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EAST RENFREWSHIRE COUNCIL

28 June 2017

Report by Deputy Chief Executive

STRATEGIC END YEAR PERFORMANCE REPORT 2016-17
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 2016-17 based on performance indicators in the Single Outcome Agreement (SOA) and Outcome Delivery Plan (ODP) 2016-19. 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 2016-17 (Annexes 1 and 2).

(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 9 May 2017.

(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) which sets out what we will work to achieve for local people. From October 2017 this will be replaced with a Community Plan and Fairer East Ren - our Local Outcome Improvement Plan (LOIP).

5.   The Council sets out its contribution to the SOA 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. An integrated strategic performance report including both CPP and Council performance is reported on a six monthly basis to Council.

6.   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.

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

8.   ODP indicators only are included in this report. Updates on other performance indicators and activities are also covered in department reports at end year. These reports are considered by Cabinet or the relevant Committee/Board in August. We have a statutory duty to report on complaints, and also a suite of benchmarking indicators that make up the Local Government Benchmarking Framework (LGBF). LGBF data for 2016-17 will be reported in early 2018 once verified by the Improvement Service. An annual end year summary report on complaints is attached at Annex 4.

9.   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.

10.   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.

11.   Indicators included in Annex 1 have a latest data update that has not been previously reported, for most this will be for end-year 2016-17, for some this may be an update that was not available for a previous reporting period. Occasionally some health indicators have a time lag and the latest data will be more historic.

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 present at the meeting discussed performance against SOA targets at end-year. Almost three quarters of all SOA 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 and school exclusion rates, household waste recycled, supporting people in to employment, and sustaining the lowest levels of teenage pregnancy. The Council also performs consistently well in other areas such as affordable housing provision, the number of awards achieved by young people and satisfaction with Council services measured through our Citizens' Panel survey[1].

14.   The Council is performing well across the majority of the ODP indicators. Overall, of the updated ODP indicators at end-year point 2016-17 with targets set, the Council's

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[1] Our Citizens' Panel is made up of 1200 residents surveyed annually on satisfaction levels and priorities.

performance is meeting target for over 85% of the indicators. In the remaining areas where there is scope for improvement, such as absence and invoice processing, there is a clear understanding of reasons for performance levels and departments are closely monitoring progress and taking action.

COMPLAINTS

15. In April 2013, in line with statutory guidance issued by the Scottish Public Services Ombudsman (SPSO), we revised our complaints handling procedure moving to a two stage process. All Scottish councils are required to assess and monitor their complaints handling performance against a number of high level performance indicators. A detailed report on our performance against these indicators for 2016-17, including a comparison with 2015-16, is attached as Annex 4.

PUBLICATION OF END YEAR PERFORMANCE INFORMATION

16. 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.

FINANCE & EFFICIENCY

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

CONSULTATION

18. There have been various consultations over the last year both internally and externally, for example the school admissions consultation, and the housing strategy consultation.

PARTNERSHIP WORKING

19. 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

20. 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

21. This report details the performance of East Renfrewshire Community Planning Partnership and the Council at end-year 2016-17. 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

22.   It is recommended that Council:

(a)   Scrutinises and comments on a summary of the Community Planning Partnership and Council's end-year performance for 2016-17 (Annexes 1 and 2).

(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 9 May 2017.

(c)   Scrutinises and notes the end-year complaints report attached at Annex 4.

REPORT AUTHOR

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Caroline Innes, Deputy Chief Executive

BACKGROUND PAPERS
▪   Strategic End-Year Performance Report 2015-16 and Performance Presentation, Cabinet 15 June 2016
▪   Strategic Mid-Year Performance Report 2016-17, Council 18 December 2016
▪   Outcome Delivery Plan 2016-2019, Cabinet 1 June 2016

**Single Outcome Agreement 2013 - 2016
Outcome Delivery Plan 2016 - 2019**

East Renfrewshire Community Planning Partnership

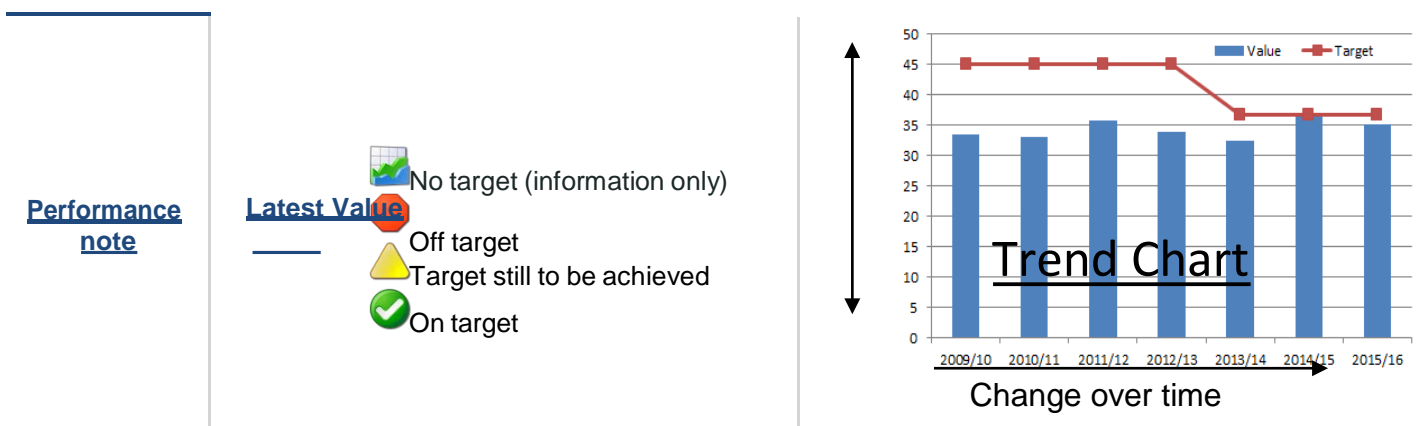## Strategic End-Year Performance Report 2016-17

The following provides an update of <u>Council and Community Planning Partnership (CPP)</u> performance data at end-year point 2016-17. 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. The SOA indicators are graphed. Those titled 'ODP' show Council performance – this is the Council's contribution to the SOA. Some ODP indicators are graphed by exception- the rest are displayed in tables.

Data note

<u>The data shown is the latest available data not previously reported</u>.

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 2018'.

Key

Performance note	**Latest Value**	No target (information only) Off target Target still to be achieved On target	Trend Chart Change over time

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

Performance areas for discussion

<mark>Indicators highlighted in green show where performance is very good.</mark>
<mark>Indicators highlighted in red show where performance is off target.</mark>

Indicators where there is no new data available at end-year point are listed in Annex 2.
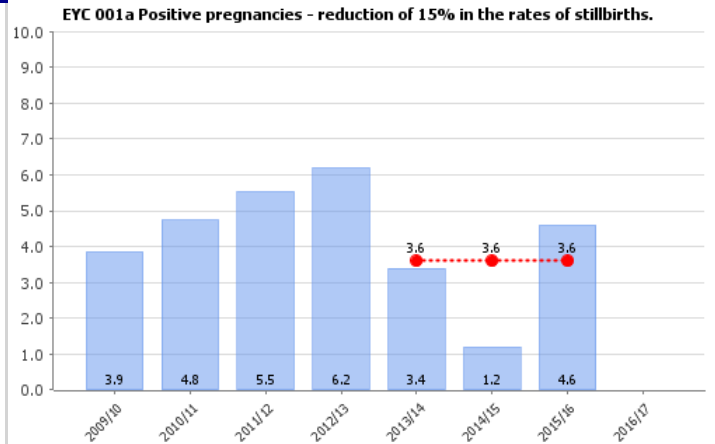
SOA 1 Performance

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 rates of stillbirths.

Preliminary figures from National Records of Scotland (March 2017) show the rate of still births for 2016 was 4.6 per 1,000. For Scotland the rate for 2016 is 4.3 per 1,000
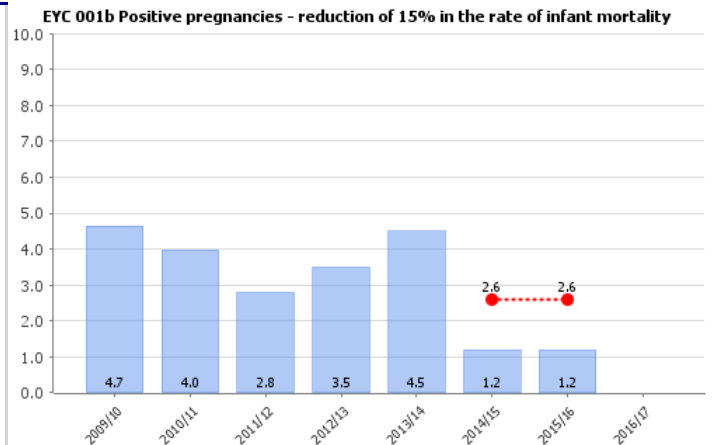
4.6

EYC 001a Positive pregnancies - reduction of 15% in the rates of stillbirths.

Year	Value
2009/10	3.9
2010/11	4.8
2011/12	5.5
2012/13	6.2
2013/14	3.4
2014/15	1.2
2015/16	4.6

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

Preliminary data from National Records of Scotland (March 2017) show the infant mortality rate for the 2016 was 1.2 per 1,000 - this compares favourably to the Scottish national rate of 3.3 per 1,000.

1.2

EYC 001b Positive pregnancies - reduction of 15% in the rate of infant mortality

Year	Value
2009/10	4.7
2010/11	4.0
2011/12	2.8
2012/13	3.5
2013/14	4.5
2014/15	1.2
2015/16	1.2

% of children reaching developmental milestones at 27-30 month child health review.

The 27-30 month review is universal and is offered to every child reaching the appropriate age. Examples of information collected include: development (social, behavioural, communication, gross motor, vision, and hearing), physical measurements (height and weight) and diagnoses / issues. The new stretch aims are: by 2020 at least 85% of Children within each SIMD quintile of the Community Planning Partnership will have reached all of their developmental milestones at time of their 13 -15 month child health review, 27 – 30 month child health review and 4-5 year child health review.
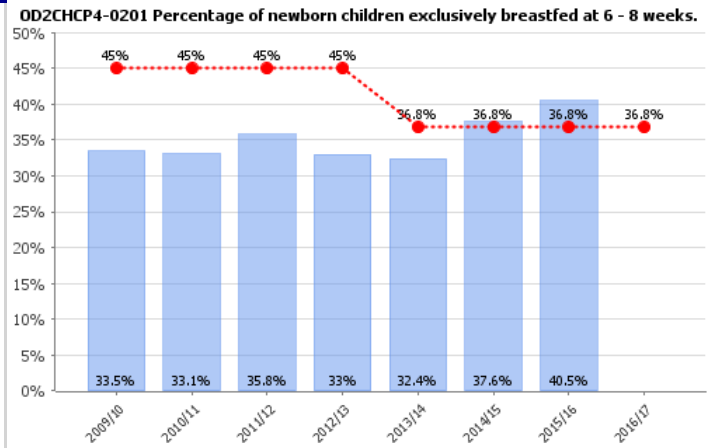
83%

EYC 002 % of children reaching developmental milestones at 27-30 month child health review.

