

EAST RENFREWSHIRE COUNCILCABINET25 June 2015Report by Deputy Chief ExecutiveSTRATEGIC END YEAR PERFORMANCE REPORT 2014-15**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Community Planning Partnership and Council end-year performance in 2014-15 based on performance indicators in the Single Outcome Agreement (2014-15) and Outcome Delivery Plan (2014-17). Improvement actions arising from the latest Performance and Accountability Review (PAR) meeting as well as complaints performance data for 2014-15 are detailed. The report also considers areas where the Council has achieved marked levels of performance improvement as well as areas for further action.

**RECOMMENDATIONS**

2. It is recommended that Cabinet:
- (a) Scrutinises and comments on the summary of the Community Planning Partnership and Council's end-year performance for 2014-15 (Annexes 1 and 2).
  - (b) Notes that Community Planning Partnership (CPP) performance was discussed at the Performance and Accountability Review (PAR) meeting on 12 May 2015 and improvement actions arising from the meeting are attached at Annex 3.
  - (c) Notes our performance against the SPSO complaints indicators for 2014-15 (Annex 4).

**BACKGROUND**

3. The Community Planning Partnership has agreed a high level Single Outcome Agreement (SOA) which sets out what we will work to achieve for local people. The Council sets out its contribution to the SOA through the activities in the Outcome Delivery Plan (ODP). Annex 1 lists updated performance data against targets in the Community Planning Partnership's SOA and the Council's ODP.

4. The ODP includes an extensive range of performance indicators and targets. Updates on other performance indicators and activities are covered in detailed departmental reports along with some Local Government Benchmarking Framework (LGBF) indicators and Service Standard performance information not included in the ODP. These departmental performance reports will follow in August.

5. 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.

6. This year, to support the end year performance report, an animation has been produced which will be shown under this agenda item. The animation (i.e. a type of presentation) will also be available to view on the Council website and will be used to make performance information more accessible and digestible. It is hoped the approach will reach a wider audience while at the same time helping to meet our statutory performance reporting requirements. This report will also focus on highlighting areas where the Council has achieved considerable levels of performance improvement as well as those areas where further improvement is required.

## **COMMUNITY PLANNING PARTNERSHIP PERFORMANCE**

7. The East Renfrewshire Performance and Accountability Review (PAR) oversees the Community Planning Partnership's performance against SOA outcomes and, in particular, will focus in on areas where there is evidence of a decline in performance. Over the past year, the PAR has focused on the work around improving breastfeeding rates and the planning of outcome improvement work around SOA outcomes 2, 3 and 4. Four improvement actions have emerged from the discussions. These actions are attached at Annex 3.

8. The PAR has reviewed performance at the end-year point, with the Community Planning Partnership performing well against set targets. Overall, of the updated indicators with a target set for the SOA three quarters of indicators met or exceeded target. East Renfrewshire continues to be among the best performing councils in Scotland, with local services being in the best performing quartile across two thirds of our Single Outcome Agreement Indicators that are comparable at a national level. In addition to having the best performing schools in mainland Scotland, East Renfrewshire has the best record on minimising teenage pregnancies for five years; the smallest proportion of the population smoking, and the lowest recorded level of violent crimes.

9. The Community Planning Partnership will continue to build on these performance successes through enhancing already strong working relationships between agencies, and improving how activities are planned, coordinated and actioned.

## **COUNCIL PERFORMANCE**

10. East Renfrewshire Council continues to achieve excellent performance results across many areas including educational attainment and exclusion rates (best performing in mainland Scotland), Council tax collection (expected to have one of the highest collection rate in 2014-15), child protection re-registrations (very low rates), and recycling rates (ranked 2<sup>nd</sup> in Scotland last year). We also perform consistently well in other areas such as; supporting local businesses, assisting people into employment, meeting housing quality standards, dealing with customer requests, and responding to call outs.

11. Although the Council is performing well in the majority of areas, there are areas where we want to build on our current performance levels. One example is invoice processing, where we have worked hard to improve invoice processing times in 2014-15 and have been successful in doing this by meeting our target this year. We have plans to improve efficiency further and will continue to embed the new document management system in 2015-16.

12. Overall, of the updated ODP indicators in 2014/15 the Council's performance is positive across over four fifths of the indicators. In the remaining areas where there is scope for improvement there is a clear understanding of reasons for performance levels and sound plans in place to address any performance issues. The key areas are discussed further below.

13. This summary report identifies the areas where considerable performance improvements have been made as well as areas for further action (Annex 2). These were determined by analysing year trend data for each performance indicator. This strategic report along with individual department performance reports to be considered at Cabinet and Education Committee in August 2015, provide a comprehensive picture of performance across all service areas

### **Improving Performance- Annex 2**

14. Prevention remains a key area for the Council including a focus on early years. We want all children to have the best start in life. As part of this we are working closely with young families. Graph 1 demonstrates an increase in the number of young families actively participating in groups in their local communities.

15. We have been working in partnership to decrease the number of bed days lost in hospitals due to discharge being delayed. There has been a considerable improvement where bed days lost has more than halved. Target has been met and bed days lost have decreased from 5171 days to 2317 over the last 2 years (Graph 2). Work is underway to reduce this even further over the next year.

16. We strive to provide the most efficient, modern services for our local people and aim to provide access to a wider range of services digitally. We have been increasing the services we offer to residents online so they are available 24/7 and are more convenient to our customers. One example of this is in 2014-15 almost a quarter of all building warrants received were made online well above target as shown in Graph 3 and we are working to increase this figure further during 2015-16.

17. There were 310 noise complaints dealt with in 2014-15 and performance improved greatly from the previous year. Our community wardens were well within the target of 1 hour; being on site in an average of 20mins (Graph 4), making our communities safer. Last year we were ranked 9<sup>th</sup> in Scotland on this measure.

18. Graph 5 shows a good improvement in performance for void rent loss (a 40% reduction) due to improved joint working as well as savings of around £50,000 in the last year. Last year we moved up from a rank of 20<sup>th</sup> to 15<sup>th</sup> in Scotland.

### **Areas for Improvement- Annex 2**

19. We seek the views and perceptions of customers of our services to ensure we are meeting their needs as well as to highlight areas for improvement. We use what is called a 'Talking Points' survey to understand the extent to which we are meeting the outcomes and needs of people receiving support and care services. Data for 2014-15 in Graphs 6 and 7 indicate there has been a reduction in people reporting that their needs in relation to 'feeling safe' and 'living where they want to live' have been fully met. We want views on our services to be positive and will be investigating why more this year felt their needs were not met. We will also further develop our approach to self-directed support by improving our support planning with an emphasis on valuing what matters to people.

20. Graph 8 shows that tenant arrears at 31 March 2015 have increased to 9.9% of all rent due in the financial year. A full review of all former rent arrears was undertaken in 2014/15 and this led to a write off of tenant arrears that could not be recovered. In the past, including unrecoverable debt in our figures has made our arrears seem higher. Latest benchmarking information for 2013-14 puts the Council in the bottom quartile on this measure and it is hoped that the steps taken will improve our position where this indicator will now be more comparable with other Scottish councils. This however continues to be an area for improvement. From July 2015 the rent arrears team will be embedded within the Housing

Service to enable a more holistic approach with greater opportunities for early intervention with tenants. This should assist in reducing future levels of rent arrears.

21. Levels of sickness absence continue to be a significant concern. There was a rise with the overall figure per full time employee at 11.2 days in 2014-15 (Graph 9), well off the target of 8.5 days. Latest benchmarking data for 2013-14 ranks the Council in the bottom quartile for absence rates. Improvement work is ongoing in this area with the capability policy being actively used and additional resource focussed on absence in hot spot areas. Managers are being trained and coached on how best to tackle long and short term absences. The Corporate Management Team closely monitors absence rates and review on a quarterly basis.

## **COMPLAINTS**

22. All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. The data shows we continue to perform well in relation to the handling of complaints. We received 1,579 complaints in 2014-15 (compared to 1,648 in 2013-14), and although there has been an increase in the time taken to respond to complaints, we are within target and the majority were dealt with within response timescales set by the SPSO. We are also seeing evidence of complaints information being used to inform improvements which have ranged from small alterations to existing processes to more significant changes to service delivery. We participate in the national Complaints Handlers' Network which is developing approaches to benchmarking to enable councils to share best practice and learn from each other to further improve service delivery and our customers' experience of making a complaint. We will continue to develop and use complaints data to highlight key themes and issues, learn from complaints, and further improve services.

## **PUBLICATION OF END YEAR PERFORMANCE INFORMATION**

23. 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. As highlighted earlier, an end year performance animation has been developed for 2014-15 which will be shown as part of this agenda item. This animation will also be made available on the Council website and promoted to reach a much wider audience in a more accessible way. This new approach will help in bringing performance information to life and making it easier to understand

## **FINANCE & EFFICIENCY**

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

## **CONSULTATION**

25. There have been various consultations in the past six months both internally and externally, for example consultation on the budget, Faith School Joint Campus and the design of Barrhead High School.

## **PARTNERSHIP WORKING**

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

## IMPLICATIONS OF REPORT

27. 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

28. This report details the performance of East Renfrewshire Community Planning Partnership and the Council at end-year 2014-15, focusing particularly on where we are improving performance and areas where there is scope for further improvement. The information presented here shows an overall positive picture. The Council continues to respond well to a range of challenging circumstances, while striving to deliver highly valued services and achieve positive outcomes for our local residents.

