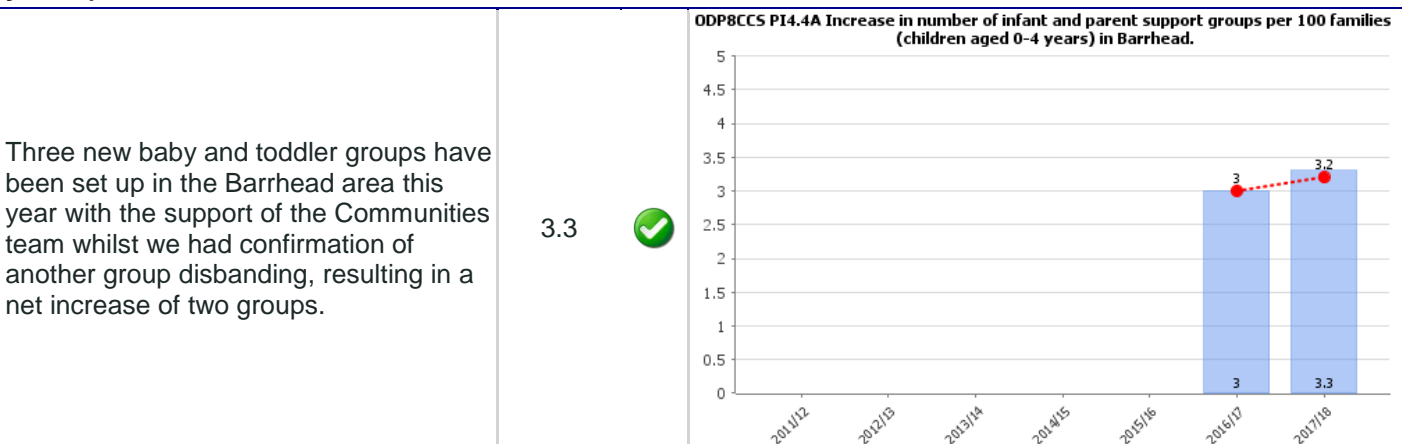
Community Payback Orders - Percentage of unpaid work placement completions within Court timescales.




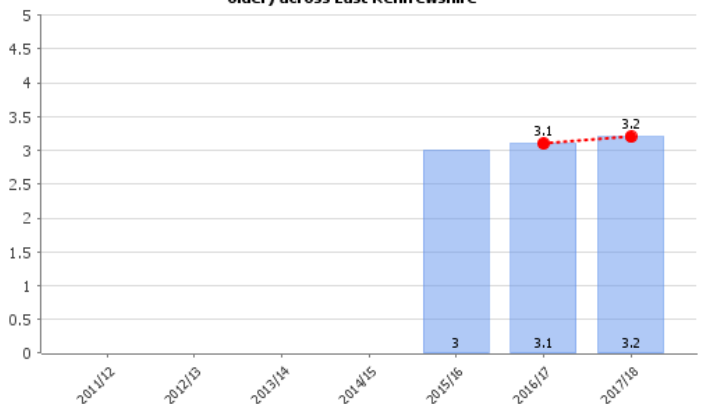
% Change in women's domestic abuse outcomes




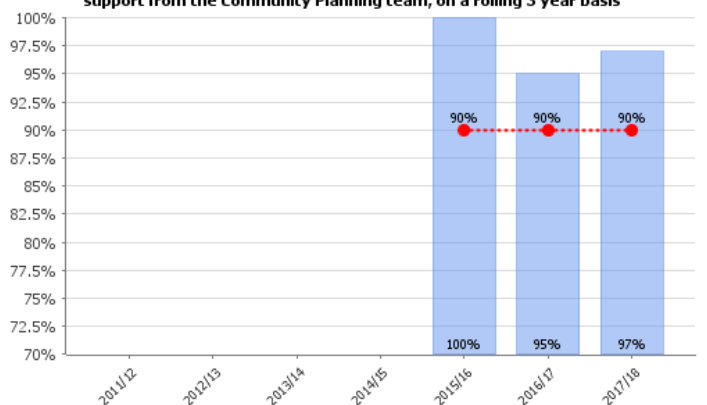
Increase in number of infant and parent support groups per 100 families (children aged 0-4 years) in Barrhead.