Year	Value
2013/14	81%
2014/15	80%
2015/16	83%
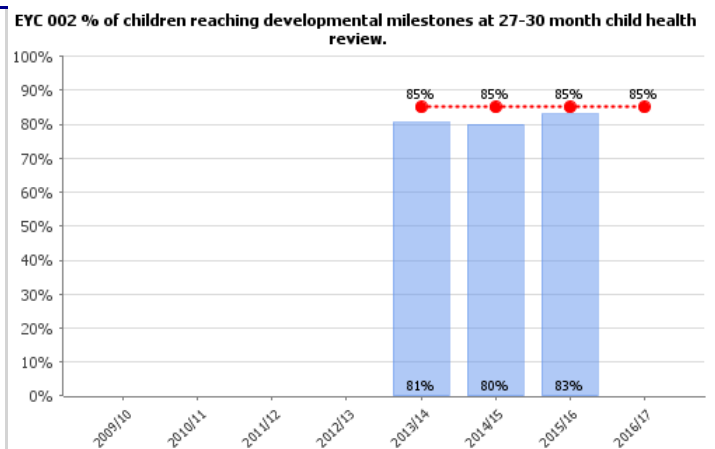
Percentage of new-born children exclusively breastfed at 6 - 8 weeks.

The NHS Greater Glasgow and Clyde-wide figure was 31.3% and the national average for 2015/16 was 28.2% (ISD Oct 2016).
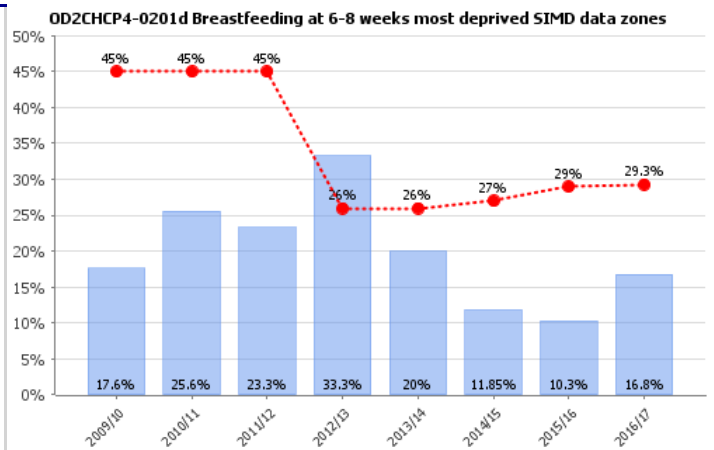
40.5% ✅

OD2CHCP4-0201 Percentage of newborn children exclusively breastfed at 6 - 8 weeks.

Year	Bar	Line
2009/10	33.5%	45%
2010/11	33.1%	45%
2011/12	35.8%	45%
2012/13	33%	45%
2013/14	32.4%	36.8%
2014/15	37.6%	36.8%
2015/16	40.5%	36.8%
2016/17		36.8%

Breastfeeding at 6-8 weeks most deprived SIMD data zones

Annual average based on first two quarters 2016/17 data. Activity around this indicator has been reviewed and resource identified for coming year for targeted work to rectify performance.
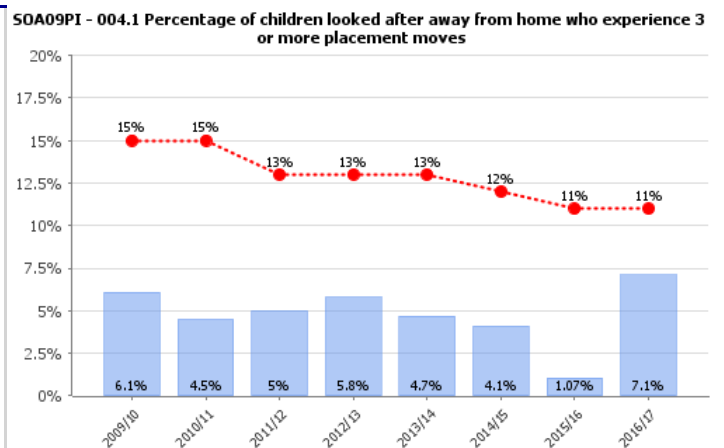
16.8% 🛑

OD2CHCP4-0201d Breastfeeding at 6-8 weeks most deprived SIMD data zones

Year	Bar	Line
2009/10	17.6%	45%
2010/11	25.6%	45%
2011/12	23.3%	45%
2012/13	33.3%	26%
2013/14	20%	26%
2014/15	11.85%	27%
2015/16	10.3%	29%
2016/17	16.8%	29.3%

Percentage of children looked after away from home who experience 3 or more placement moves

There were 84 individual children looked after away from home during 2016/17, six of these children experienced three or more placement moves. (Note: small numbers involved can result in significant percentage changes).
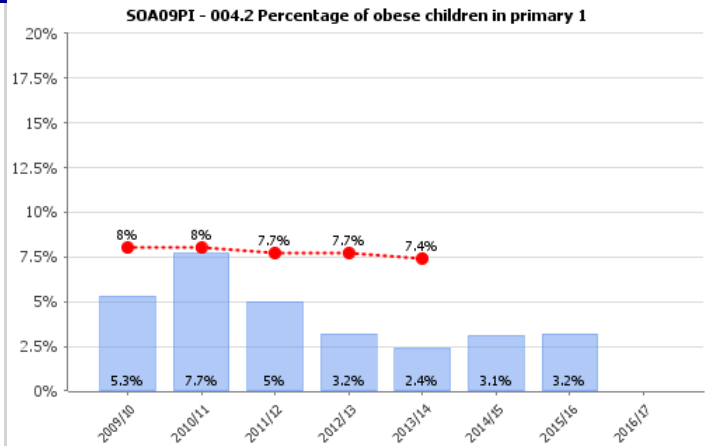
7.1% ✅

SOA09PI - 004.1 Percentage of children looked after away from home who experience 3 or more placement moves

Year	Bar	Line
2009/10	6.1%	15%
2010/11	4.5%	15%
2011/12	5%	13%
2012/13	5.8%	13%
2013/14	4.7%	13%
2014/15	4.1%	12%
2015/16	1.07%	11%
2016/17	7.1%	11%

Percentage of obese children in primary 1

Latest data published December 2016 by Information Services Division reports figures of 1.8% obese and 1.4% severely obese children in Primary 1 in 2015/16 (this compares to 2% and 1.1% respectively for 2014/15).

3.2%

SOA09PI – 004.2 Percentage of obese children in primary 1

2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
5.3%	7.7%	5%	3.2%	2.4%	3.1%	3.2%

Trend line: 8%, 8%, 7.7%, 7.7%, 7.4%

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

The overall trend of results has shown an increase from 69% in 2014-15 and 74% in 2015-16. Data has been shared with establishments to identify strengths, areas where staff can be further supported to improve their practices and to ensure greater consistency across the authority. Schools also recorded 93% of pupils as having no developmental milestone concerns.

82%

ODP5EDU01-01 Proportion of P1 children who have reached all of the expected milestones on entry to school.

2013/14	2014/15	2015/16	2016/17
53%	69%	74%	82%
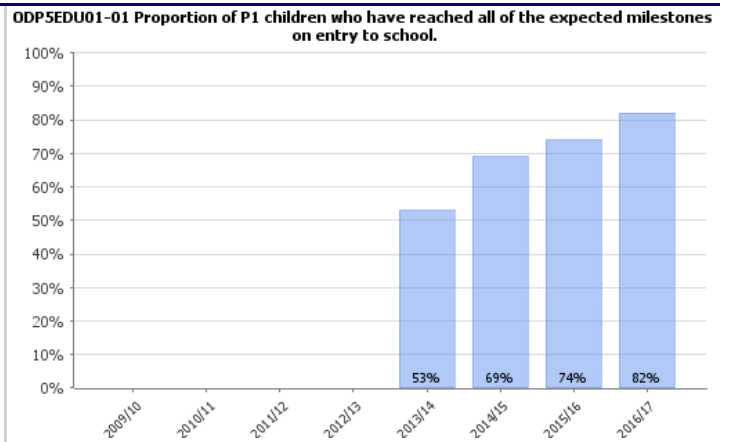
Number of teenage pregnancies

Data refers to the 2014 calendar year. There were 39 births, still births or terminations to females aged under 20 in the 2014 year. This is a rate of 13.5% and is a decrease on last year. For the 7th consecutive year, East Renfrewshire has the lowest levels of teenage pregnancy in Scotland.
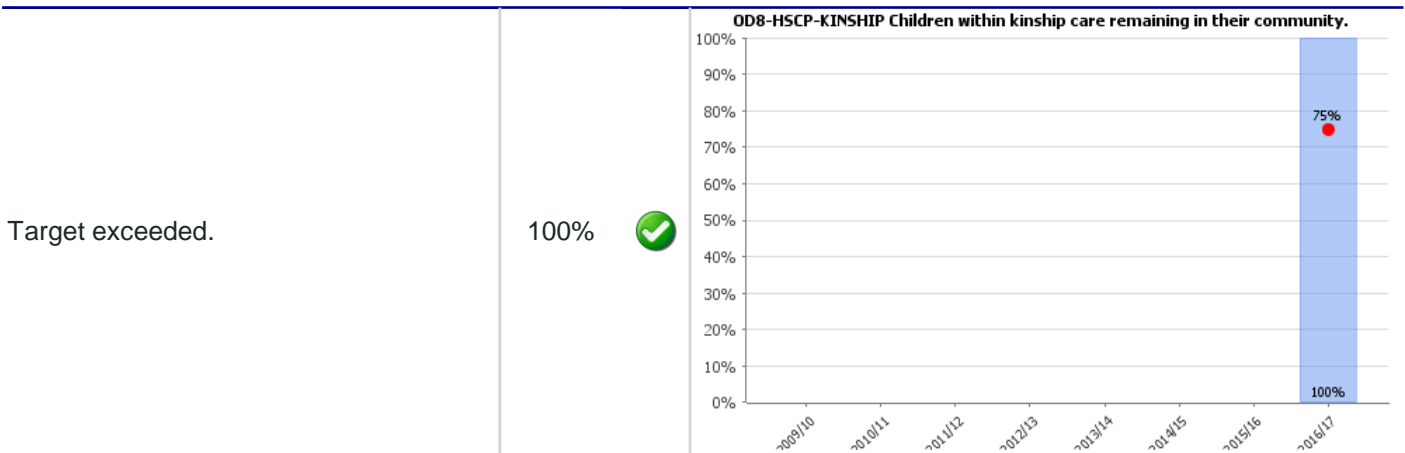
39

YPSServPlan3.1.5 N. teenage pregnancies

2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
70	67	61	70	57	39

Trend line: 65, 61, 60, 57, 55, 52
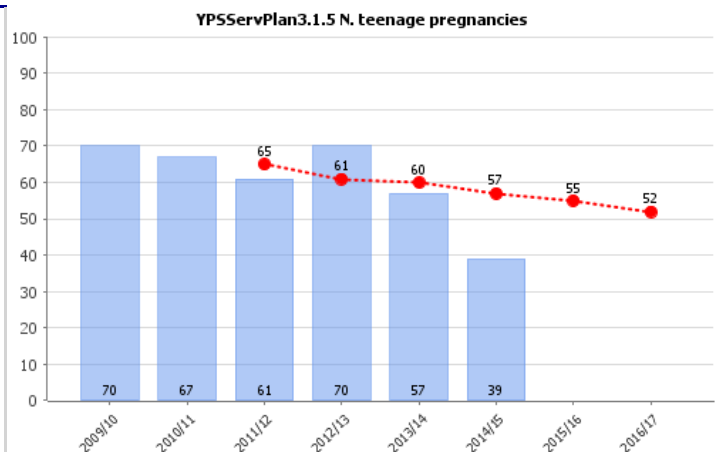
ODP 1 Council Performance

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

Children within kinship care remaining in their community.