## RECOMMENDATIONS

29. It is recommended that Cabinet:

- (a) Scrutinises and comments on a summary of the Community Planning Partnership and Council's end-year performance for 2014-15 (Annexes 1 and 2);
- (b) Notes that Community Planning Partnership performance was discussed at the Performance and Accountability Review (PAR) meeting on 12 May 2015 and improvement actions arising from the meeting are attached at Annex 3.
- (c) Notes our performance against the SPSO complaints indicators for 2014-15 (Annex 4).

## REPORT AUTHOR

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## BACKGROUND PAPERS

- Strategic End-Year Performance Report 2013-14 and Presentation, Cabinet 19 June 2014
- Strategic Mid-Year Performance Report 2014-15, Cabinet 5 December 2014
- Outcome Delivery Plan 2013-2016, Cabinet 19 June 2014
- Annual Efficiency Statement 2013-14, Cabinet 15 August 2014

**KEY WORDS:** This report sets out the performance at end-year 2014-15 for the Council and Community Planning Partnership.

The keywords are: "performance management, ODP, SOA, PAR, outcome delivery plan, LGBF, indicators, end-year performance, outcomes, performance report, complaints"



**Single Outcome Agreement 2013 - 2016  
Outcome Delivery Plan 2014 - 2017**

**Strategic End Year Performance Report 2014-15**





The enclosed provides an update of Council and Community Planning Partnership performance data at end-year point in 2014-15. The information contained in this report includes indicators in the Single Outcome Agreement and Outcome Delivery Plan. Additional ODP indicators where the Council has achieved a marked improvement as well as areas for improvement are listed in Annex 2. Indicators where there was no new data available for 2014-15 are listed at the end of this Annex.

**Data note**

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 2017', in which case this will be referenced in the accompanying note.

**Key**

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

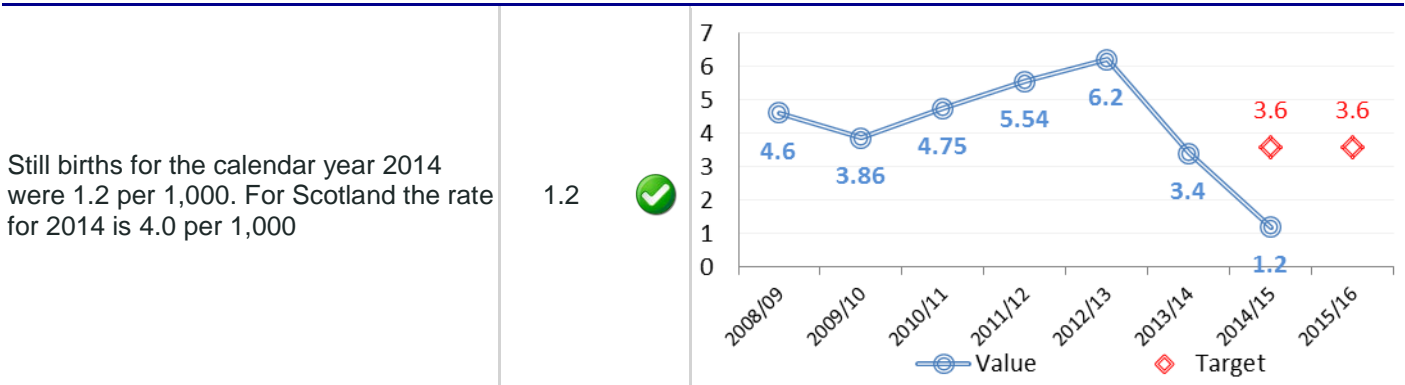
PI Status of last available data:	
	Off target
	Target still to be achieved
	On Target
	For information only (no target set)

## Single Outcome Agreement Outcomes

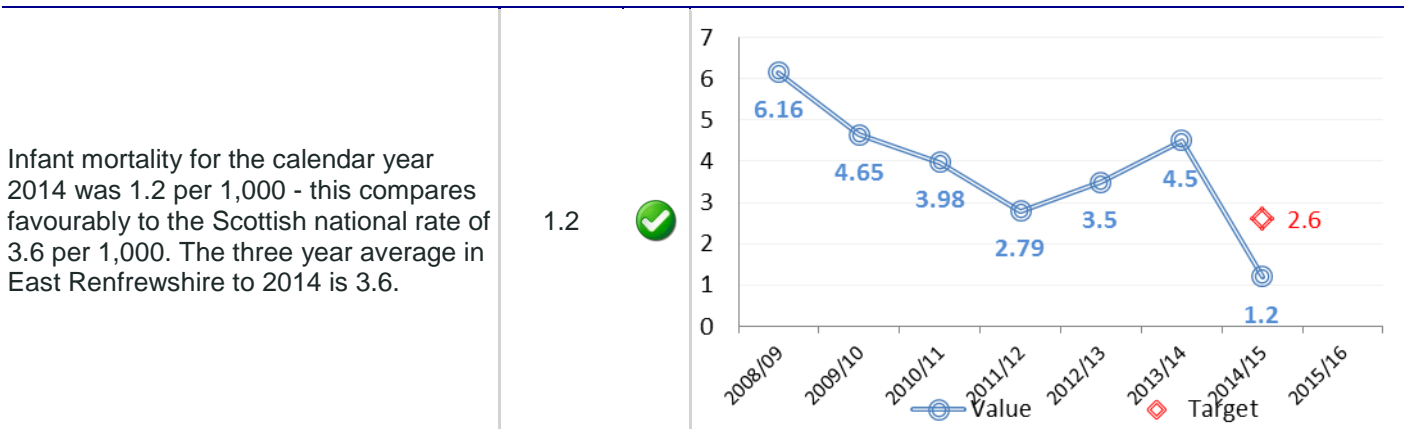
**SOA1 All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.**

### Community Planning Partnership Performance:

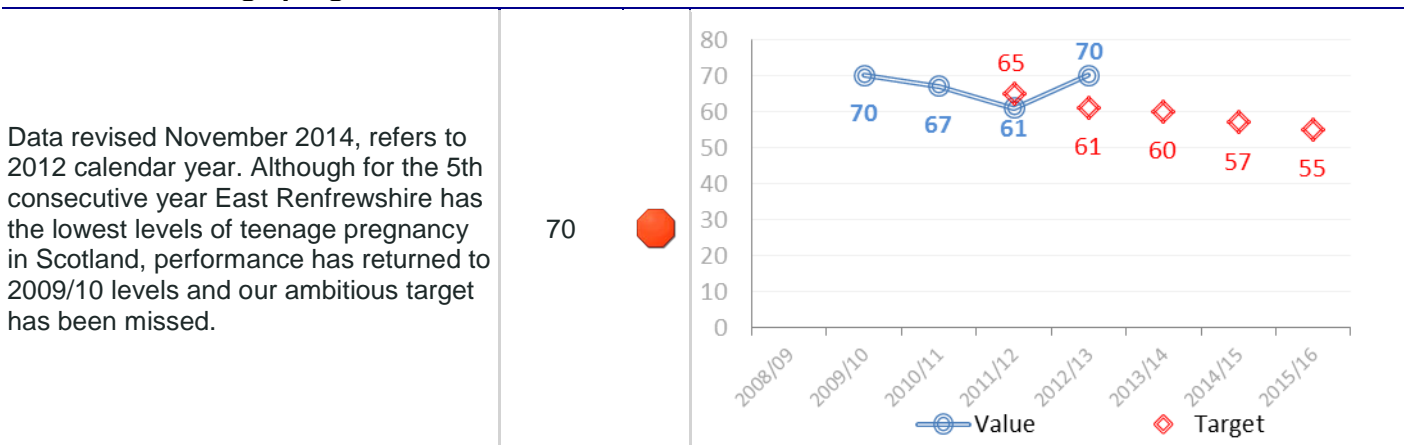
**To ensure that women experience positive pregnancies which result in the birth of more healthy babies as evidenced by a reduction of 15% in the rates of stillbirths by 2015.**



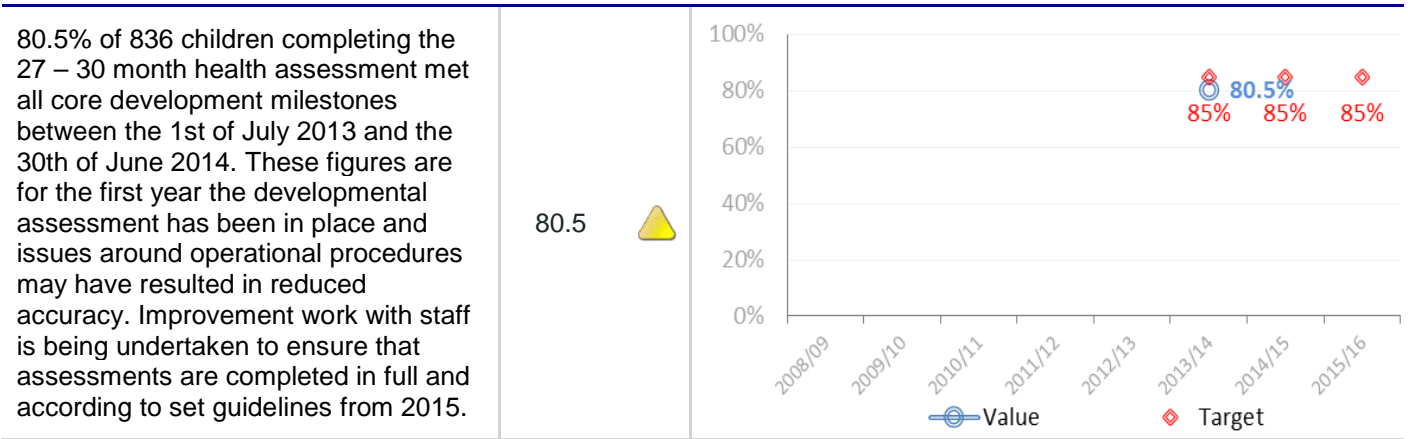
**To ensure that women experience positive pregnancies which result in the birth of more healthy babies as evidenced by a reduction of 15% in the rate of infant mortality by 2015.**