Increase in number of older people’s groups per 1000 pop (65 years and older) across East Renfrewshire

<p>The increase in older peoples groups has been down to a combination of the Communities team setting up one new older people’s group (Dunterlie Memory Lane) as well as continued identification of older peoples groups currently operating within the authority through the Community Mapping Database.</p>	<p>3.2 </p>	<p>ODP8CCS PI4.4B Increase in number of older people’s groups per 1000 pop (65 years and older) across East Renfrewshire</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>3.0</td> </tr> <tr> <td>2016/17</td> <td>3.1</td> </tr> <tr> <td>2017/18</td> <td>3.2</td> </tr> </tbody> </table>	Year	Value	2015/16	3.0	2016/17	3.1	2017/18	3.2
Year	Value									
2015/16	3.0									
2016/17	3.1									
2017/18	3.2									

% of community groups who are self-sustaining one year after receiving support from the Community Planning team, on a rolling 3 year basis

<p>The Communities team supported 2 groups to become self-sustaining in 2016/17 and these groups are still operating one year later. The 97% value is based on a 3 year rolling average.</p>	<p>97% </p>	<p>ODP8CCS PI4.4C % of community groups who are self-sustaining one year after receiving support from the Community Planning team, on a rolling 3 year basis</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>100%</td> </tr> <tr> <td>2016/17</td> <td>95%</td> </tr> <tr> <td>2017/18</td> <td>97%</td> </tr> </tbody> </table>	Year	Value	2015/16	100%	2016/17	95%	2017/18	97%
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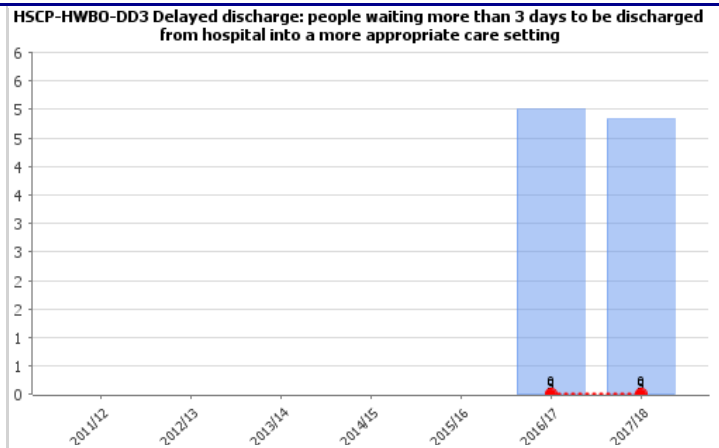
SOA 5 Partnership Performance

Older people in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives for longer.

Delayed discharge: people waiting more than 3 days to be discharged from hospital into a more appropriate care setting

A new approach has been developed with more resource in acute settings including a team manager with lead role to oversee practice and performance. Annual figure indicates an average of five delayed discharges per quarter during 2017/18 however Qtr 4 data is for January 2018 only; this will be updated when available.

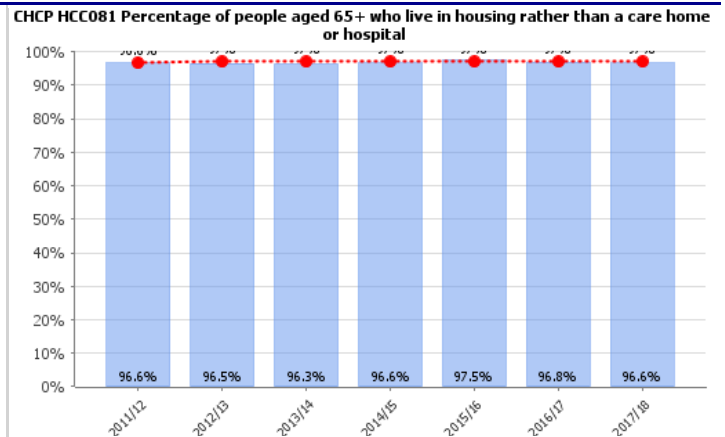
5



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

There is continuing stability in the number of people living in housing rather than a care home or hospital. At Feb 2018 there were 630 East Renfrewshire residents (65 and over - 18,353 people) living in care homes.

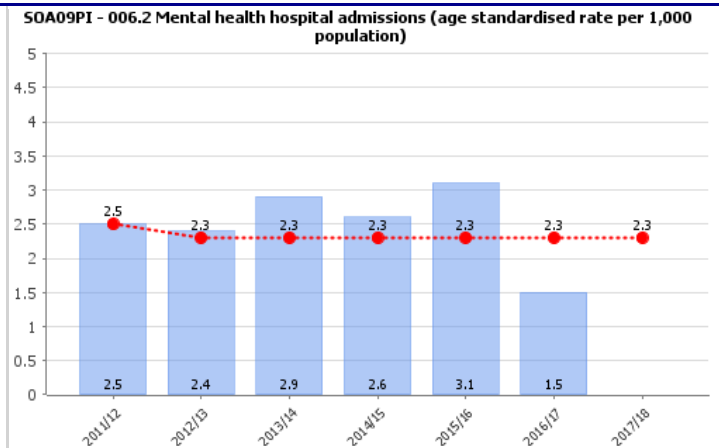
96.6%



Mental health hospital admissions (age standardised rate per 1,000 population)

Data for Sept 2016 - Sept 2017 corresponds to 137 admissions over the period.