Target exceeded.	100%	✅	

OD8-HSCP-KINSHIP Children within kinship care remaining in their community.

PI Description	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2016/17 Target	Status	Notes and benchmark
Number of ERC Foster Carers	N/A	N/A	N/A	10	11	11	✅	In addition to the eleven ERC Foster Carers in Quarter 3 there were also nine Agency Foster Carers.
Number of ERC Kinship Carers	N/A	N/A	N/A	22	25	23	✅	There were 25 Kinship Carers during Quarter 3.
2 year olds in Barrhead offered a nursery place from 2020.	N/A	N/A	N/A	N/A	100%	100%	✅	At present all eligible 2 year olds, as detailed by the Scottish Government, have been offered a nursery place on application. Currently 19 eligible 2 year olds attend Early Learning Care in Barrhead.
Number of children impacted by evictions	N/A	N/A	N/A	N/A	0	-	✅	0 evictions undertaken by East Renfrewshire Council involved children.

SOA 2 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 National Register of Scotland figure for male life expectancy at birth for 2013 - 2015 has fallen marginally since the previous estimate of 79.8 years (2012-14). The national figure for the period is 77.1 years. (Published by NRS November 2016)
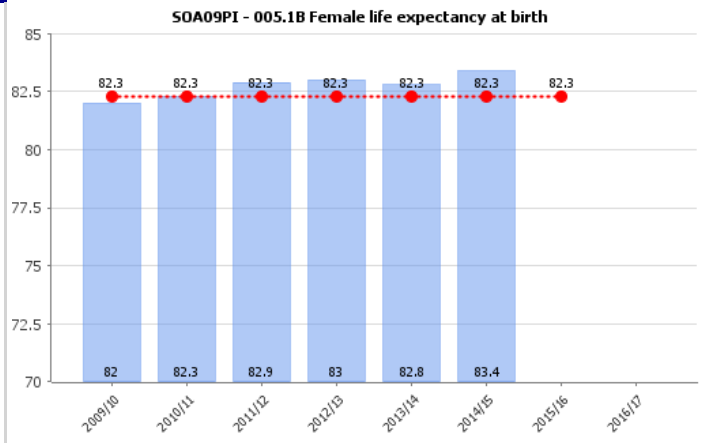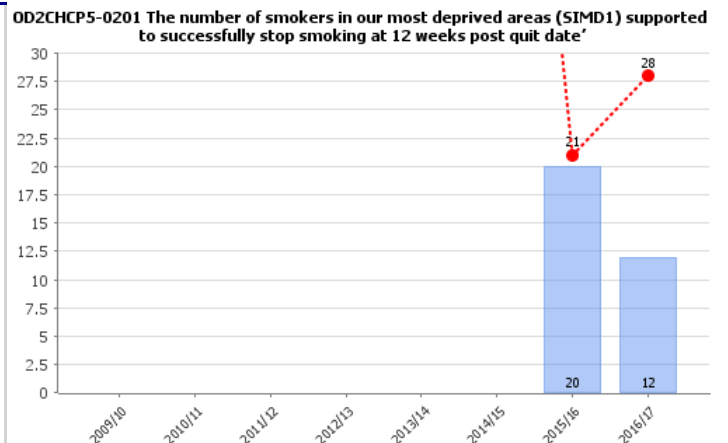
79.3 ✅

SOA09PI - 005.1A Male Life expectancy at birth
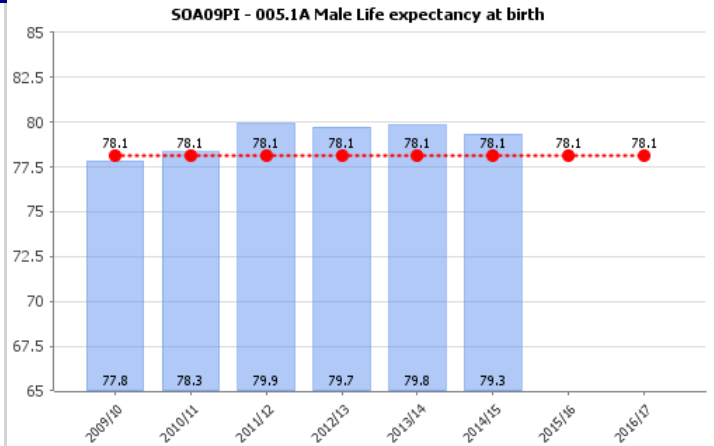
Female life expectancy at birth

The most recent National Register of Scotland figure for female life expectancy at birth for 2013 - 2015 has increased marginally since the last estimate of 82.8 years (2012-14). The national figure for the period is 81.1 years. (Published by NRS November 2016)

83.4 ✅

SOA09PI - 005.1B Female life expectancy at birth

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

Due to data lags this year's out-turn is based only on the first two quarters of 2016/17. Whilst we were one short of the target (21) last year this year's target has been increased to 28. We have developed an action plan to ensure we are targeting the SIMD areas, e.g. working with the foodbank. Additionally the shift towards e-cigarettes has impacted on the number of people accessing Smokefree Services across the country generally.

12 🛑

OD2CHCP5-0201 The number of smokers in our most deprived areas (SIMD1) supported to successfully stop smoking at 12 weeks post quit date'
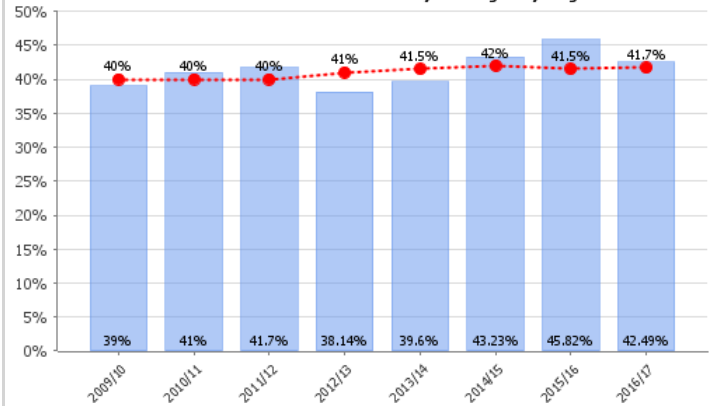
Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.

Target exceeded. The 2016 Hands Up Survey showed 42.49% of pupils walked or cycled to school which is slightly down from 2015/16.

42.49% ✅

SOA09PI - 008.3 008.3 Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.
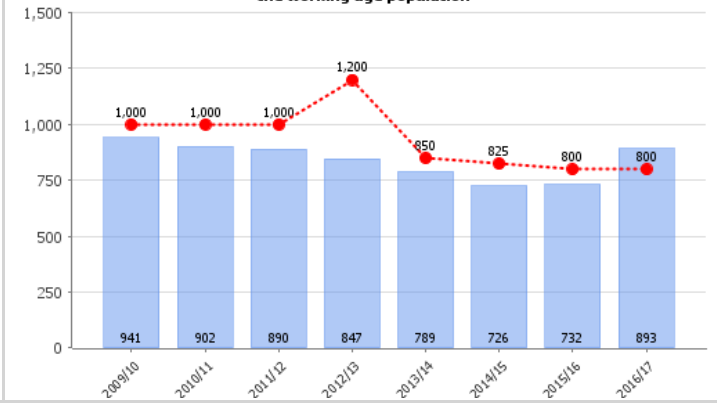
Year	Line	Bar
2009/10	40%	39%
2010/11	40%	41%
2011/12	40%	41.7%
2012/13	41%	38.14%
2013/14	41.5%	39.6%
2014/15	42%	43.23%
2015/16	41.5%	45.82%
2016/17	41.7%	42.49%

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

Target not met. Number claiming out of work benefits 5050. Population base 56522. Under Universal Credit a broader span of claimants are required to look for work than under Jobseeker's Allowance. As Universal Credit Full Service is rolled out in particular areas, the number of people recorded as being on the claimant count is therefore likely to rise. Universal Credit full roll out is due in East Renfrewshire in June 2018.

893 ⚠️

SOA10PI - 002.1 002.1 Number of claimants in receipt of out of work benefits per 10,000 of the working age population

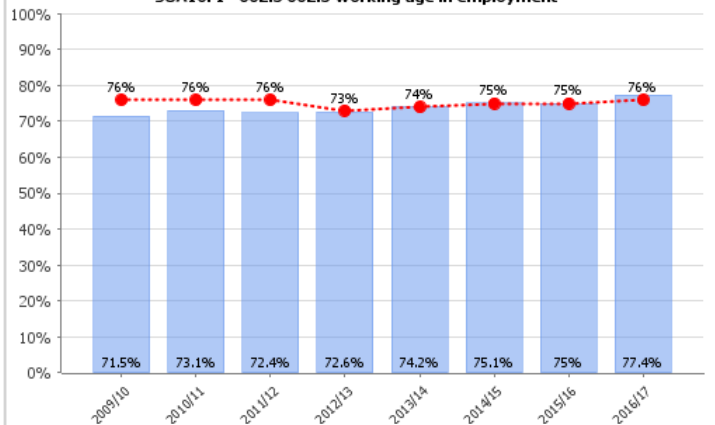| Year	Line	Bar
2009/10	1,000	941
2010/11	1,000	902
2011/12	1,000	890
2012/13	1,200	847
2013/14	850	789
2014/15	825	726
2015/16	800	732
2016/17	800	893

Working age in employment

Target exceeded. 77.4% of the working age population in employment. Scottish average is 72.9%.