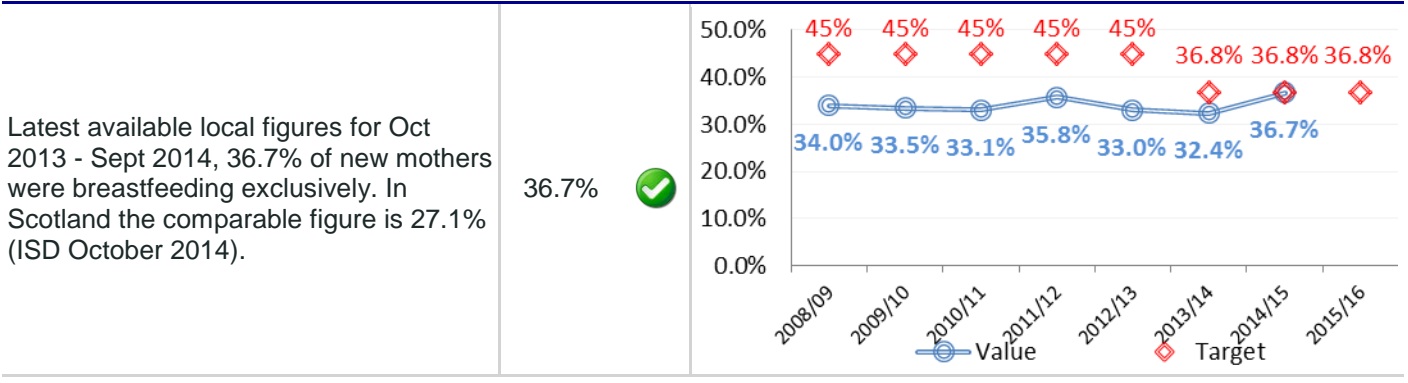
### Number of teenage pregnancies



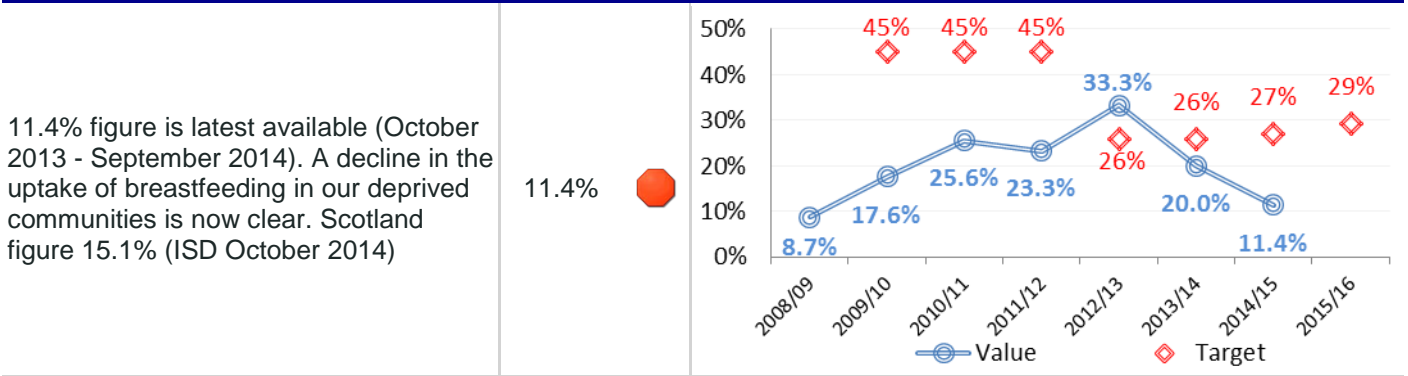
**To ensure that 85% of all children within each Community Planning Partnership have reached all of the expected developmental milestones at the time of the child’s 27-30 month child health review, by end-2016.**



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



**Breastfeeding at 6-8 weeks most deprived SIMD data zones**

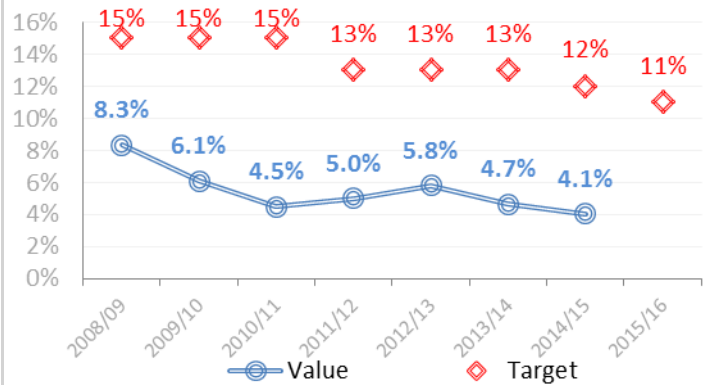




**Percentage of children looked after away from home who experience 3 or more placement moves**

The stability of placement for looked after children, an important measure of attachment and future outcomes, has marginally improved on 2013/14 with those experiencing 3 or more placements falling to 4.05 per cent.

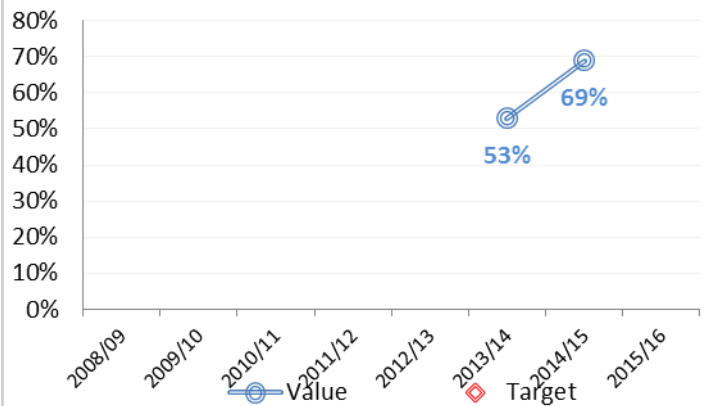
4.1%



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

The 2014-15 results showed a 16% increase and were more consistent across the 22 primary schools than the previous year. Results have been shared with nursery establishments to identify strengths and areas where nursery staff can be supported to improve their practices. In addition, further refinements to the guidance will be provided next session. As a result the 2015-16 results are expected to be much closer to the 2017-18 target of 90%.

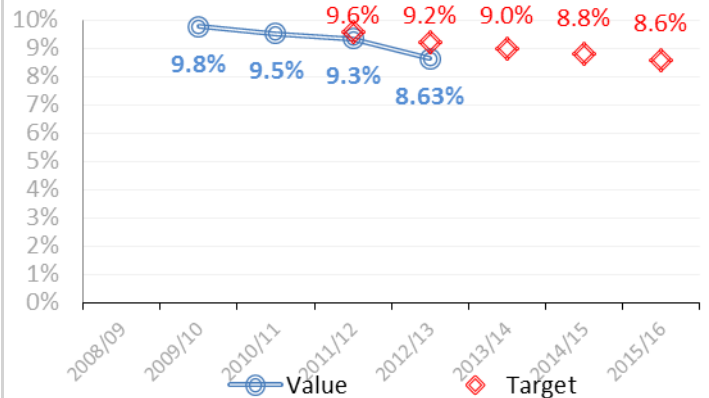
69%



**% of 0 - 19's in poverty**

In August 2012 1705 (8.63%) Children in East Renfrewshire lived in a low income family household. 76% of these children lived with a lone parent. This compares favourably to Scotland where 17.6% of children live in a low income household.

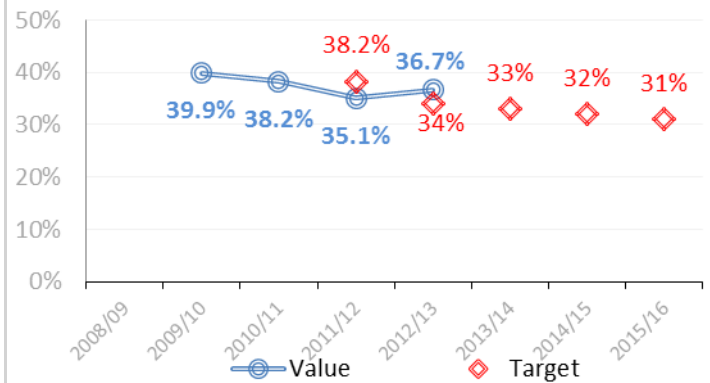
8.63%



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

575 children (0-19's) in the 20% most deprived small areas of Scotland within East Renfrewshire's boundary live in a low income household. This amounts to an increase of 35 children from August 2011 with the set target being missed by 40 children. 42% of 0 - 4 year olds living in these 9 small areas live in a household on a low income.