1.5



ODP 5 Council Performance

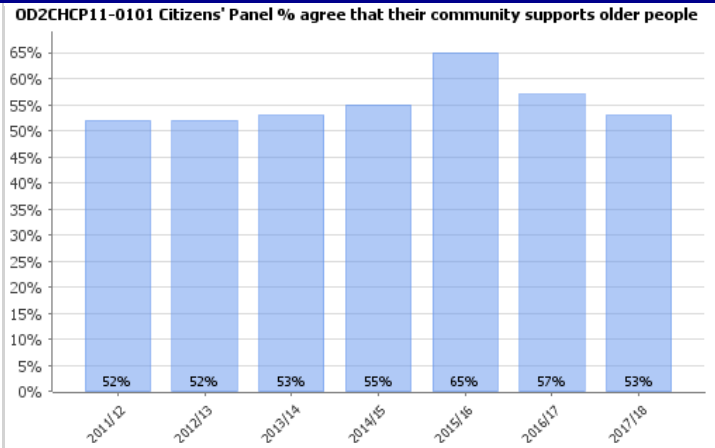
Older people in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives for longer.



Citizens' Panel % agree that their community supports older people

This figure has declined over the past two years from 65% in 2015/16 to 53% for 2017/18.

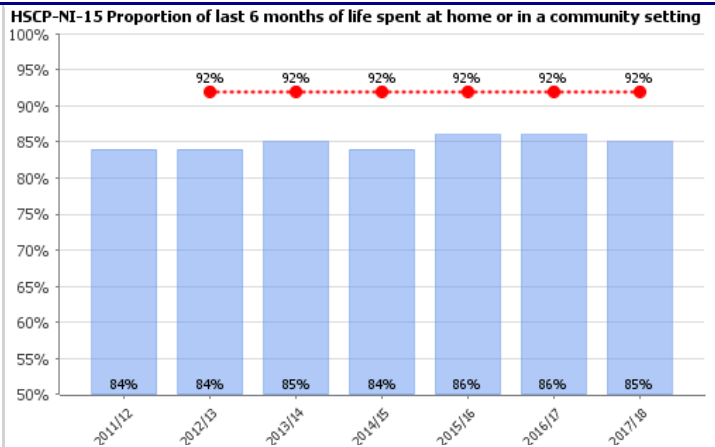
53%



Proportion of last 6 months of life spent at home or in a community setting

85%. Based on the first three quarters of 2017/18.

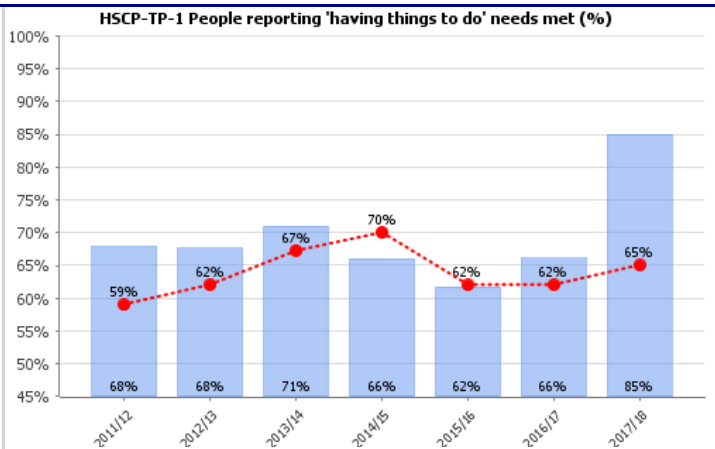
85%



People reporting 'having things to do' needs met (%)

In 2017/18 of the total 807 valid responses 688 respondents reported their needs met.

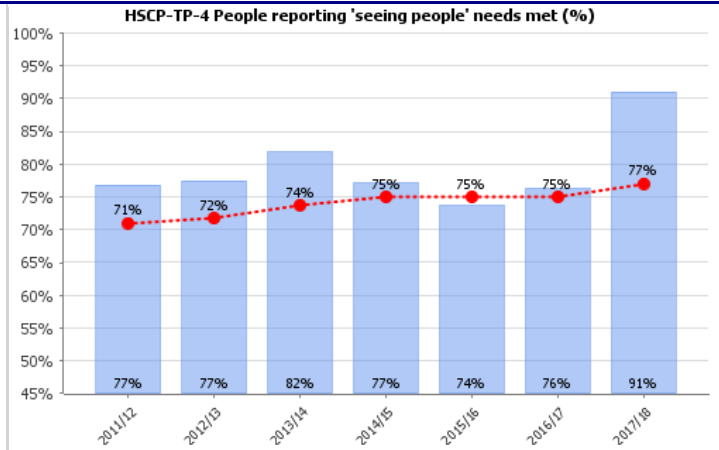
85%



People reporting 'seeing people' needs met (%)

In 2017/18 of the total 818 valid responses 745 respondents reported their needs met.