77.4% ✅

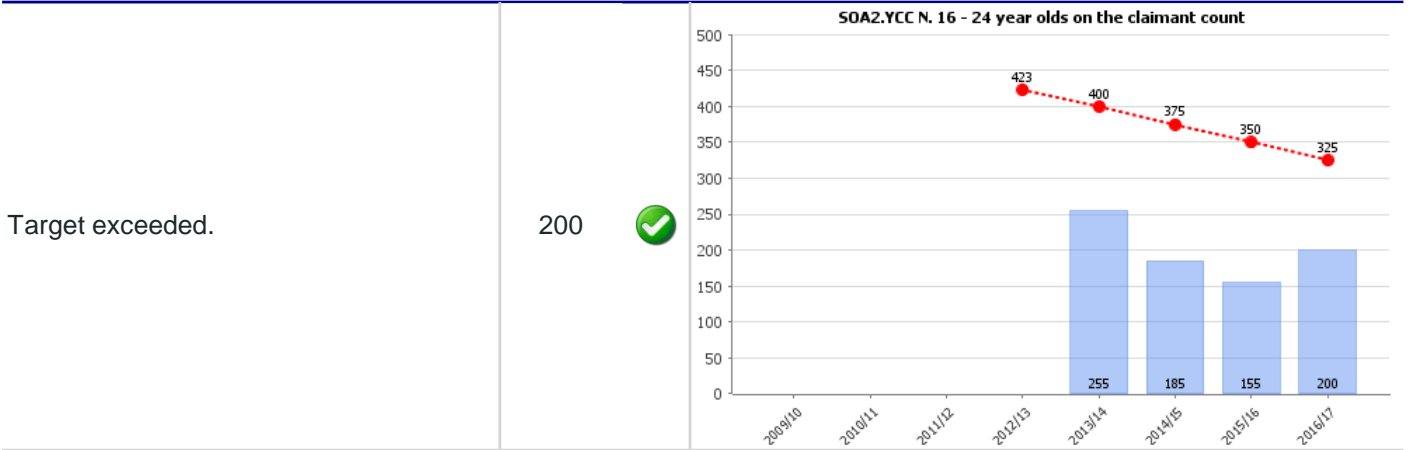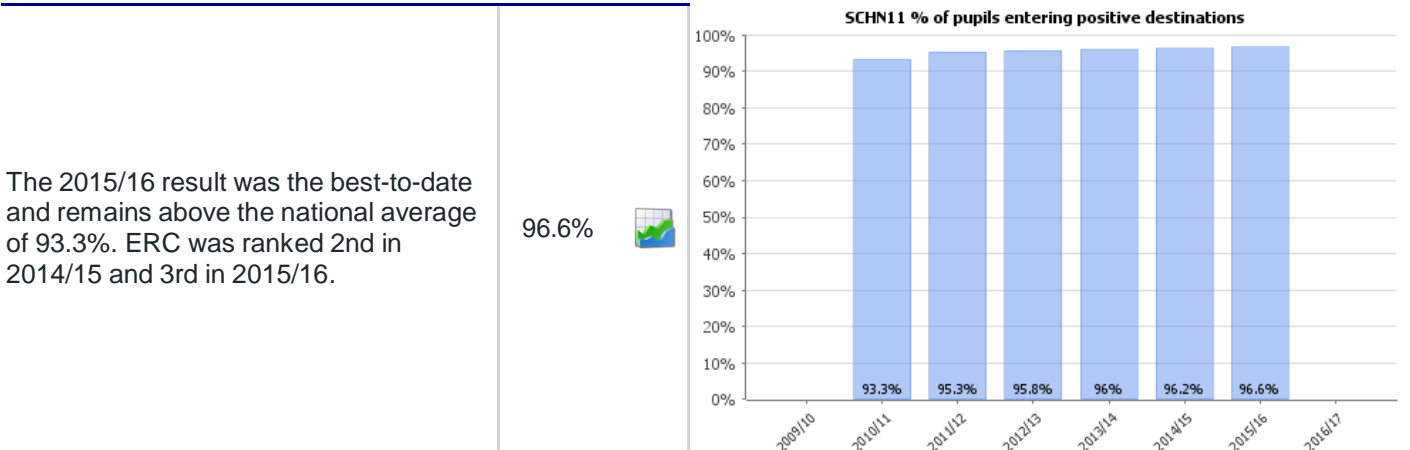SOA10PI - 002.5 002.5 Working age in employment

Year	Line	Bar
2009/10	76%	71.5%
2010/11	76%	73.1%
2011/12	76%	72.4%
2012/13	73%	72.6%
2013/14	74%	74.2%
2014/15	75%	75.1%
2015/16	75%	75%
2016/17	76%	77.4%

Number of 16 - 24 year olds on the claimant count

Target exceeded.	200 ✅	

% of pupils entering positive destinations

The 2015/16 result was the best-to-date and remains above the national average of 93.3%. ERC was ranked 2nd in 2014/15 and 3rd in 2015/16.	96.6%	

ODP 2 Council Performance

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

| PI Description	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2016/17 Target	Status	Notes and benchmark
Alignment of the local workforce to job creation from City Deal and Local Development Plan.	N/A	N/A	N/A	N/A	7	7	✅	Target met. 4 Construction Partnership meetings held and 3 Construction Partnership events successfully held. Community Benefits Policy now finalised and being successfully implemented. Particular focus on community benefits due to City Deal requirements. Some positive outcomes emerging and work ongoing.
Number of attendances to leisure centres per 1000 population	7,823	6,927	7,699	8,614	9,300	9,800	⚠️	95.8% of target achieved. Although the target was missed, Leisure Centre attendances are once again at five-year high, exceeding last year's figures by 5% or 30,000 attendances. Initial target setting appears therefore to have been a little high. However, we also saw a negative impact on gym attendances during last year due to new local private sector provision. This equated to around 5% of our gym business.
Number of Library visits per 1000 population	5,301	4,717	5,262	6,258	6,013	6,280	⚠️	94.9% of target achieved. Library attendances (physical and virtual visits) were 911,144 for the year, down -9.8% from the 2015/16 high, but 7.2 % above previous 5 year averages. The main driver has been a reduction in online visits (down 18%) corresponding in large part to school usage of online resources, probably associated with reductions in school librarian resources.
Number of people participating in community based health improvement programmes				405	462	-	📈	Data relating to the number of people accessing 'Live Active' referral to exercise programme across East Renfrewshire.
Percentage of adults taking part in sport at least once a week (figures includes walking 2+ miles)	N/A		N/A	90%	86%	90.5%	⚠️	Slightly below target.

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

Target of 334 exceeded. Most organisations in Scotland recognise the 5 stage Strategic Skills Pipeline model, which has been developed as a framework by the Scottish Government to support the effective delivery of employability services. The 5 stages are: Referral Engagement and Assessment; Needs Assessment and Barrier Removal; Vocational Activity; Employer Engagement and Job Matching and In Work Support and Aftercare.	604 ✅	

ODP8ENV – 0201 Number of unemployed and inactive participants with multiple barriers receiving employment support through our 5 stage pipeline
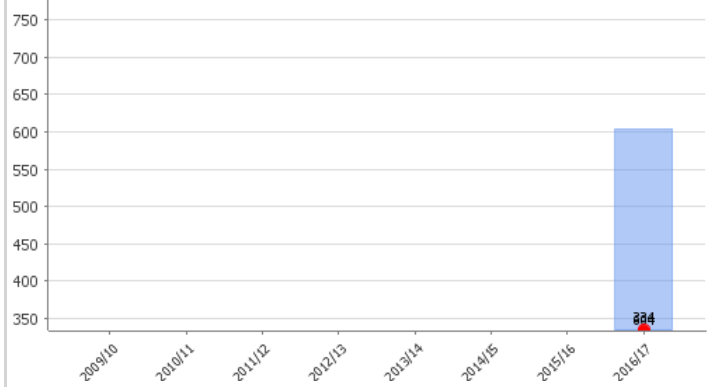
% Unemployed People Assisted into work from Council operated / funded Employability Programmes

ERC ranked 18th for 2015/16 in Unemployed People Assisted into work from Council operated / funded Employability Programmes, in comparison to 20th in 14/15.

13.4% ✅

SECDEV01 % Unemployed People Assisted into work from Council operated / funded Employability Programmes
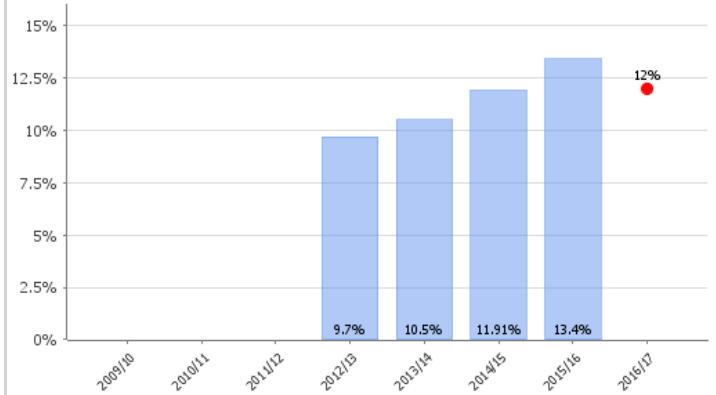
SOA 3 Performance

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

% of council dwellings that meet the Scottish Housing Quality Standard

The SHQS has been achieved and maintained. The remaining 2.8% of properties are not included as owners or tenants have refused the works or the cost is not cost effective. There are 0% fails. The average % performance across Scottish Councils for 2015/16 was 93.3%

97.2% ✅

SHSN03 % of council dwellings that meet the Scottish Housing Quality Standard
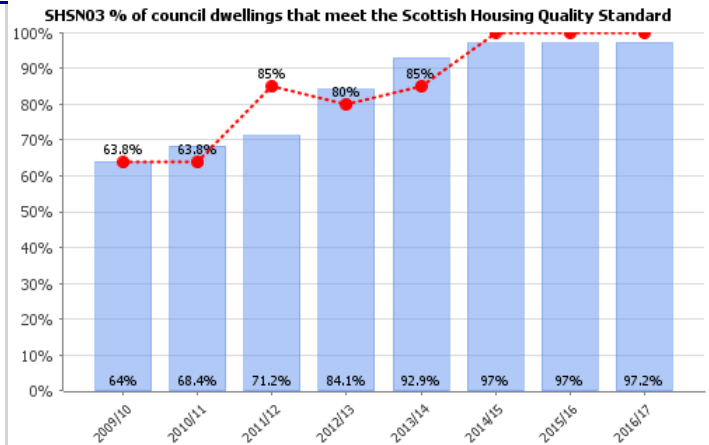
Citizens Panel - Satisfaction with East Renfrewshire as a place to live.

22nd Citizen Panel Survey - 93% of the population were very satisfied or satisfied with East Renfrewshire as a place to live. This is a 1% reduction from the previous Citizens Panel.