36.7%



## Council Performance:

### 01 Parents are supported to provide a safe, healthy and nurturing environment for their families.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of pre-five establishments being awarded the 'Family Friendly' accreditation	N/A	N/A	N/A	0%	89%	100%		At present 89% of our nurseries have achieved 'Bronze Family Friendly Accreditation' with the remaining centres on track to achieve by June 2015.
% of families completing family learning activities, reporting they are more able to support their child's learning	N/A	N/A	N/A	96%	96%	95%		Target achieved.
Number of young families (with children 0-8 years) who can access a support group.	N/A	N/A	15	25	127	-		127 young families have had access to support over the last year, across 11 groups. These groups are open to all young families in East Renfrewshire. The improvement in data from 2013/14 is due to the addition of a new staff member whose work focuses exclusively on Early Years groups.
Number of unplanned or underage pregnancies among Postponing Parenthood participants	0	0	0	0	0	0		On track. Our monitoring continues to show that there have been no unplanned or underage pregnancies.

### 02 Our young children are healthy, active and included.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of children 8 years and under engaged with sports through Sports Development and Sports Facilities activities	N/A	N/A	N/A	36.3%	35.9%	40%		Sports Services achieved an increase in the number of 0-8 year olds engaged with sport from 3,415 in 2013/14 to 3,464 in 2014/15. However, the 2014/15 value was below target.
% of children 8 years and under who are active library members	N/A	N/A	N/A	29.8%	29.8%	33%		The number of 0-8 year olds who were active Library members increased from 2,804 in 2013/14 to 2,872 in 2014/15. However, the 2014/15 value was below target.

### 03 Our young children are safe and cared for.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
%of child protection re-registrations within 12 months of de-registration.	14.3%	9.5%	17.6%	12.5%	3.8%	18%	✓	Two of the 53 registrations in 2014/15 were children who had been placed on the Register in the preceding 12 months.
% of parents of pre-five children reporting their child feels safe and cared for in nursery	N/A	N/A	N/A	98%	99%	98%	✓	Questionnaires have been collated from 16 establishments. 283 questionnaires were completed by parents. 99% of pre-five parents reported that their child feels safe and cared for in nursery. Target achieved.

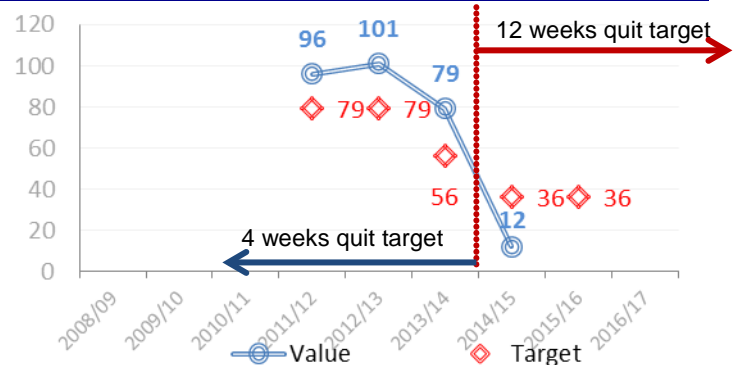
### SOA2 East Renfrewshire residents are fit and active and have the skills for learning, life and work.

#### Community Planning Partnership Performance

#### Cumulative number of East Renfrewshire smokers living in the most deprived communities supported to successfully stop smoking

April – Sept 2014 - 10% most deprived areas nationally. The definition of this measure has changed; a 12 week quit target being measured in 2014 / 15, as opposed to a 4 week target in previous years. The target for reported 3 quarters was 21, with the achieved level of quits equalling 12. The national HEAT target for East Renfrewshire in 2014 / 2015 of 36 quits locally was very ambitious and is not likely to be achieved.

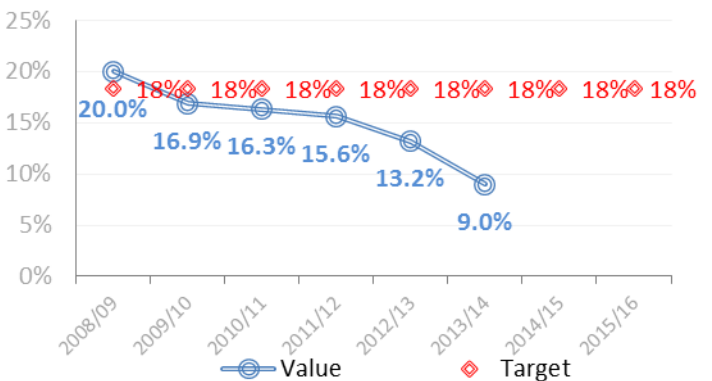
12



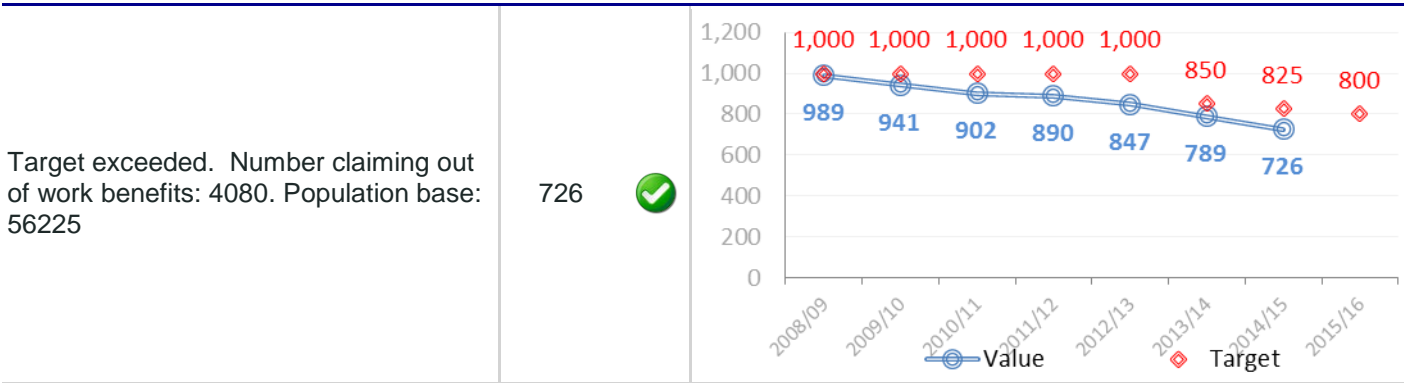
#### Percentage of adult population who smoke

Latest figures available report 9% of East Renfrewshire adults are smokers compared to 23% nationally (Scottish Household Survey 2013, published 2015)

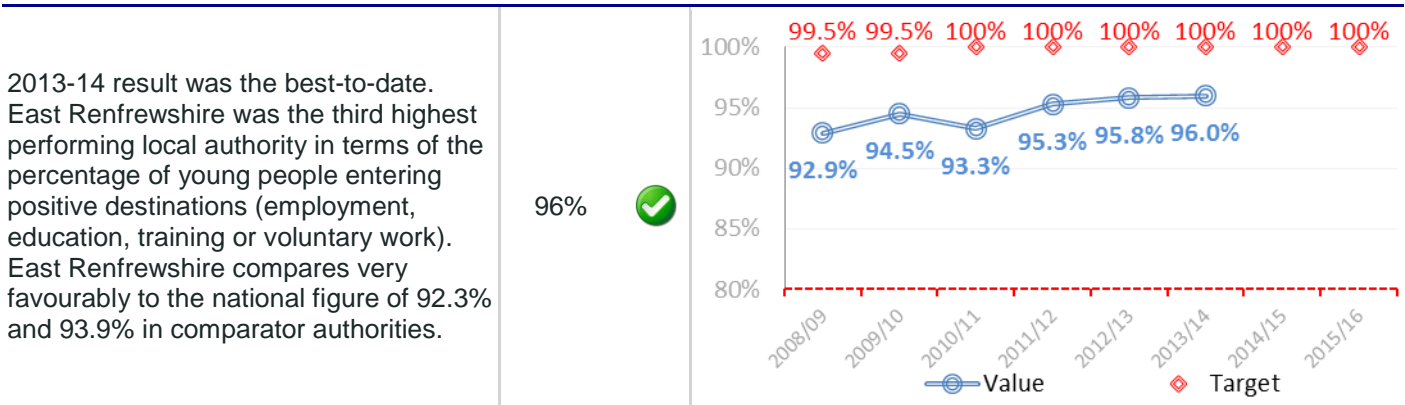
9%



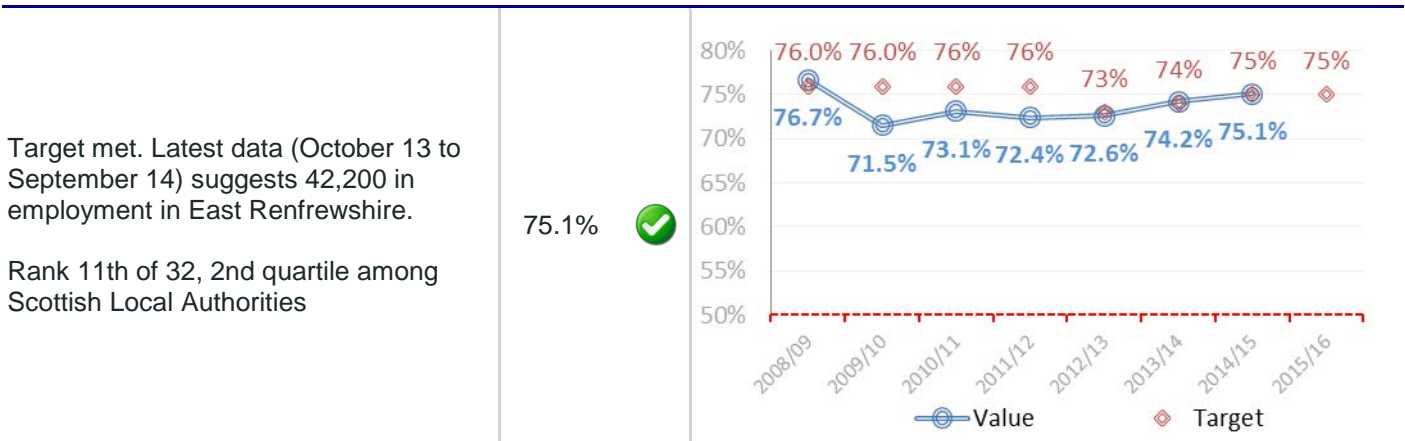
## Number of claimants in receipt of out of work benefits per 10,000 of the working age pop'n