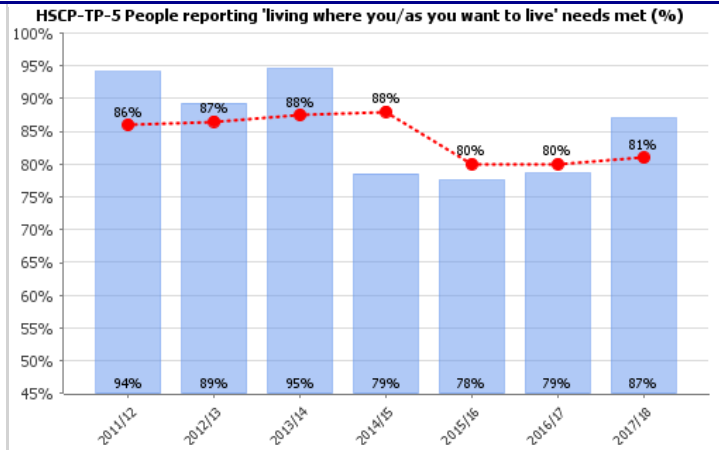
91%



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

In 2017/18 of the total 790 valid responses 690 respondents reported their needs met.

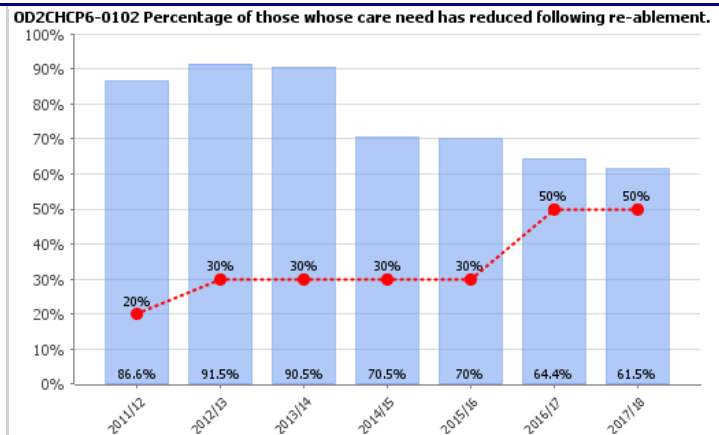
87%



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

61.5% have care needs reduced following re-ablement.