93% ⚠️

CitP001-SOA 008. Citizens Panel - Satisfaction with East Renfrewshire as a place to live. (CORE)
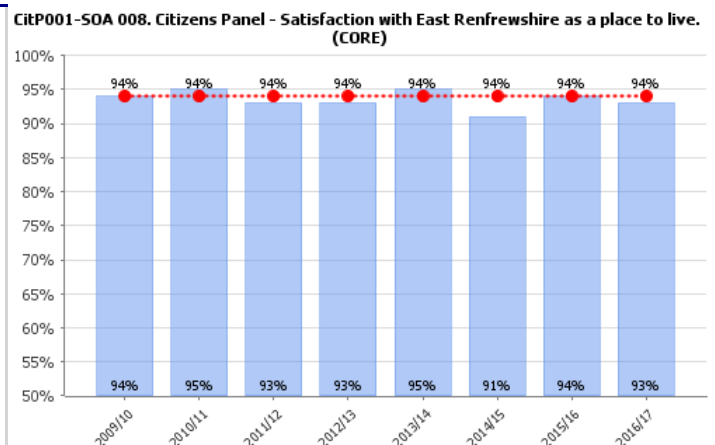
Number of new business births per 10,000 resident (16+) population

Target exceeded. 375 new business start-ups. (45.6 per 10,000 residents)

45.6 ✅

SOA10PI - 001.1 001.1 Number of new business births per 10,000 resident (16+) population
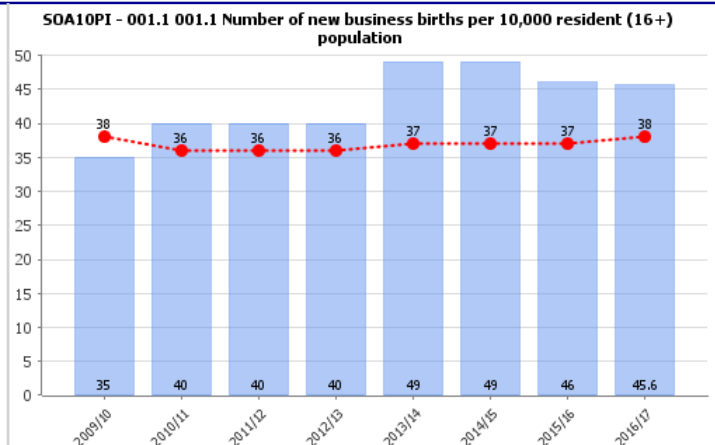
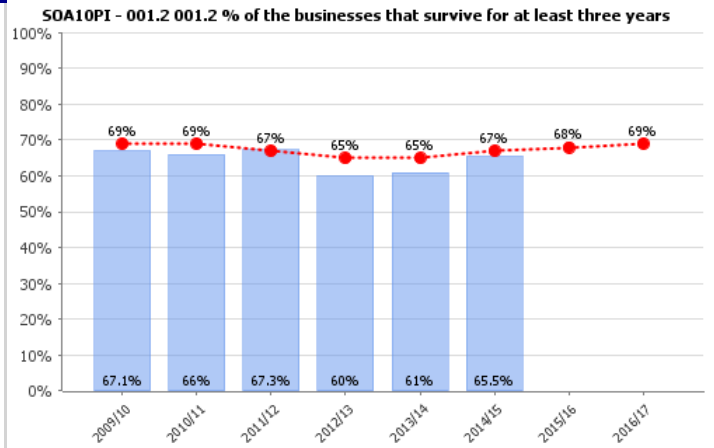## % of the businesses that survive for at least three years

Target not met. 65.5% of the 290 business start-ups were still in operation. This amounts to 190 business start-ups surviving their first 3 years of service. This is an improvement on 2013/14 figures.

65.5% ⚠️

SOA10PI – 001.2 001.2 % of the businesses that survive for at least three years

ODP 3 Council Performance

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

Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 150 by 2017)

Target exceeded. Additional supply 79 units - new build Barcapel (Link HA) 33 units; Waterford (Hanover HA) 12 units. Acquisitions/ brought into supply - 22 Rent off the Shelf purchases (10 Barrhead HA and 12 ERC); Mortgage Rescue 2 units (1 BHA, 1 ERC); 10 Open Market Shared Equity purchases locally via Scottish Government funded scheme. Overall target of 150 units from 2012-2017 has been exceeded.
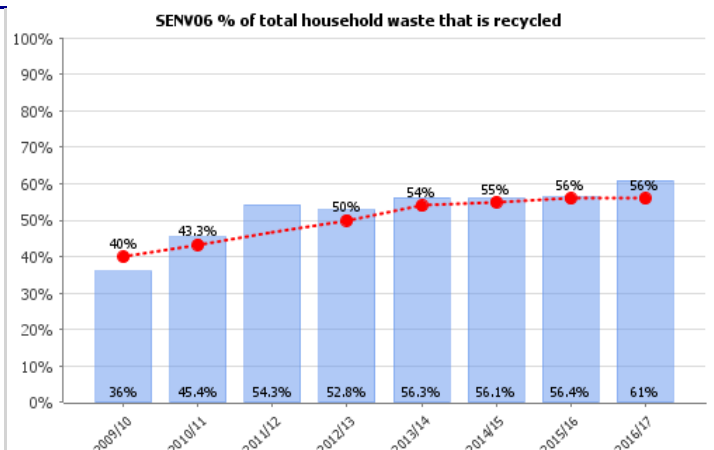
79 ✅

SOA09PI – 0010.3 Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 150 by 2017).
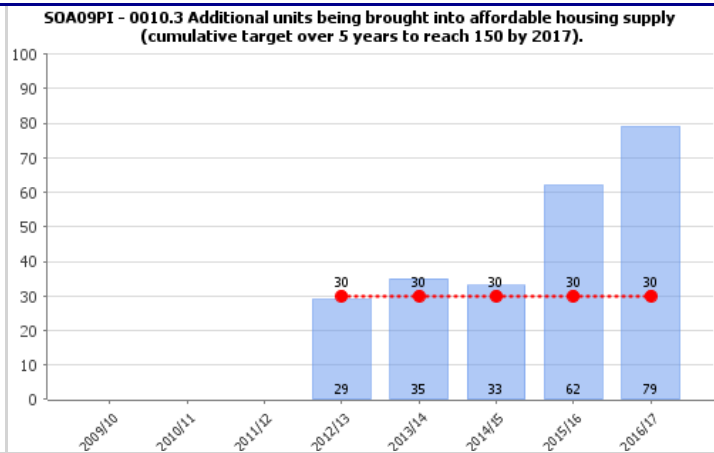
% of total household waste that is recycled

Target exceeded for 2016/17. Figures still to be verified by SEPA. Benchmarking data for 2015/16 ERC ranked 3rd compared to 4th in 2014/15.

61% ✅

SENV06 % of total household waste that is recycled

| PI Description	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2016/17 Target	Status	Notes and benchmark
Number of businesses growing after receiving support from Council operated / funded business development programmes.	N/A	N/A	N/A	N/A	23	10	✅	23 businesses accessed £37,277 worth of grants which allowed a total investment of over £65,000 into businesses in East Renfrewshire.
Increased investment in the local economy. (investment target figure = £ million)	N/A	N/A	N/A	N/A	22	23.5	⚠️	Slightly behind target. Investment in Faith campus arising from Maidenhill Strategic Development Opportunity. City Deal investment of £2m in infrastructure development. Indirect benefits from residential development has not come forward as early as expected but is expected to commence in 2017/18.
Percentage of parks and greenspace improvement projects delivered on time and within budget.	N/A	N/A	N/A	N/A	100%	100%	✅	A range of work has been successfully implemented on budget and on time during the last year. Waterworks is now complete with Grow Wild funding having delivered a community growing space which will now be supported by the community guided by a steering group of local interest groups and residents. Other local greenspace projects have been implemented at Shawwood Crescent Newton Mearns and project development work completed in Auchenback. These will be implemented over the coming financial years.
Fulfilment of Town Centre Action Plans.	N/A	N/A	N/A	N/A	Yes	Yes	✅	Target met. All Town Centre Action Plans completed and Town Centre Audits undertaken on all the town centres. Clarkston moving forward to implementation as a priority centre.
The percentage of households offered kerbside recycling facilities.	75.3%	98.5%	98.5%	98.5%	100%	-	📊	98.5% of households offered food waste collection. 100% offered kerbside recycling.
Number of educational/promotional events per annum to encourage waste minimisation and recycling	N/A	N/A	N/A	N/A	12	12	✅	Target met.

SOA 4 Performance

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

Number of suicides per 100,000 population.

In comparison the Scottish suicide rate was 12.5 per 100,000. The rate includes both deaths as a result of events of undetermined intent and intentional self-harm. (NRS 2016)
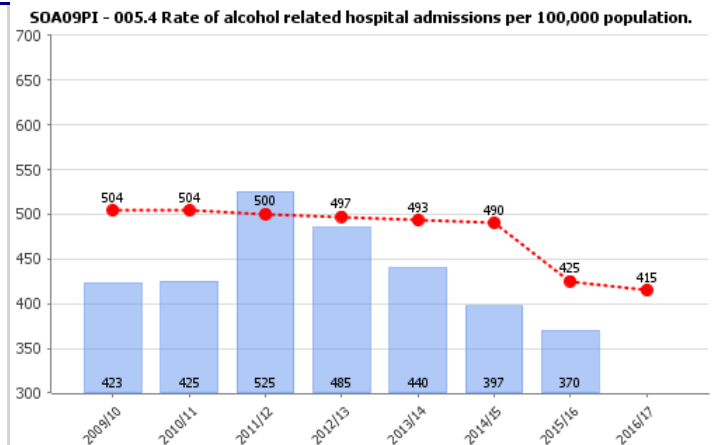
8.6

SOA09PI – 006.3 Number of suicides per 100,000 population.
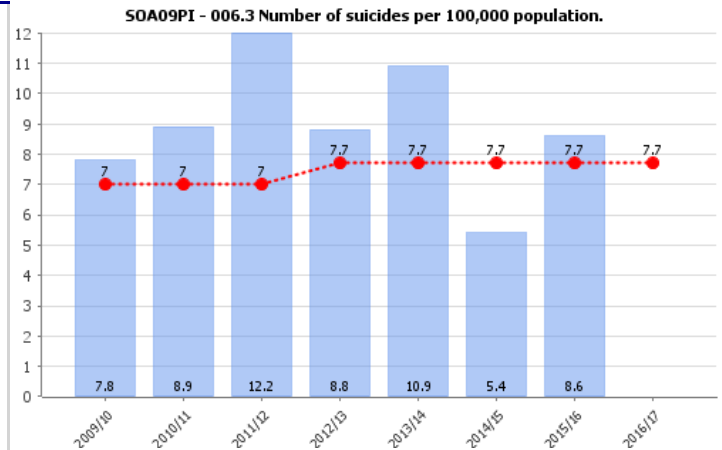
Rate of alcohol related hospital admissions per 100,000 population.