## % of school leavers going into employment, education or training



## Working age in employment

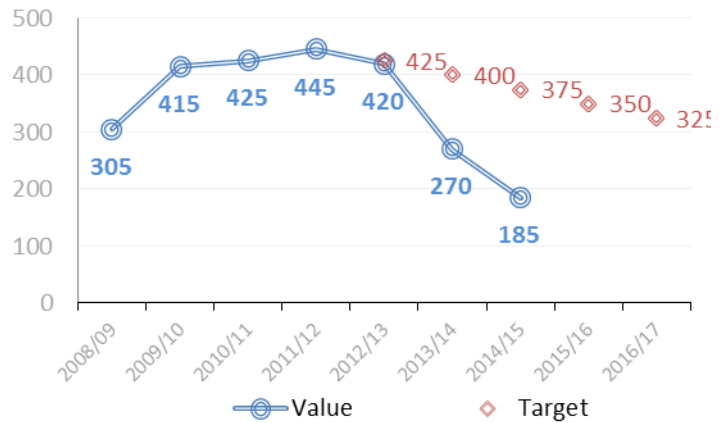


## Number of 16 - 24 year olds on the claimant count

February 2015 data. There has been a steady improvement and a more than 50% reduction from 410 on the job seekers claimant count in 2012/13. However these figures should be treated with caution due to:

- unemployed 16 - 18 living with parents not eligible for job seekers allowance.
- and the potential impact of sanctions on claim numbers (a sanction is when a job seeker does not comply with job seeking requirements and their benefit is not paid – this could result in job seekers not attending the job centre and they may not be included in the statistics).

185



## Council Performance:








### 01 Children are confident, effective learners and achieve their full potential.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of pupils reporting that their school is helping them to become more confident.	91%	92%	83%	92%	90%	93%		There was a 7% increase from 2012-13. The department was 3% below its target. Establishments, particularly secondary schools, are being supported to ensure that staff reflect on their own practice with regard to the opportunities that they afford children to showcase their learning among peers, to parents and to the wider community.

### 03 Residents have the skills for employment through increased take up of education and training opportunities.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of adults completing learning programmes, reporting that the learning has improved their ability to obtain, improve or sustain their employment.	N/A	N/A	N/A	96%	96%	95%		Target achieved.
Number of individuals entering employment, training or education as a result of training and employability services.	217	283	304	346	316	260		Target exceeded. In 2014-15 we achieved 316 Positive Outcomes, including jobs (262), Further and Higher Education (9), Modern Apprenticeships (20), Employability Fund (15) and Training (10).
% Unemployed people accessing jobs via Council funded / operated employability programmes	N/A	N/A	9.7%	10.5%	12.5%	-		In 2014-15 we achieved 262 job outcomes against a total of 2,100 unemployed (NOMIS, Jan-Dec 2014). The most recent benchmarking information is for 2013/14 where we were in the 2 <sup>nd</sup> quartile with a rank of 15 <sup>th</sup> compared to a rank of 9 <sup>th</sup> for 2012/13.

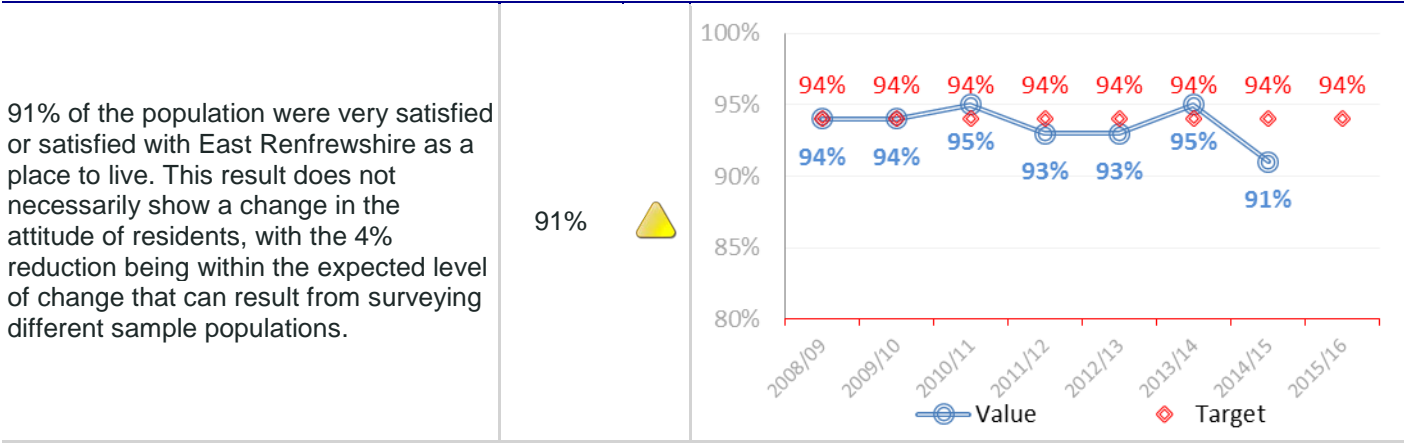
#### 04 Residents are active and optimise their health and well-being.

Indicator	2010/ 11	2011/ 12	2012/ 13	2013 /14	2014/ 15	2014/ 15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Increase the number of smokers supported to successfully stop smoking	403	535	483	342	178	57		The change in figures from the previous year can be attributed to the changes in how the 'quit time' is measured.
% of pupils taking part in sports activities at least once per week.	N/A	N/A	32%	53.6%	54.2%	53%		Target exceeded.
Sport & Leisure Management. Number of attendances per 1,000 population to all pools	3,368	3,606	3,289	2,582	2,969	3,350		2014/15 figures show significant improvement (+15% / 382 visits per 1000). Unplanned maintenance closures in Eastwood Park and Neilston Leisure Centre reduced attendances by approximately 21,000 in August-October 2014. This would have added an additional 230 attendances per 1000. Customer feedback suggests disruption to parking resulting from the Foundry refurbishment has reduced visits to Barrhead.
Number of attendances per 1,000 population for indoor sports and leisure facilities	4,747	4,437	4,534	4,345	4,730	4,700		Target exceeded.
Number of Library visits per 1000 population	5,329	5,378	5,301	4,717	5,262	6,155		Visits did not achieve target due to Barrhead Library being in temporary accommodation for most of 2014/15. As projected at mid-year however, levels have returned to those seen in 2011/12 prior to the refurbishment programmes for Giffnock and Barrhead. Barrhead Foundry library visits from opening to 31 March were approximately 20,000 per month – the highest monthly visitor figure recorded for any library.
Sports Development usage per head of population	N/A	N/A	1.42	1.44	1.56	1.46		Target exceeded.
Number of organised events within the Dams to Darnley Country Park and Whitelee Access Project.	N/A	219	239	216	183	215		This includes a range of activities which are set out in the Events Guides produced for each project, together with other adhoc events and work with groups organised throughout the year. A regular and popular event continues to be the Strollers Striders at Whitelee which is run on a weekly basis.

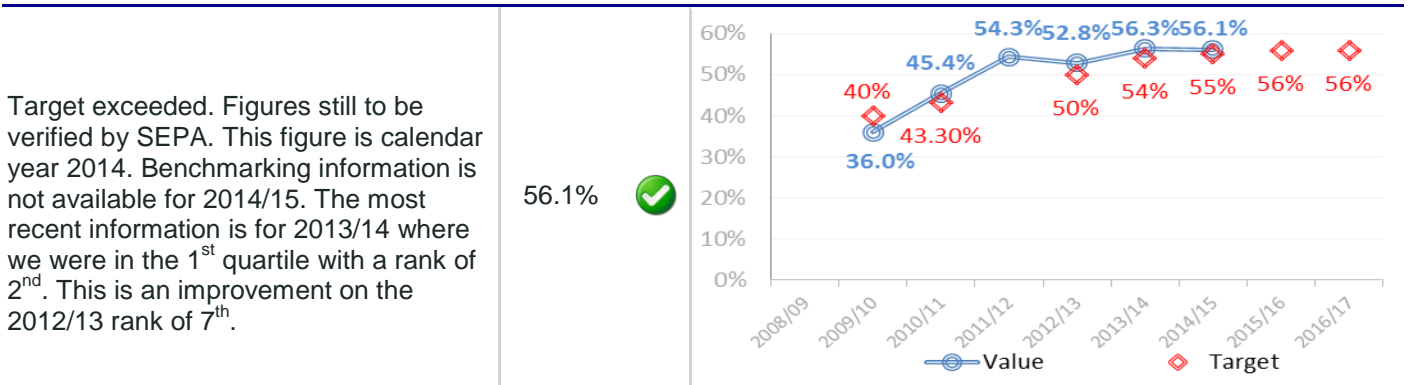
**SOA3 East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses to grow.**