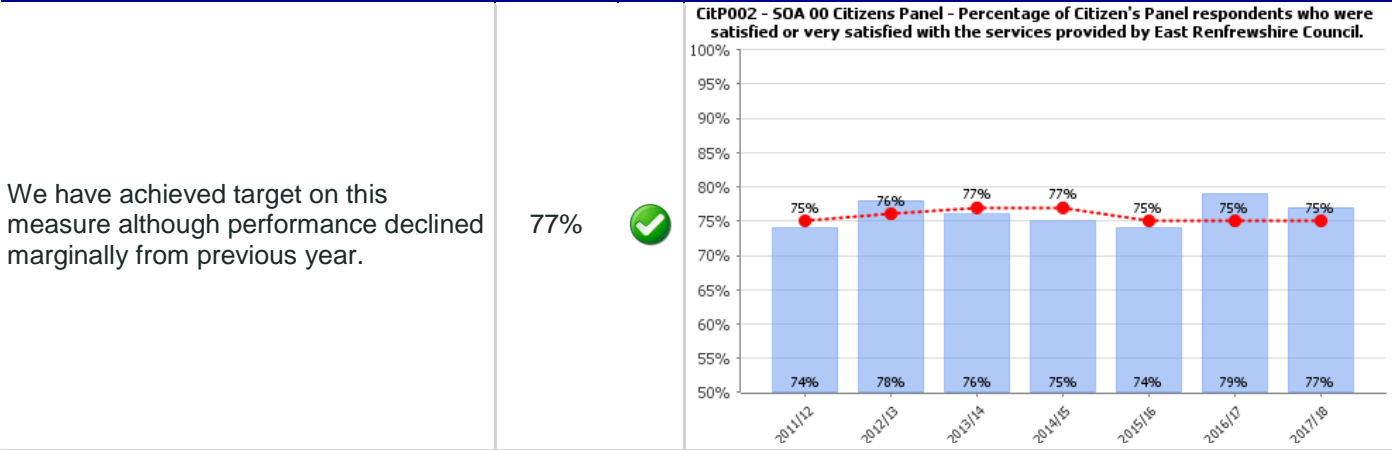
61.5%



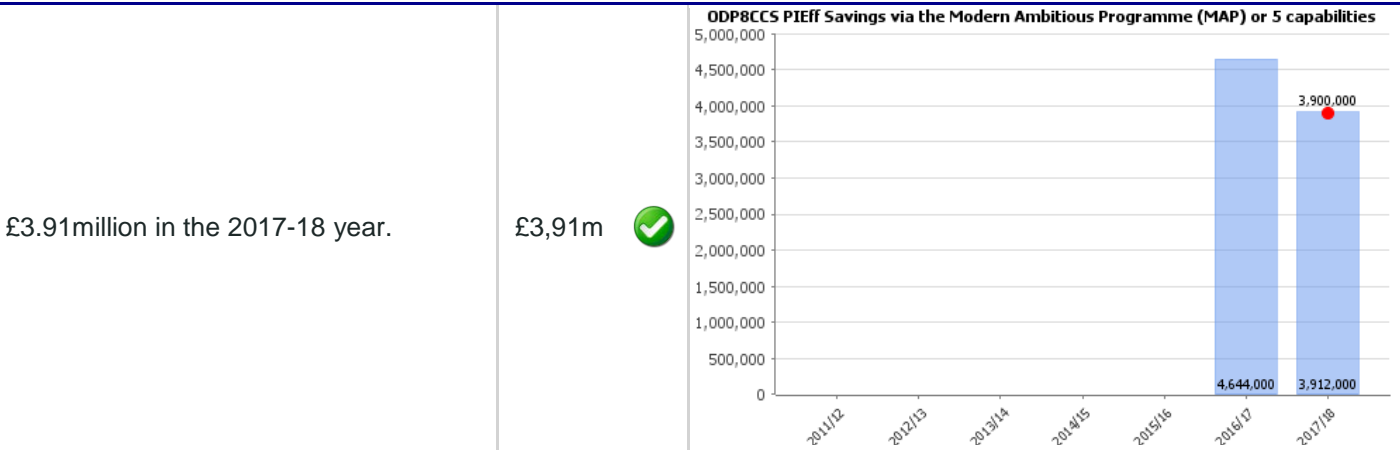
Customer, Efficiency, People- Council Performance



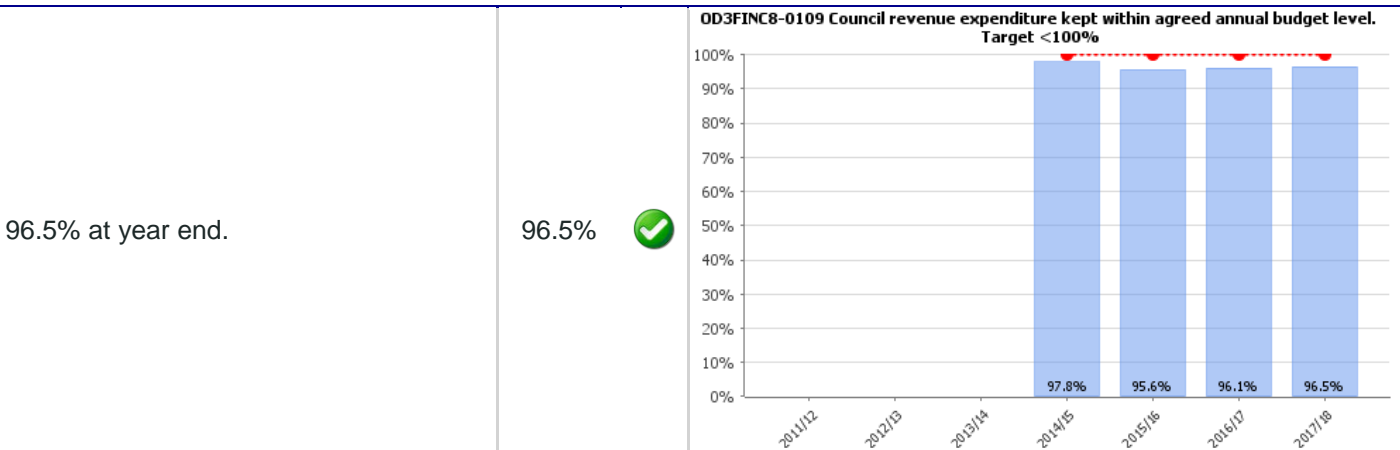
Citizens Panel - Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.