Figures for 2015/16 show a reduction in alcohol related admissions per 100,000 population to 370 from 397 last year.

370

SOA09PI – 005.4 Rate of alcohol related hospital admissions per 100,000 population.

Number of people killed or seriously injured (KSI) in road accidents

There were no fatalities in 2016/17 but 16 people were seriously injured. Figures include Trunk Road and Glasgow Southern Orbital.

16

SOA09PI – 007.7 007.7 Number of people killed or seriously injured (KSI) in road accidents
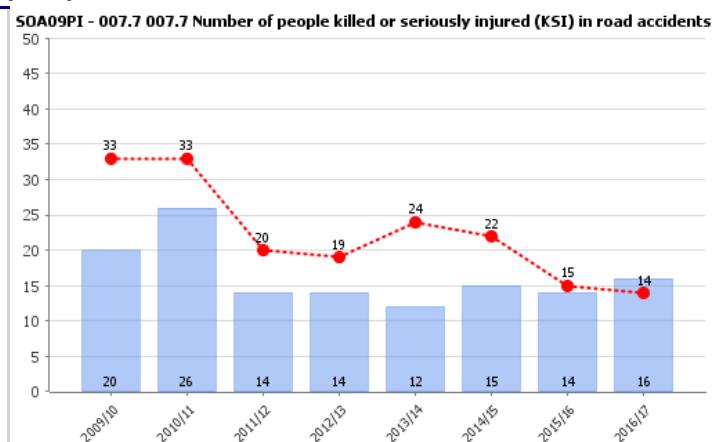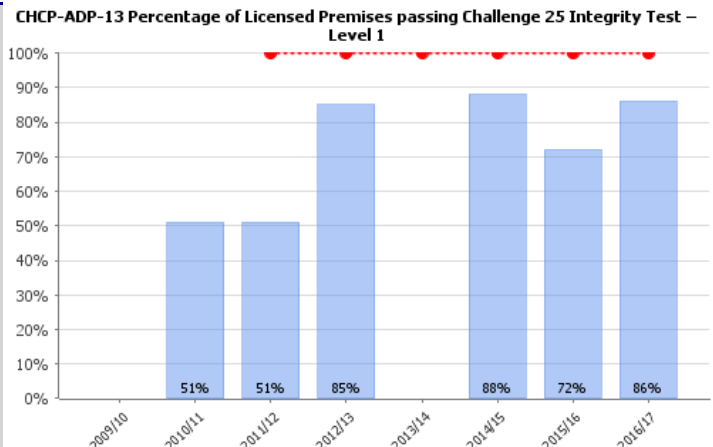
ODP 4 Council Performance

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

Percentage of Licensed Premises passing Challenge 25 Integrity Test – Level 1

Pass rates for challenge 25 testing relating to alcohol and tobacco products has increased by 14% on the previous year. (Diligence testing was not carried out during 2013/14).

86% 🛑

CHCP-ADP-13 Percentage of Licensed Premises passing Challenge 25 Integrity Test – Level 1

PI Description	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2016/17 Target	Status	Notes and benchmark
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.	N/A	N/A	N/A	59.4%	61.9%	61%	✅	Of the 126 young people identified as "at risk of engaging in risky behaviour", 78 of these have attended diversionary programmes such as the Barrhead Tuesday and Friday night youth clubs and/or the RespectER programme.
Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	82.6%	90.4%	84.8%	75.0%	95.6%	80.0%	✅	95.6% of the 68 orders were completed within timescales set out by Court.
% Change in women's domestic abuse outcomes	N/A	N/A	N/A	N/A	62.5%	-	📈	2016-17 is baseline year.
Increase in number of infant and parent support groups per 100 families (children aged 0-4 years) in Barrhead.	N/A	N/A	N/A	3.2	3.5	3.5	✅	The target has been met with an increase of 3 groups in the area. The community planning team is monitoring community activity closely to further increase opportunities in this area. In 2016/17 a refreshed community mapping exercise was conducted which has highlighted the need to replace this indicator to only reflect groups which the community planning team can directly influence/support.
Increase in number of older people's groups per 1000 pop (65 years and older) across East Renfrewshire	N/A	N/A	N/A	3	3.1	3.1	✅	Target met. For every 1,000 residents in East Renfrewshire aged 65+ there are 3.1 groups specifically for older people.

PI Description	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2016/17 Target	Status	Notes and benchmark
% of community groups who are self-sustaining one year after receiving support from the Community Planning team, on a rolling 3 year basis	N/A	N/A	N/A	100%	95%	90%	✅	9 out of 10 groups supported by the community planning team were still active in 2016/17. One group came to a natural end with group members progressing onto other ventures such as further education. The 95% value is based on 3 year rolling average of data.
% of service users moving from treatment to recovery service	10%	12%	7%	13%	9%	9%	✅	There was a decrease in the percentage of people moving from treatment to recovery from 13% in 2015/16 to 9% in 2016/17. This is due to a significantly higher number of initial referrals to treatment services in 2016.17. The actual number of people supported in their recovery increased in 2016/17 from 33 to 37 and the 2016/17 target was achieved.
% Change in individual recovery Outcome Score	N/A	N/A	N/A	N/A	16.9%	-	📈	This was a new indicator for 2016/17 as such baseline and therefore target not yet established. The new alcohol and drug recovery outcome web tool was implemented in April 2016. There was a 16.9% improvement across all individual recovery outcomes. All service users reported a positive change across the following outcome areas: Substance Use, Self-Care and Nutrition, Relationships, Physical Health and Wellbeing, Mental Health and Emotional Wellbeing, Occupying Time and Fulfilling Goals, Housing and Independent Living and children. No or small change was reporting to their Offending and Money Matters.

SOA 5 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

From July 2016 the Indicator changed from people waiting in excess of 14 days to 3 days. The following patients are no longer recorded as delayed discharges: patients delayed for healthcare reasons or in non-hospital locations. Our performance in this area is one of the best in Scotland against a very challenging target.

5

HSCP-HWBO-DD3 Delayed discharge: people waiting more than 3 days to be discharged from hospital into a more appropriate care setting
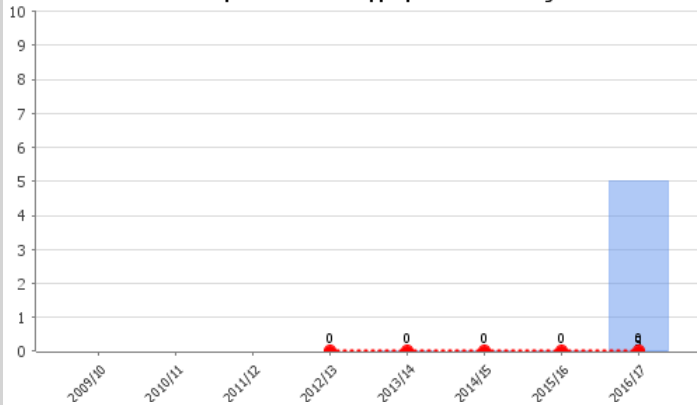
Percentage of those whose care need has reduced following re-ablement.

Data relates to first three quarters of 2016/17. Of the cumulative 295 reablement discharges, 158 were discharged with no services and a further 32 were discharged with reduced services. This equates to 64.4% of service that has either stopped or decreased.

64.4%

OD2CHCP6-0102 Percentage of those whose care need has reduced following re-ablement.
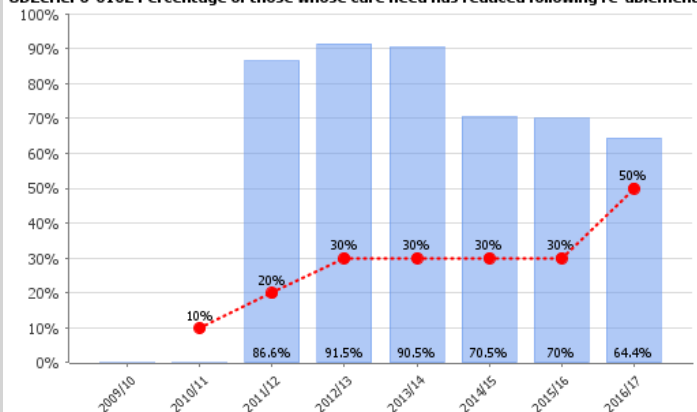
Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population

Annual outturn data corrected from previously reported rate of 3,699 bed days to 4,158 bed days (January 2017, ISD).
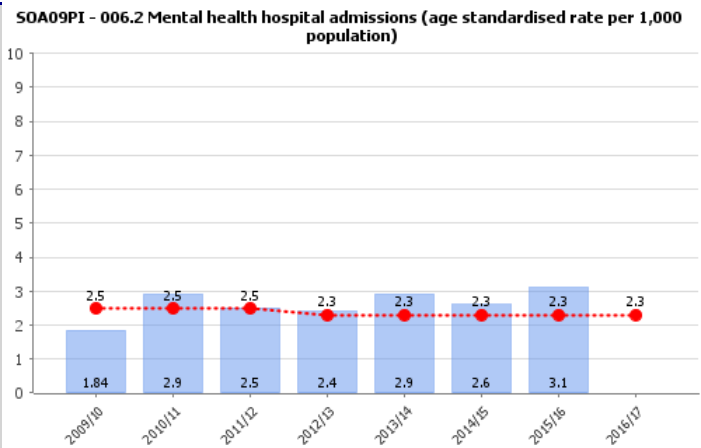
4,158

CHCP HCC082 Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population
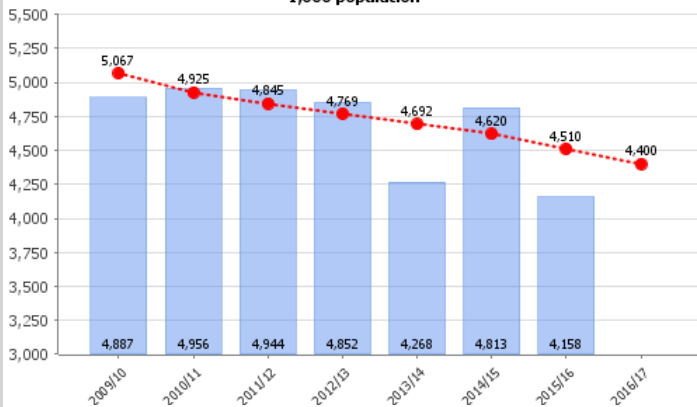
Mental health hospital admissions (age standardised rate per 1,000 population)

Rates (age standardised) to March 2016 published March 2017. Latest data corresponds to 295 hospital admissions during the year.	3.1 🛑	