**Community Planning Partnership Performance:**

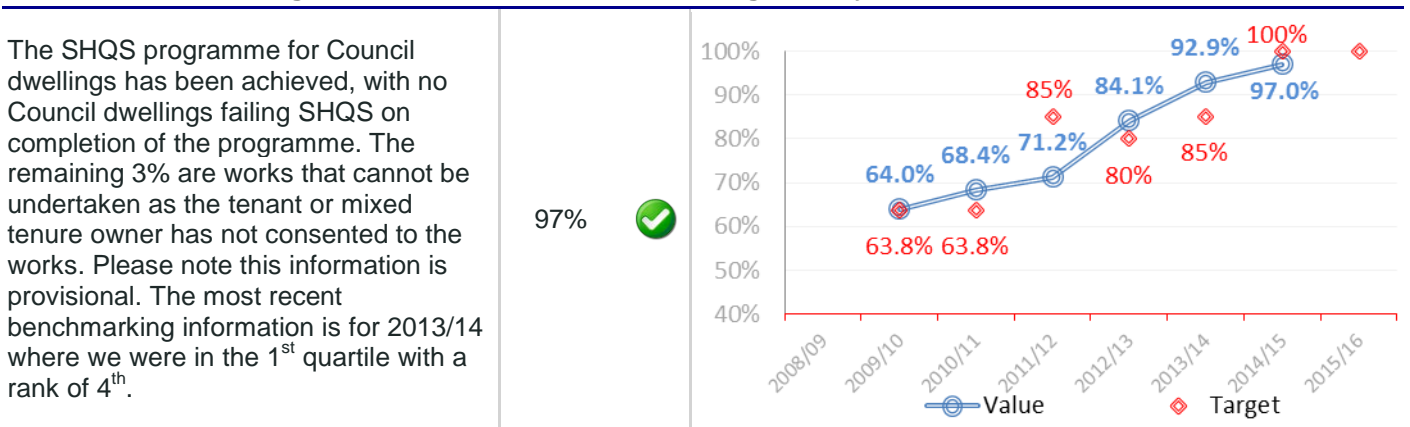
**Citizens Panel – Satisfaction with East Renfrewshire as a place to live.**



**% of total household waste that is recycled**



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

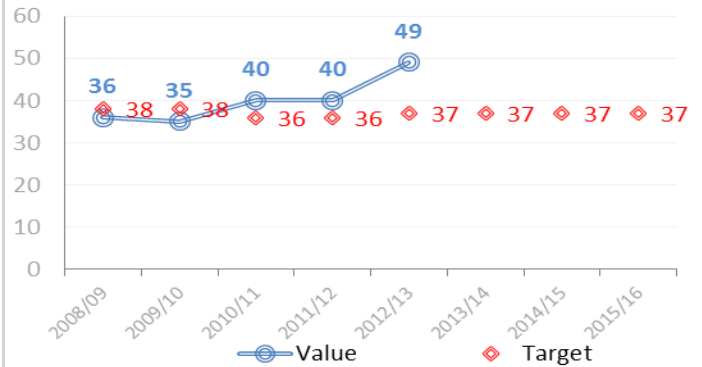




## Number of new business births per 10,000 resident (16+) pop'n

Target exceeded. 360 business starts. Figure is based on business starts in 2013, per 10,000 adult population totalling 73489. This output has increased significantly for the Council area, most probably as a result of the economic downturn leading to skilled residents finding themselves out of work and deciding to start their own business. Trends in Business Gateway starts also support this.

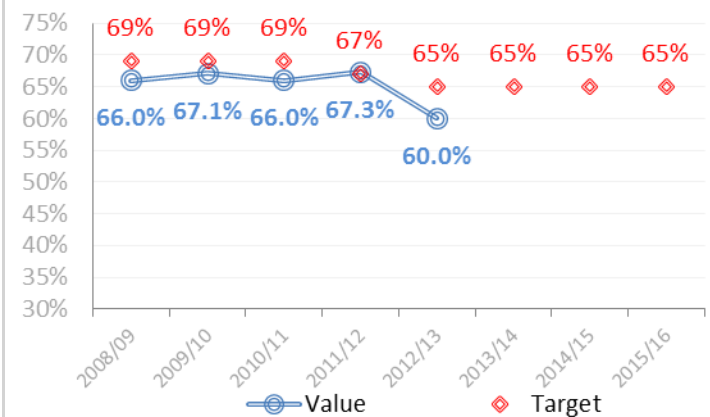
49



## % of the businesses that survive for at least three years

60% of the 250 business start-ups in 2010 were still in operation by the end of 2013, the target was missed by 15 businesses. This amounts to 150 businesses starting up in 2010 surviving their first 3 years of service. Early indications for business survival in the coming years are positive with 94.8% of the 275 businesses starting up in 2012 still in operation in the following year.

60%



## Council Performance:


### 01 The economy is stronger through increased business growth, targeted support and investment.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Number of businesses which have grown through targeted business support.	10	18	36	61	43	20		Target exceeded. Supported through a variety of support schemes including business growth and employment. A total of 65 financial interventions to 43 businesses.

### 02 Our natural and built environment is enhanced and our environmental impact minimised.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
The length of paths newly created or managed (km).	N/A	N/A	N/A	9.2	5.3	2		Target exceeded. The Roads Service has created new footways at Malletsheugh, Newton Mearns, Kingston Road, Neilston and McDiarmid Park. Resurfacing works were undertaken within Carlibar Park, Barrhead. The Parks Service has maintained 5 Km of paths within Dams to Darnley Country Park.
Number of schools maintaining Eco-schools Green Flag status	N/A	N/A	30	31	30	31		83% of ERC establishments have green flag status compared to 45% nationally. The decrease from 31 is due to the amalgamation of Robslee with Giffnock.





Indicator	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2014/ 15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Number of hectares of greenspace in East Renfrewshire improved/created.	5.8	0.6	2.75	2.75	0.5	0.6		The final 0.5ha of greenspace enhancement work was undertaken at the Barrhead Waterworks site. This was followed by a launch of the site in June 2014 and subsequent claim of £100k Grow Wild Funding. A new skate park facility was constructed at Cowan Park, Barrhead and received £75k WREN (Waste Recycling Environmental Limited) funding. This opened to the public in August and has proved highly popular.







### 03 Residents live in communities that are strong, self-sufficient, resilient and supportive.

Indicator	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2014/ 15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% East Renfrewshire area covered by an active Community Council.	100%	100%	100%	100%	100%	100%		On target.
% of groups receiving support from the Community Planning Team active after one year.	N/A	N/A	N/A	100%	90%	100%		Out of 37 community groups worked with throughout the year, 33 were active after 1 year.
% Citizens' Panel respondents who strongly agree/agree that they can influence decisions affecting their local area	N/A	25%	35%	41%	41%	35%		Exceeded target. The 20 <sup>th</sup> Citizens' Panel data shows that 41% of respondents feel that they can influence decisions affecting their local area.
Number of social enterprise organisations with earned income in excess of £100,000 employing more than five people.	19	25	27	27	29	25		Target exceeded. General growth in this sector has impacted locally. Work ongoing with Voluntary Action to assist growth in this sector.

### 04 Residents live in warm, dry and energy efficient homes.

Indicator	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2014/ 15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 150 by 2017).	239	372	29	35	33	30		Target exceeded. 8 units (Apr- Sept '14). A further 25 units (Oct-Mar '15). Includes: 4 Rent Off the Shelf Purchases –ERC (3) and Barrhead HA (1); 4 Mortgage to Rent – ERC(1) and BHA (4); 3 Open Market Shared Equity; and 14 long term empty ERC properties brought back into use.
% of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year	80.2%	91.2%	95.1%	100%	99.9%	100%		Target met. The SHQS programme for Council dwellings has been achieved, with no Council dwellings failing SHQS on completion of the programme. 4 tenants have refused to have a gas supply installed and these properties are classed as exemptions to the SHQS. The most recent benchmarking information is for 2013/14 where we were in the 1 <sup>st</sup> quartile with a rank of joint 1 <sup>st</sup> . This is an improvement on 2012/13 where we were in the 1 <sup>st</sup> quartile with a rank of 6 <sup>th</sup> .

**05 Residents have access to a range of services via travel choices based on an integrated and sustainable transport network.**

Indicator	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2014/ 15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Increase in cycling, measured by the number of cyclists passing through programme count sites over the count period.	N/A	N/A	N/A	N/A	3,795	-		In September 2014 a baseline was collected with 3,795 cyclists passing through the programme count sites over the count period. This exercise will be repeated in September 2015.
% of Class A roads that should be considered for maintenance treatment	26.4%	23.7%	18.2%	21.6%	23.9%	23.3%		Target not met, however the proportion of road length categorised as red (i.e. requiring maintenance operations) has reduced. The increase in the PI score relates to an increase in the road length categorised as amber (i.e. requiring further investigation / monitoring). The most recent benchmarking information is for 2013/14 where we were in the 1st quartile with a rank of 8th compared to 2012/13 and a rank of 2nd.
% of Class B roads that should be considered for maintenance treatment	41.6%	41.5%	28.2%	28%	32.9%	27.8%		Target not met, however it is difficult to directly compare year on year results as only 50% of B class road length surveyed each year in a single direction. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 2nd quartile with a rank of 12th compared to the same result for 2012/13.
% of Class C roads that should be considered for maintenance treatment	38.9%	37%	34.5%	36.7%	36.2%	36.6%		Target exceeded, however it is difficult to directly compare year on year results as only 50% of C class road length surveyed each year in one direction. It takes four years to cover all C Class roads albeit PI is based on an average of previous two years. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 2nd quartile with a rank of 16th compared to the same result for 2012/13.
% of unclassified roads that should be considered for maintenance treatment	51.9%	50.1%	51.6%	50.3%	42.5%	-		42.5% of unclassified roads should be considered for maintenance treatment. This is a significant improvement on 2013/14 performance. However it should be remembered that this result is based on the previous 4 years surveys with each year being a 10% sample of the unclassified road length. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 4th quartile with a rank of 26th compared to a rank of 28th for 2012/13.
% of the road network that should be considered for maintenance treatment.	50.1%	45.1%	43.3%	43.5%	39.1%	44.7%		Target exceeded. 39.1% of overall road network should be considered for maintenance treatment.