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



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



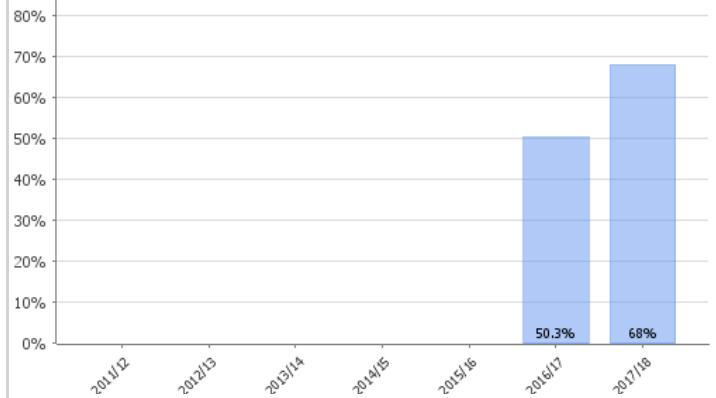
Uptake of digital channels

East Renfrewshire Council continues to encourage channel shift for customers and have increased the uptake of digital channels.

68%



ODP9CustB Uptake of digital channels



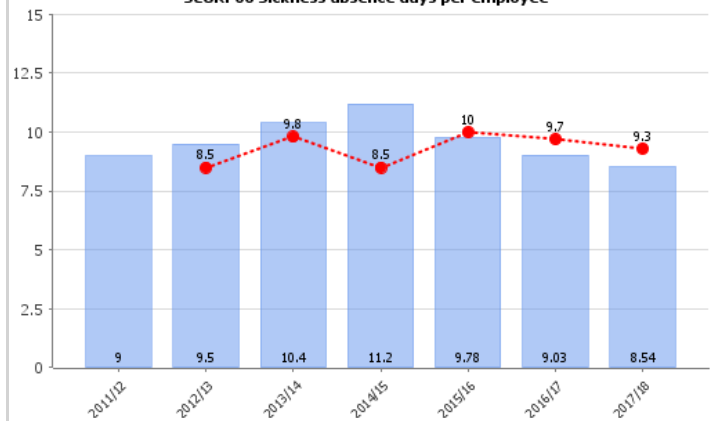
Sickness absence days per employee

Target met. Significant improvement work undertaken has enabled sickness absence to reduce, work will be ongoing to ensure this continues.

8.54






SCORP06 Sickness absence days per employee







Annex 2 includes those indicators in the SOA and ODP that have no new data update at end-year 2017-18. The symbol shows the performance status when last reported.



Outcome 1

- % of children looked after away from home who experience 3 or more placement moves 
- % of children reaching developmental milestones at 27-30 month child health review 
- Number of teenage pregnancies 
- All Looked After Children will have 6 monthly Child's Plan reviews N/A










Outcome 2

- National examination results: 5+ @ L5 by end of S4 
- National examination results: 5+ @ L6 by end of S5 
- Number of awards achieved by young people participating in school and community based targeted programmes 
- Adult participation in sports: % of adults taking part in sport at least once a week 
- % of free placed pupils participating in our Holiday Activity Camps N/A
- % of identified Young Carers with a Young Carers Statement N/A



Outcome 3

- % of total household waste that is recycled 
- % reduction in Council controlled carbon emissions 


Outcome 4

- Rate of common & serious assaults per 10,000 population 
- Rate of antisocial behaviour complaints per 10,000 population 
- Volume and rate of violent crimes, including sexual crimes, per 10,000 population 
- Rates of domestic abuse incidents per 10,000 population 
- Number of people killed or seriously injured (KSI) in road accidents 
- The volume and rate of domestic housebreaking per 10,000 population 
- The proportion of young people identified as "at risk of engaging in risky behaviour" going on to participate in diversionary programmes in the Barrhead area 
- % offenders successfully completing community based sentences whose risk has reduced N/A
- % of people agreed to be at risk of harm and require a protection plan have one in place N/A
- % change in individual recovery Outcome Score 
- % of service users moving from drug treatment to recovery service 

Outcome 5

- Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population 
- Percentage of time in the last six months of life spent at home or in a homely setting 

People

- Employee survey engagement score 

**EAST RENFREWSHIRE COMMUNITY PLANNING PARTNERSHIP
PERFORMANCE AND ACCOUNTABILITY REVIEW
Advice Note to Community Planning Partnership Board
Tuesday 8 May 2018**

East Renfrewshire Community Planning Partnership's Performance and Accountability Review (PAR) takes place at least twice a year. This brings together senior representatives from community planning partner agencies:

- East Renfrewshire Council
- East Renfrewshire Health and Social Care Partnership
- Skills Development Scotland
- Scottish Enterprise
- Scottish Government
- Scottish Fire and Rescue Service
- West College Scotland
- Department for Work and Pensions
- Voluntary Action East Renfrewshire
- East Renfrewshire Culture and Leisure Trust
- Police Scotland
- Strathclyde Partnership for Transport

Summary of PAR Discussion

A key focus of the meeting is to ensure the performance of the Community Planning Partnership (CPP) is on track to meet agreed targets, review strategic approaches to drive transformational change and agree and monitor improvement actions.