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.
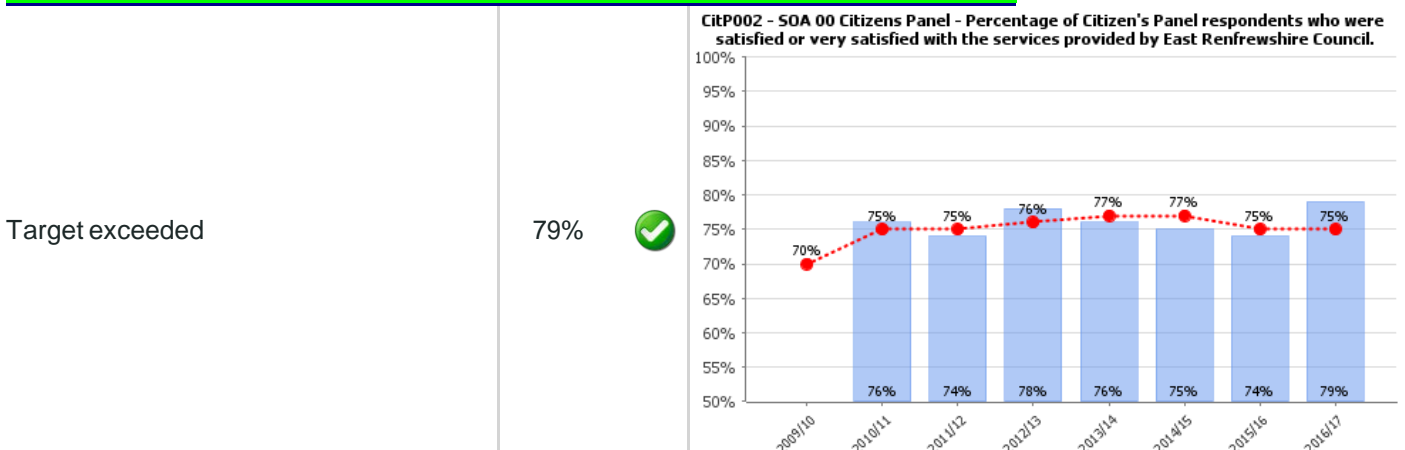
PI Description	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2016/17 Target	Status	Notes and benchmark
People reporting 'having things to do' needs fully met (%)	67.7%	71.0%	66.0%	61.7%	66.9%	62.0%	✅	In Qtr 3, of the total 232 valid responses 154 reported their needs fully met with a further 58 reporting their needs partially met. Twenty (8.6%) responses reported unmet need in this regard.
People reporting 'living where you want to live' needs fully met (%)	89.3%	94.5%	78.5%	77.6%	78.2%	80.0%	✅	In Qtr 3, of the total 226 valid responses 179 reported their needs fully met with a further 38 reporting their needs partially met. Nine (4%) responses reported unmet need in this regard.
Percentage of people aged 65+ who live in housing rather than a care home or hospital	96.5%	96.3%	96.6%	97.5%	96.8%	97%	✅	There is continuing stability in the number of people living in housing rather than a care home or hospital. At April 2016 there were 561 residents living in care homes.
Direct payments spend on adults 18+ as a % of total social work spend on adults 18+	2.4%	2.9%	5.4%	5.37%	N/A	-	📈	ERC ranked 4th in Self Directed Support spend on adults 18+ as a % of total social work spend on adults 18+ in 15/16, no change from 14/15.
People reporting 'quality of life for carers' needs fully met (%)	69.0%	70.9%	74.6%	68.9%	70.9%	70.0%	✅	In Qtr 3 of the total 184 valid responses 133 reported their needs fully met with a further 31 reporting their needs partially met. Twenty (10.9%) responses reported unmet need in this regard.

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.

Target exceeded	79% ✅	

CitP002 - SOA 00 Citizens Panel - Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.

PI Description	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2016/17 Target	Status	Notes and benchmark
Number of complaints upheld/partially upheld by the SPSO, which include recommendation(s) for the Council	N/A	N/A	N/A	2	2	-	📈	On the first complaint two recommendations were made. On a second complaint two of the three issues were upheld with one recommendation made.
Council revenue expenditure kept within agreed annual budget level. Target <100%	N/A	N/A	97.8%	95.6%	96.1%	100%	✅	Within target.
Employee survey engagement score	N/A	N/A	64.6	N/A	72.2	-	📈	Score out of 100. This was calculated using all questions in the 2016 survey- so caution advised on any direct comparison with 2014.
Sickness absence days per employee	9.5	10.4	11.2	9.78	9.03	9.7	✅	Absence figures have improved on the 2015-16 figures.

Annex 2 includes indicators in the ODP that have no new update at end-year 2016-17

ODP Outcome 1 indicators:

PI Description	2012/ 13 Value	2013/ 14 Value	2014/ 15 Value	2015/ 16 Value	2016/ 17 Value	2016/ 17 Target	Status	Notes and benchmark
% of parents/carers offered income maximisation					-	-	-	New Indicator - Baseline and target to be set.
Number of parents completing a targeted training programme.					-	-	–	New Indicator - Baseline and target to be set.

ODP Outcome 2 indicators:

PI Description	2012/ 13 Value	2013/ 14 Value	2014/ 15 Value	2015/ 16 Value	2016/ 17 Value	2016/ 17 Target	Status	Notes and benchmark
Percentage of pupils reporting that their school is helping them to become more confident. (Target of 93% by 2017-18)	83%	92%	90%	90%	-	-	⚠️	From 2012-2016 the department completed a four year questionnaire cycle. We have updated our new question sets to take account of local and national priorities and will provide a year 1 update of a new four year cycle (2017-2021) in October.
Number of exclusions per 1,000 pupils - Primary. (3 year average target 2016-2018 of 0.3 per 1000 pupils)	0	0.2	0	0	-	-	✅	Data not available at end year. Update will take place in November.
Number of exclusions per 1,000 pupils - Secondary. (3 year average target 2016-2018 of 3.3)	5.8	3.3	2.3	4	-	-	⚠️	Data not available at end year. Update will take place in November.
Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year (2015-17) target of 91%	88.2%	89%	91.4%	90.6%	-	91%	⚠️	The percentage attendance for Looked After pupils decreased slightly in 2015-16 by 0.8% from 91.4% in 2014-15. The Council is currently on target to achieve its 3-year average target (2015-17) of 91%.
50% of looked after 13 and 14 year olds use universal young people's services (by 2018-19)				-	50.0%	-		New Indicator - Baseline and target to be set.
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2016-2018 of 88%)	87.3%	85.8%	88.2%	88.4%	-	-	✅	In 2015-16 the Council achieved its highest percentage of primary pupils achieving/exceeding expected CfE levels in reading with a Council average of 88.4%; this was an increase of 0.2% on 2014-15. The Council has a new 3-year target for 2016-18 of 88% and is on target to achieve this.
Primary Attainment: Writing - Percentage	82.1%	82.5%	84.3%	85.5%	-	-	✅	In 2015-16 the Council achieved its highest percentage of primary

PI Description	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2016/17 Target	Status	Notes and benchmark
Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 85.5%								pupils achieving/exceeding expected CfE levels in writing, with a Council average of 85.5%; this was an increase of 1.2% on 2014-15. The Council has a new 3-year average target for 2016-18 of 85.5% and is on target to achieve this.
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 88%	87.1%	86.3%	88.5%	88.6%	-	-	✅	In 2015-16 the Council achieved its highest percentage of primary pupils achieving/exceeding expected CfE levels in mathematics with a Council average of 88.6%; this was an in increase 0.1% on 2014-15. The Council has a new 3-year average target for 2016-18 of 88% and is on target to achieve this.
Number of awards achieved by young people participating in school and community based targeted programmes	962	1,228	1,420	1,824	N/A	1,500	✅	Data for this indicator is collected at the end of the school term. Therefore the 2016/17 data will not be available until July 2017.
S4: Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points	390	413	439	456	-	420	✅	The average Insight points for S4 SIMD 1-3 pupils in 2015-16 increased by 17 points. In 2015-16 the average insight points for S4 pupils in SIMD 1-3 was 36 points above the three year average (2015-17) target of 420.
Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2015-2017) target of 12%		12%	6%	5.4%	-	12%	✅	The Council has reduced the proportion of young people achieving 263 points or less in each of the last three years. The 3-year average target for 2015-17 is 12% and the Council is on target to achieve this.
Percentage of pupils reporting that they had opportunities to celebrate their personal achievements			86	86	-	87	⚠️	From 2012-2016 the department completed a four year questionnaire cycle. We have updated our new question sets to take account of local and national priorities and will provide a year 1 update of a new four year cycle (2017-2021) in October.

ODP Outcome 3 indicators:

PI Description	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2016/17 Target	Status	Notes and benchmark
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	-19%	5.34%	3.73%	2.9%	N/A	2.5%	⚠️	Data not available at end-year.

ODP Outcome 4 indicators:

PI Description	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2016/17 Target	Status	Notes and benchmark
% of offenders successfully completing community based sentences whose risk has reduced					-	-	-	New Indicator - Baseline and target to be set
People agreed to be at risk of harm and requiring a protection plan have one in place					-	100%	-	New Indicator - Baseline to be established.

ODP Efficiency indicators:

PI Description	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2016/17 Target	Status	Notes and benchmark
Financial savings delivered through the Modern Ambitious Programme (MAP). Baseline Year.		N/A	N/A	N/A	N/A	-		Figure available July 2017

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EAST RENFREWSHIRE COMMUNITY PLANNING PARTNERSHIP
PERFORMANCE AND ACCOUNTABILITY REVIEW
Tuesday 9 May 2017
Advice Note to the CPP Board

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 partners:

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

Summary of PAR Discussion

There were three key agenda items discussed at the PAR on 9 May: (i) the implementation of the Community Empowerment requirements, (ii) a review of Community Planning Partnership (CPP) arrangements and (iii) performance.

(i)Implementation of Community Empowerment requirements
The introduction of a Community Plan has been agreed by the CPP Board and will be a broad overarching plan that preserves the golden thread throughout all plans and strategies for East Renfrewshire. It will contain strategic outcomes similar to the current SOA outcomes. The Locality Planning Working Group (LPWG) is overseeing the development of Fairer East Ren (the local name for our Local Outcome Improvement Plan) and the PAR was updated on the level of community involvement which has included a range of methods such as pop-up events and an online survey promoted through social media channels.

A wide range of socio-economic data has been considered along with analysis of community views and four key themes have emerged:

1. **Tackling Poverty**
2. **Promoting Positive Mental Health and Wellbeing**
3. **Reducing Social Isolation and Loneliness**
4. **Providing Employability Support**

Feedback from the recent Information and Consultation session was discussed where elected members asked for transport issues to be explored in further detail. The PAR discussed these themes and agreed that transport is a key enabler within all the themes of Fairer East Ren and therefore should be reflected across the plan. Having a sense of influence and control was also identified as a key priority through conversations with communities and it was agreed that this is and will continue to be a focus across the work of the partnership as it continues to implement community empowerment requirements.