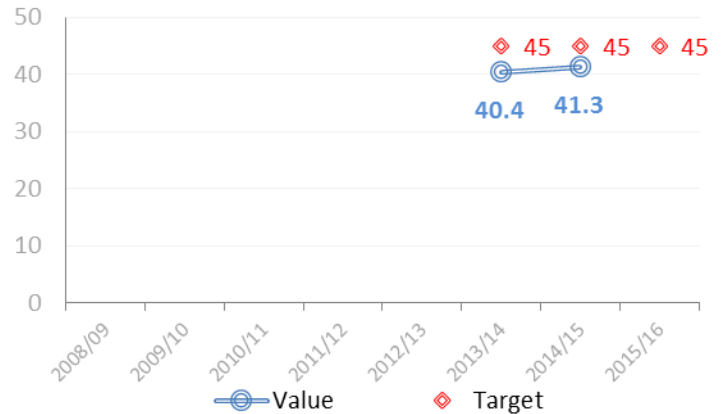
**SOA4 East Renfrewshire residents are safe and supported in their communities and homes.**

**Community Planning Partnership Performance:**

**Rate of common & serious assaults per 10,000 pop'n**

During 2014/15 there were 378 common and serious assaults reported to the police. 41.3 per 10,000 population. In 2013/4 there were a total of 368 crimes in this category. This year saw an increase of 0.9 crimes per 10,000 population.

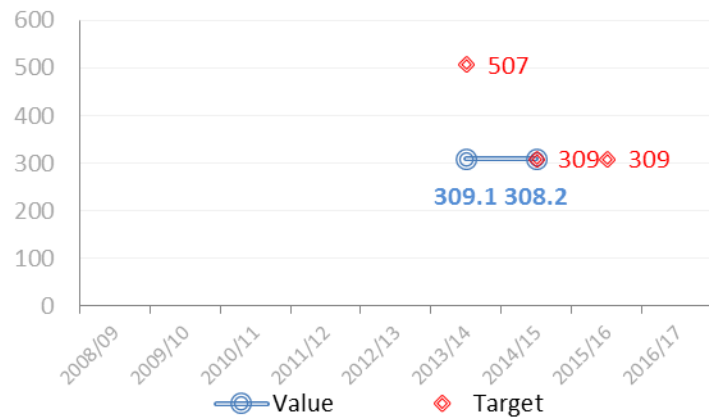
41.3 



**Rate of antisocial behaviour complaints per 10,000 pop'n**

During 2014/15 - 2820 anti-social behaviour incidents were reported to the police an increase of 6 incidents from the previous year. 308.2 incidents per 10,000 population.

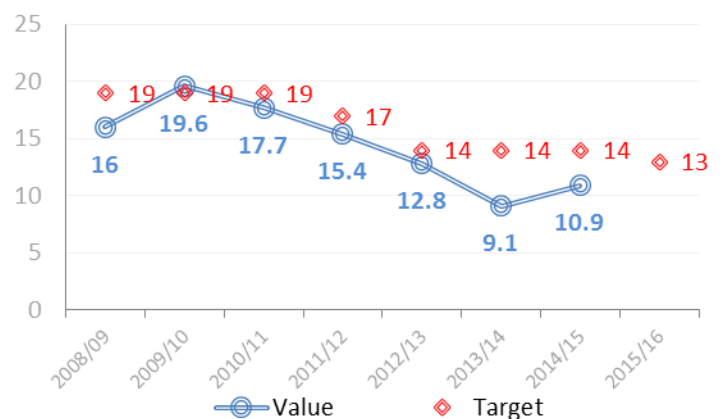
308.2 



**Volume and rate of violent crimes, including sexual crimes, per 10,000 pop'n**

During 2014/15 there were 100 crimes within this category reported to the Police. 10.9 per 10,000 population, an increase of 1.8 on the previous year.

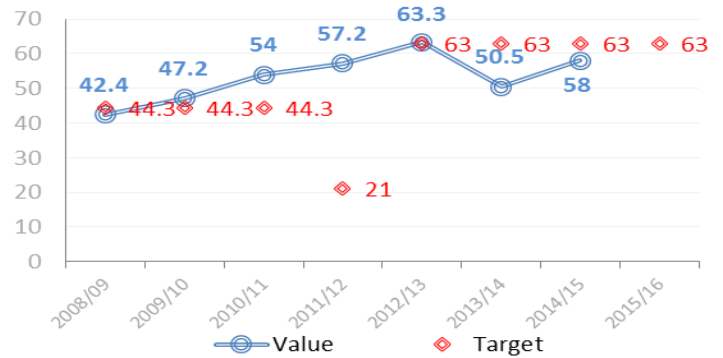
10.9 



### Rates of domestic abuse incidents per 10,000 pop'n

Figure for 2014/15- 58 incidents reported per 10,000 population (531 incidents reported to the police). An increase of 7.5 (71 incidents) on the figure for the previous year.

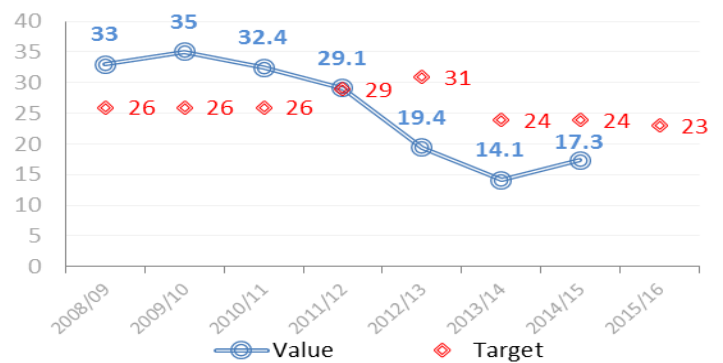
58



### The volume and rate of domestic housebreaking per 10,000 population.

During 2015/15 there was an increase in the number of recorded domestic housebreakings with 159 recorded, an increase of 31 on the previous year. 17.3 incidents per 10,000 population, an increase of 3.2 on the figure for 2013/14.

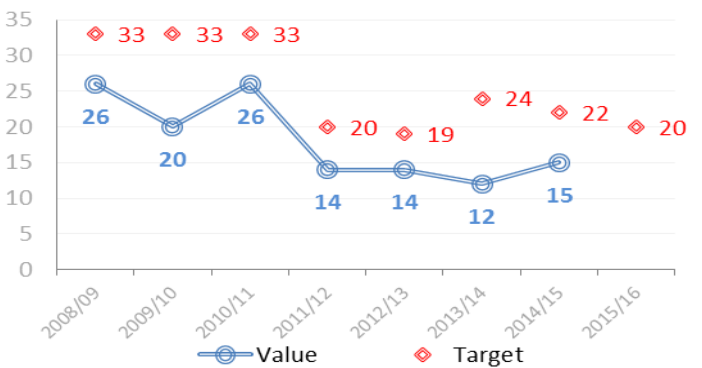
17.3



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

Latest available data (reported in 2013/14) shows that 15 people were killed or seriously injured in 2013.

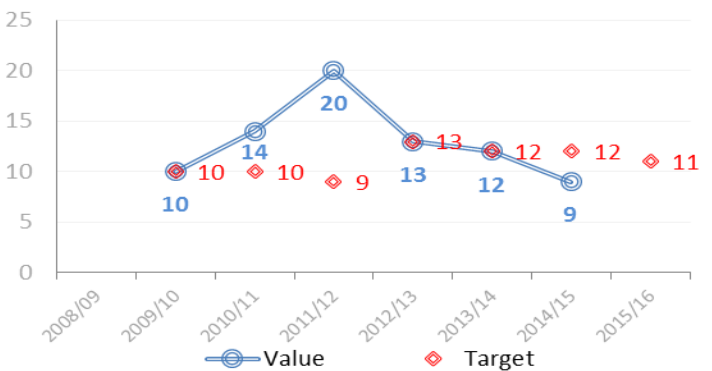
15



### Number of fire fatalities and casualties

During 2014-5 there were 8 fire related casualties within East Renfrewshire. This is a 60% reduction on the previous year, however there was also one fire fatality; this is the first one in many years.

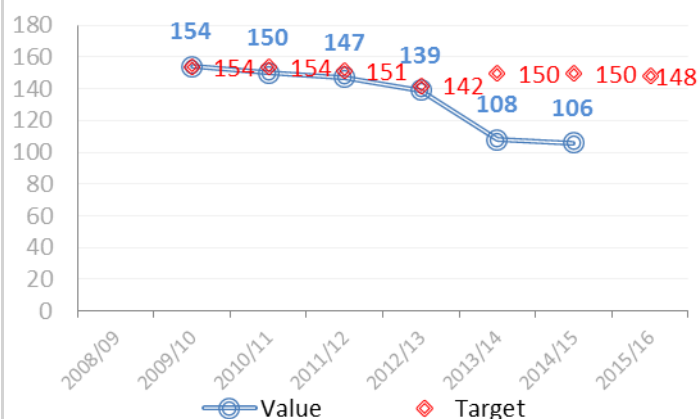
9



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

During 2014/15 there were 106 primary fires within East Renfrewshire a 1.9% reduction on the previous year.