The PAR discussed the **Community Plan, which now includes Fairer East Ren**. There was an in-depth discussion on the strategic focus and direction of the plan and the PAR agreed a set of measures to track performance. The PAR recommended the Community Plan for consideration by the CPP Board on 25 June 2018.

Delivery Groups for each of the Fairer East Ren Intermediate Outcomes have now been identified and each provided the PAR with an update on progress to date on the development of **Delivery Plans**, which will be approved and published in the coming months.

The PAR was updated on the progress in the development and implementation of **Locality Plans**. Locality plans are in place for Auchenback and Arthurlie, Dunterlie and Dovecothall (ADD2Barrhead), and work is underway to develop a plan for Neilston. It was agreed that a proposal for future governance of Locality Plans would be circulated and developed further over the summer.

Community Planning Partners discussed performance against Strategic Outcome targets, for those indicators reported at end-year. Almost all the indicators are on target or have exceeded targets. There are a few indicators which are not performing as well as expected and the PAR had discussions around these and identified actions as appropriate. The PAR noted that this is the final report on this set of indicators as the CPP moves to monitoring progress against Community Plan and Fairer East Ren outcomes. The PAR reported performance by exception only:

- The indicators relating breastfeeding rates have been following a consistent trend with East Renfrewshire performing well against target although SIMD areas are below the local target and the Scottish average. The HSCP continues to work with NHS Greater Glasgow and Clyde and public health colleagues to improve performance.
- East Renfrewshire has seen an improvement in the number of business that survive for at least three years

- There was a 60% increase in fire fatalities from the previous year, with 8 casualties, however the significant percentage increase is due to the small numbers involved and remains below target. End-year figures for crime rates and community safety are still to be confirmed.
- Performance is slightly below target in terms of the number of delayed discharges. It was noted that the target timescales have been become considerably tighter over the past five years and that the numbers reflect a small number of complex cases.

The PAR noted **East Renfrewshire Council's positive Best Value Assurance Report**. Published in November last year the report noted the good foundations on which to deliver the Community Empowerment Act and to build its approach to community engagement and participatory budgeting.

Actions

Table 1 contains a summary of the actions agreed at the PAR on 8 May 2018:

Table 1 (proposed actions)

Action		Due Date	
1	Community Plan	Submit Community Plan to CPP Board for approval, incorporating PAR changes Incorporate Fairer East Ren Outcome Diagrams to date into Community Plan draft for the Board	June 2018
2	Community Empowerment	Fairer East Ren Delivery Partnerships to continue development of outcome diagrams	November 2018
3	Locality Planning	Locality planning governance proposals to be circulated round the PAR for comment	June 2018

An update on previous actions can be accessed here - <http://eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=21416&p=0>

End-Year complaints 2017/2018

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 2017/18 we received 1,547 complaints, which represented a decrease on the previous end-year figure of 1,598. Most complaints continue to be received by Environment Department – 76%. The data shows we continue to perform well in terms of processing complaints with an average time to respond to frontline complaints within the 5 day target at 4.1 days which shows an improvement on the corresponding end-year figure for 2016/17 of 4.9 days. The average time to respond to investigation stage complaints was within the 20 day target at 16.5 days compared to 14.8 days in 2016/17. Results from our customer satisfaction survey during 2017/18 showed a drop in satisfaction with the outcome from complaints – down from 36% to 26%. This may be linked to a significant increase in roads related complaints in the final quarter of 2017/18 (almost double the corresponding figure in 2016/17). The survey results together with other complaints information will be used to highlight key issues, learn from complaints and further improve our services.



We received 1,547 complaints during 2017/18 or 16.5 complaints per 1,000 population



76% of complaints were received by Environment



17% of complaints were received by Housing



We continue to perform within the statutory target of 5 days working days for frontline complaints and 20 days for investigative complaints



40% of complaints related to the 'Standard or quality of service'



Over 65% of cases were resolved by providing further advice or information



Of the 277 respondents to our survey, the majority were satisfied with how easy it was to make a complaint

Respondents were less satisfied with the outcome of their complaint, the explanation for the decision and being kept up to date on progress



Complaints information is closely monitored to ensure we learned from these to make service improvements in 2017-18 including:

- Death Registration standby services
- Housing's scaffolding notification process
- Council Tax discounts for major structural work
- Improved billing and benefit information processes

End Year Complaints Report 2017/18¹

Complaints Received per 1000 of the Population				
Description	2016/17	2017/18	Change	Notes
Number complaints received per 1,000 population.	17.9	16.5	-1.4	A total of 1,547 complaints were received in 2017/18, a decrease of 51 from 2016/17. We also report specifically on our Housing complaints; 262 of the complaints related to housing.