(ii) Review of CPP arrangements
Following the introduction of the Community Empowerment Act, the CPP Board agreed there should be a light touch review of governance arrangements to ensure statutory requirements

continue to be met. The PAR discussed governance arrangements and has recommended the following to the CPP Board for discussion on 22 June 2017:

1. Level of partner representation at the Board: a representative from SPT will be invited to join the Board and representation from across the health and care sector will be reviewed
2. Timing and frequency of meetings; the current meeting cycle will be retained with the flexibility to call further meetings if required
3. Terms of reference of PAR and Board: these will be reviewed to reflect the community empowerment duties of the CPP

(iii)   Performance

At the PAR and CPP Board meetings in May/June 2016, it was agreed that the CPP should continue to work towards the Single Outcome Agreement outcomes. Community Planning Partners discussed performance against SOA targets 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.

SOA1
- Rates of breastfeeding are increasing and are performing above target, as well as being higher than the NHS Greater Glasgow rate and national rates. However the target for breastfeeding rates in SIMD areas remains below target. This has been an area of focus in 2016/17 and tests of change are being trialled.
- Teen pregnancy rates remain very low, and East Renfrewshire has the lowest number of teen pregnancies across Scotland for the 7th year in a row. The further decline, is in part, due to particularly focussed partnership work in the Auchenback area by the Community Learning and Development Partnership which was a community that had higher rates of teen pregnancy than the rest of the authority.
- Children living in poverty is an indicator which has been flagged as requiring further attention and this will be one of the issues addressed by the Fairer East Ren plan.

SOA 2
- Overall, results from Education remain strong. One particular highlight is that 96.6% of young people move onto a positive destination upon leaving school which is the best result to date for East Renfrewshire and compares well to the Scottish average of 93.3%.
- The target for the number of people stopping smoking has been missed but is a challenging target with small numbers of people involved.

SOA3
- All targets are currently being met with a particular improvement around the amount of household waste that is being recycled in East Renfrewshire.
- At the PAR meeting, there was discussion about using one year data instead of three year data for the growth of business indicator to allow for another layer of analysis to determine business growth in the authority.

SOA4
- Fire related crimes remain within target but please note there is a lag with some data.

SOA 5
- Although the target for delayed discharge was not met, East Renfrewshire is among the best performing authorities in Scotland. The numbers involved are very small (three patients) and the delays to discharge were in the best interest of the patient which must be prioritised over meeting targets.

Actions

Table 1 contains a summary of the actions agreed at the PAR on 9 May 2017:

Table 1

	Action		Due Date	Responsible
1	Community Empowerment	Partners subject to Participation request requirements are to nominate a key contact	End May	All partners
2	Community Empowerment	Continue to develop Community Plan, Fairer East Ren and Locality Plans.	October	LPWG
3	Community Empowerment	Workshops to be used to develop the four themes in the Fairer East Ren including driver diagrams. Transport to be considered in a broader sense along with sense of influence and control. VAER to share 'better by design' model experience with CP Team Appropriate contacts should be nominated and existing plans/policies/strategies/data/ engagement information made available to CP Team to prepare for workshops.	May / June	CP Team VAER
4	CPP review	PAR discussions on membership and frequency of meetings to be used to inform recommendation to the CPP Board: • Valerie Davidson to be added as representative of SPT on the CPP Board. • Ensure appropriate level of representation for all partners including appropriate representation from NHS / IJB / HSCP. • Continue with minimum of one meeting per year for CPP Board and two per year for PAR but with the flexibility to increase meetings where required. Also agree to use electronic decision making as required in between meetings • CPP Board terms of reference to be amended to reflect language of CE(S)A and PAR terms reviewed to reflect a greater decision-making role.	June	CP Team Julie Murray. HSCP
5	CPP Review	Collate list of CPP strategies/plans and policies to record CPP work and avoid duplication where possible.		All
6	Performance	The child poverty indicator should be further explored as part of the development of the poverty theme in Fairer East Ren.	June	CP Team / HSCP

An update on previous actions can be accessed here-
http://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=20319&p=0

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Complaints Summary 2016/17

1,598

We received 1,598 complaints in 2016/17, 78 fewer than 2015/16

This equals 17.0 complaints for every 1,000 people living in East Ren

221 of the 1,598 complaints related to housing.

On average days to respond, ERC continues to perform within statutory target of 5 days (frontline complaints), and 20 days (complex or escalated complaints)

45% of complaints related to the 'Standard or Quality of service'

Outcome of over 65% of complaints was further information provided.

Of the 176 complants who responded to our customer satisfaction survey; the majority were satisfied with how easy it was to make a complaint and how polite staff were…

… however they were less satisfied with being kept up to date with the progress of their complaint or the explanation of the reasons for ERC's decision.

Complaints data is closely monitored to ensure we learn from complaints and make service improvements. For 2016/17 this included: increasing the number of pre-five nurseries places and reviewing the applications process for blue badges

End Year Complaints Report 2016/17[1]

Complaints Received per 1000 of the Population.				
Description	**2015/16**	**2016/17**	**Chge**	**Notes**
Number complaints received per 1,000 population.	18.2	17.0	-0.3	There were 1,598 complaints received in 2016/17, a decrease of 78 from 2015/16. We also report specifically on our Housing complaints; 221 of the 1,598 complaints related to housing.

Complaints Closed at Stage one and Stage two			
Description	**2015/16**	**2016/17**	**Chge**
Number complaints closed at stage one as % of all complaints	96% (1,601)	95% (1,541)	-1%
Number complaints closed at stage two as % of all complaints	2% (31)	3% (40)	+1%
Number complaints closed at stage two after escalation as % of all complaints	2% (35)	3% (48)	+1%

Complaints Upheld/ Partially Upheld/ Not Upheld			
Not Upheld	**2015/16**	**2016/17**	**Chge**
Number complaints not upheld at stage one as % of complaints closed at stage one	33% (523)	43% (666)	+10%
Number complaints not upheld at stage two as % of complaints closed at stage two	52% (16)	63% (25)	+11%
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	63% (22)	81% (39)	+18%
Partially upheld	**2015/16**	**2016/17**	**Chge**
Number of complaints partially upheld at stage one as % of complaints closed at stage one	9% (144)	8% (121)	-1%
Number complaints partially upheld at stage two as % of complaints closed at stage two	16% (5)	20% (8)	+4%
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	17% (6)	13% (6)	-4%
Upheld	**2015/16**	**2016/17**	**Chge**
Number of complaints upheld at stage one as % of all complaints closed at stage one	58% (931)	48% (745)	-10%
Number complaints upheld at stage two as % of complaints closed at stage two	32% (10)	13% (5)	-19%
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	20% (7)	6% (3)	-14%

The average time in working days for a full response to complaints at each stage.					
Description	**2015/16**	**2016/17**	**Chge**	**SPSO Target**	**Status**
Average time in working days to respond to complaints at stage one (frontline resolution).	3.6	4.9	+1.3	5	✅
Average time in working days to respond to complaints at stage two (investigation).	14.1	14.8	+0.7	20	✅
Average time in working days to respond to complaints after escalation (investigation).	14.6	13.1	-1.5	20	✅
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	13.6	13.9	0.3	20	✅

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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	2015/16	2016/17	Chge
Number complaints closed at stage one within 5 working days as % of stage one complaints	84.6% (1,364)	89.3% (1,357)	+4.7%
Number complaints closed at stage two within 20 working days as % of stage two complaints	83.9% (29)	90% (34)	+6.1%
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	94.3% (33)	95.8% (41)	+1.5%
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	89.3% (62)	92.9% (75)	+3.6%

Where extensions to the 5 or 20 working day timeline were authorised.

Description	2015/16	2016/17	Chge
% of complaints at stage one where extension was authorised	0.7% (12)	1.36% (21)	+0.7%
% of complaints at stage two where an extension was authorised.	9.7% (3)	5% (2)	-4.7%
% of escalated complaints where extension was authorised.	2.9% (1)	10.4% (5)	+7.5%

Customer Satisfaction Measures

To assess satisfaction with the complaints service we survey complainants throughout the year. Just under 30% responded (176 of 639) to our online survey. Of this 45% were satisfied with the way their complaint was handled. Complainants were most satisfied with how easy it was to make a complaint and how polite staff were. Less were satisfied on being given a clear explanation of the reasons for our decision and being kept up to date. This data is used to improve the procedure for our customers.

High Level Survey results	2015/16	2016/17	Chge
% responding to complaints satisfaction survey.	31.8%	27.5%	-4.3%
% satisfied with way complaint was handled.	38.2%	45.7%	+7.5%
% satisfied with outcome of complaint.	34.2%	35.8%	+1.6%
% satisfied with how well staff understood your complaint.	41.4%	43.3%	+1.9%
% satisfied with how easy it was to make a complaint.	75%	68.6%	-6.4%
% satisfied with how polite staff were.	51.3%	57.7%	+6.4%
% satisfied with being given a clear explanation of the reasons for the Council's decision.	29.8%	34.1%	+4.3%
% satisfied with being kept up to date with the progress of your complaint.	24.2%	31.5%	+7.3%
% satisfied with time taken to deal with complaint from start to finish.	35.1%	45.1%	+10%

Category of complaint

Description	2015/16	2016/17	Chge
Number of complaints received under the category 'Attitude of staff'	162	133	-29
Number of complaints received under the category 'Bias/ discrimination'	14	11	-3
Number of complaints received under the category 'Communication'	63	103	+40
Number of complaints received under the category ' Delays/ timescales'	167	158	-9
Number of complaints received under the category 'Finance and charging'	20	36	+16
Number of complaints received under the category 'Other'	253	256	+3
Number of complaints received under the category 'Policy'	167	201	+34
Number of complaints received under the category 'Standard/ Quality of service'	821	731	-90

Outcome of complaint			
Description	**2015/16**	**2016/17**	**Chge**
Number of complaints with outcome 'Action not recorded'	3	11	+8
Number of complaints with outcome 'Information provided'	1,191	1,065	-126
Number of complaints with outcome 'Other'	118	96	-22
Number of complaints with outcome 'Re-imbursement'	12	11	-1
Number of complaints with outcome 'Request action/Service'	291	415	+124
Number of complaints with outcome 'Reviewed procedures'	22	16	-6
Number of complaints with outcome 'Staff training'	30	15	-15

Improvement Actions 2016/17

Complaints data is closely monitored to ensure we learn from complaints and make service improvements. In 2016/17, service improvement actions included:

- Reviewing the applications process for blue badges.
- Testing the microphones used for Council webcasting to ensure amplification problems have been resolved.
- Re-routed Community Safety warden patrols and coordinating with Police Scotland to tackle problems with anti-social behaviour at a new cycle path development.
- Increasing the number of available pre-five places in Crookfur Nursery Class, with plans to further increase provision in the Newton Mearns area.
- Cleansing and recycling services have been piloting a new approach to complaints handling with a single nominated Officer responsible for handling all complaints and enquires.
- The Revenues Team have reviewed 'insensitive' language on Council Tax Reductions letter templates.
- Roads Services have implemented new procedures to ensure complaints are correctly recorded.