Complaints Closed at Stage one and Stage two			
Description	2016/17	2017/18	Change
Number complaints closed at stage one as % of all complaints	95% (1,541)	94% (1,413)	-1% pt
Number complaints closed at stage two as % of all complaints	2% (40)	4% (58)	+2% pt
Number complaints closed at stage two after escalation as % of all complaints	3% (48)	3% (39)	0

Complaints Not Upheld/ Partially Upheld/Upheld			
Not Upheld	2016/17	2017/18	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	43% (666)	50% (709)	+7% pts
Number complaints not upheld at stage two as % of complaints closed at stage two	63% (25)	50% (29)	-13% pts
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	81% (39)	64% (25)	-17% pts
Partially upheld	2016/17	2017/18	Change
Number of complaints partially upheld at stage one as % of complaints closed at stage one	8% (121)	9% (132)	+1% pts
Number complaints partially upheld at stage two as % of complaints closed at stage two	20% (8)	19% (11)	-1% pts
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	13% (6)	21% (8)	+8% pts
Upheld	2016/17	2017/18	Change
Number of complaints upheld at stage one as % of all complaints closed at stage one	48% (745)	40% (558)	-8% pts
Number complaints upheld at stage two as % of complaints closed at stage two	13% (5)	29% (17)	+16% pts
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	6% (3)	15% (6)	+9% pts

The average time in working days for a full response to complaints at each stage					
Description	2016/17	2017/18	Change	SPSO Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	4.9	4.1	-0.8	5	✓
Average time in working days to respond to complaints at stage two (investigation)	14.8	16.5	+1.7	20	✓
Average time in working days to respond to complaints after escalation (investigation)	13.1	16.7	+3.6	20	✓
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	13.9	16.6	+2.7	20	✓

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.

Complaints at each stage closed within set timescales			
Description	2016/17	2017/18	Change
Number complaints closed at stage one within 5 working days as % of stage one complaints	89.3% (1,357)	85.4% (1,207)	-3.9% pts
Number complaints closed at stage two within 20 working days as % of stage two complaints	90% (34)	82.8% (48)	-7.2% pts
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	95.8% (41)	79.5% (31)	-16.3% pts
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	92.9% (75)	81.4% (79)	-11.5%

Where extensions to the 5 or 20 working day timeline were authorised			
Description	2016/17	2017/18	Change
% of complaints at stage one where extension was authorised	1.4% (21)	1.1% (16)	-0.3% pts
% of complaints at stage two where an extension was authorised	5% (2)	0%	-5% pts
% of escalated complaints where extension was authorised	10.4% (5)	10.3% (4)	-0.1% pt

Customer Satisfaction Measures			
To assess satisfaction with the complaints service we survey complainants throughout the year. Over 41% (277 of 673 people surveyed) responded to our online survey. Of these, only 26% were satisfied with the outcome of their complaint. Respondents were most satisfied with how easy it was to make a complaint. There were lower levels of satisfaction with the explanation of the reasons for our decision and being kept up to date. This information will be used to help inform any improvements to the procedure for our customers.			
High Level Survey results	2016/17	2017/18	Change
% responding to complaints satisfaction survey	28%	41%	+13% pts
% satisfied with way complaint was handled	46%	29%	-17% pts
% satisfied with outcome of complaint	36%	26%	-10% pts
% satisfied with how well staff understood your complaint	43%	38%	-5% pts
% satisfied with how easy it was to make a complaint	69%	63%	-6% pts
% satisfied with how polite staff were	58%	46%	-12% pts
% satisfied with being given a clear explanation of the reasons for the Council's decision	34%	20%	-14% pts
% satisfied with being kept up to date with the progress of your complaint	32%	21%	-11% pts
% satisfied with time taken to deal with complaint from start to finish	45%	35%	-10% pts

Improvement Actions 2017/18

Complaints information is closely monitored to ensure we learn from complaints and make service improvements. In 2017/18, service improvement actions included:

- Housing amended their process for scaffold notification meaning that contractors are now required to hand deliver notification letters and record their delivery.
- Planning and Building Standards web pages were amended to include a link to the Council Tax page on discounts and exemptions for those having major structural work carried out on their property.
- The process for updating deceased Council Taxpayers accounts was modified so that executors will now have more time to contact the Council Tax team and complete necessary paperwork avoiding the need for insensitive demand notices to be issued.
- A meeting was arranged with faith communities to review the deaths registration standby service and ensure it meets their needs.
- A system fault was corrected to ensure accurate issue of benefit award letters.
- Revenues changed their direct debit process in response to a number of complaints.

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