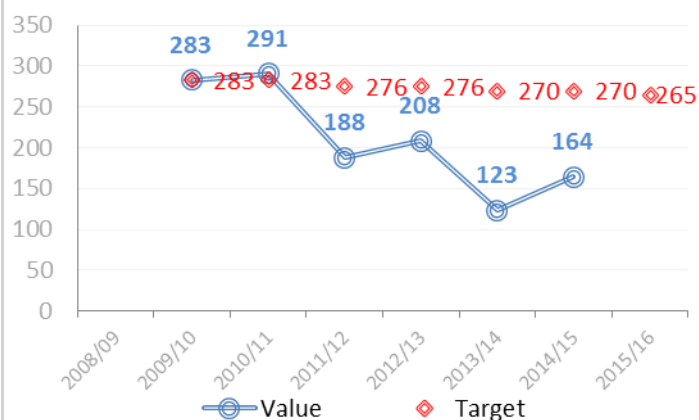
106



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

There were 164 secondary fires in East Renfrewshire during 2014/15 this is a 21% reduction on the figure for 2012/3 but a 25% increase in the figure for 2013/4.



164






## Council Performance:

### 01 Communities experience fewer incidents of vandalism, street disorder and anti-social behaviour.



Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of Diligence Testing carried out at all appropriate retail tobacco sellers in East Renfrewshire	N/A	N/A	N/A	100%	100%	100%		Target met. Significant reduction in sales of alcohol and tobacco to our diligence test purchasers. These products are not readily available to our under 18's direct from our retail premises. Strong links to SALUS report showing reduced alcohol related youth incidents in ERC.
% of out of hours domestic noise complaints resolved by the Community Wardens at first point of contact.	N/A	N/A	95%	95%	96%	94%		Of the 613 noise calls only 27 had a time of attendance in excess of 1 hour.
% of anti-social behaviour reports recorded as resolved by the Anti-Social Behaviour Incident Team at first point of contact.	67.5%	76%	78%	78%	78%	78%		During 2014/5 - 78% of anti-social behaviour reports were recorded as resolved by the anti-social behaviour team at the first point of contact.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of antisocial behaviour incidents resolved to the satisfaction of complainant	93%	94%	94%	95%	94%	94%		On track. 94% of antisocial behaviour incidents attended by the Council's Community Wardens are resolved to the satisfaction of the reporter. The resolution may involve: advice being offered; extra attention being given; referring reporter to appropriate partnership body or Council department; addressing the problem with the other party etc.
The cost of vandalism to council properties (aim to minimise).	£132,074.00	£99,629.00	£55,766.00	£48,082.00	£52,677.00	£70,000.00		The total cost of vandalisms to Council properties during 2014/5 was £52,677 an increase of 9.6% on the figure for the previous year.




## 02 Community safety and public protection is safeguarded.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days - New Disposal baseline to be established in Y1.	N/A	83.7%	91.3%	88.4%	68.9%	80%		Low completion figures in Qtr 3 & 4 were due to some placements having to be suspended because of staff shortages, this has caused the annual figure to fall below target. However, this has now been rectified and it is expected performance will improve in subsequent quarters.
Community Payback Orders - Percentage of unpaid work placement completions within 6 months.	N/A	93	82.6	90.4	84.8	80		The percentage of unpaid work completions remains consistently above target for the fourth year running.
Community Payback Orders - Percentage of new disposal reports allocated within 24 hours	N/A	100%	100%	100%	100%	100%		All reports were allocated within 24 hours this year.


## 03 Residents are protected from harm and abuse and their dignity and human rights are respected.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of people involved in Adult Support and Protection reporting reduced risks at review of welfare plan.	N/A	N/A	70.6	71.3	70.5	67.5		Target exceeded.
Average time (working days) to complete adult support and protection enquiries.	5.2	3.8	5	5	4.2	5		72% of Adult Support & Protection enquiries were completed within the 5 day target.

#### 04 Our vulnerable residents are able to live as safely and independently as possible in the community and have control over their care and support.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Number of people self-directing their care through receiving direct payments and other forms of self-directed support.	85	126	199	280	277	224		Target exceeded.
% of community alarm calls responded to and resolved on first point of contact.	100%	100%	100%	100%	100%	100%		During 2014/15 the CCTV control room handled 124,989 community alarm activations all of these were resolved at the first point of contact. There were 8.6% more activations this year.
% of Telecare clients stating Telecare has made them feel safer at home.	N/A	N/A	94.6%	94.7%	95.6%	93%		95.6% of Telecare clients in 2014/5 believed that Telecare has made them feel safer at home.

#### 05 Carers' roles in providing care is recognised and valued.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
People reporting 'quality of life for carers' needs fully met (%)	67.2%	66.3%	69.0%	70.9%	74.6%	70.0%		There has been a continuing improvement in carers Talking Point outcomes, rising steadily from 66% in 2011/12 to almost 75% this year.

#### 06 People are improving their health and well-being by recovering from problematic drug and alcohol use.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention.	538	469	460	306	288	490		2081 FAST screenings were delivered in the year but of these only 288 indicated that an alcohol brief intervention was required.
% of people with alcohol and/or drug problems accessing recovery-focused treatment within three weeks.	N/A	98.4	99	100	100	100		Based on the data currently available (Qtrs 1-3) 100% of people are accessing recovery-focused treatment within three weeks.
% of Licensed Premises passing Challenge 25 Integrity Test – Level 1	51	51	85	N/A	88	100		There has been a significant reduction in the sale of alcohol to under 18s from 49% to in year one, to 15% in year two and now the current year a further reduction to 12% with 88% of premises passing the integrity test. This is the highest pass rate since the inception of the project.

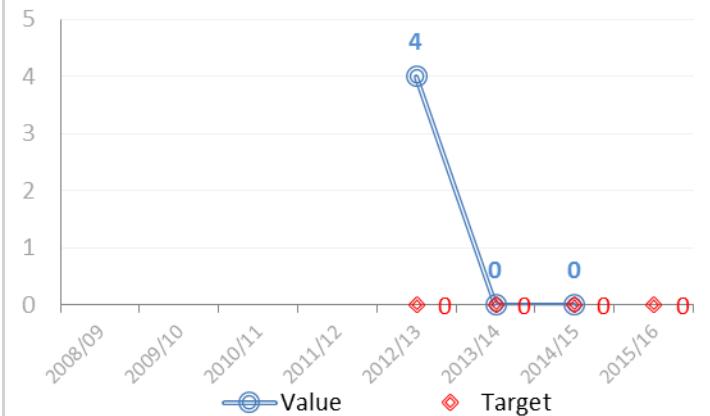
**SOA5 Older people in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives for longer.**

**Community Planning Partnership Performance:**

**Delayed discharge: people waiting more than 28 days to be discharged from hospital into a more appropriate care setting**

The number of people waiting more than 28 days for discharge from hospital remains on target at zero for the second year running.

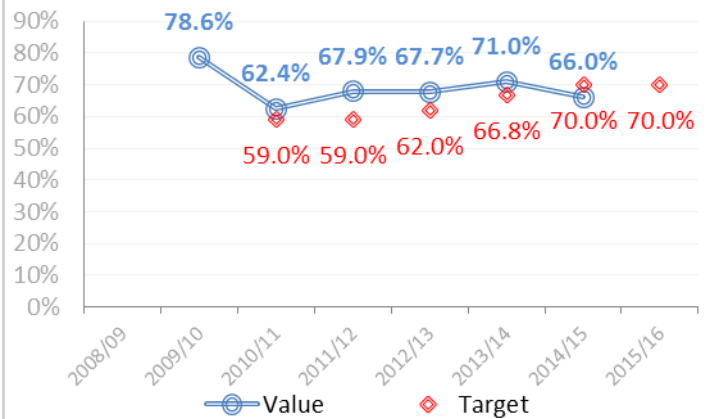
0



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

Of a total of 794 responses, 527 reported their needs fully met with a further 208 (26%) reporting their needs partially met. a total of 59 (7%) respondents stated their needs were not being met in this regard this year.

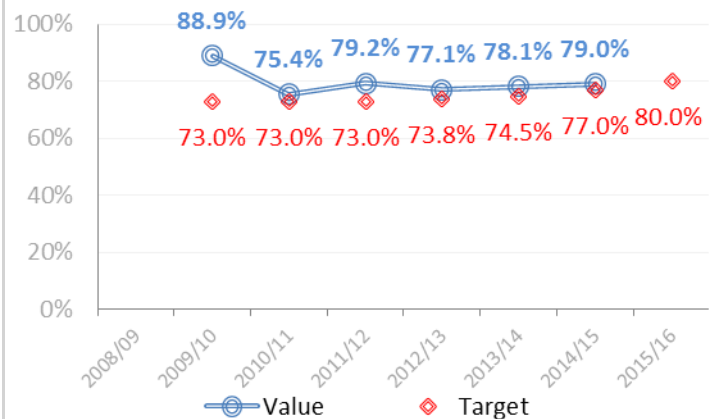
66.0%



**People reporting 'staying as well as you can' needs fully met (%)**

A total of 624 respondents reported their needs being fully met in regard to staying as well as they can. A further 135 (17%) stated their needs were partially met in this regard, with only 35 (4%) claiming their needs remained unmet this year.

79.0%

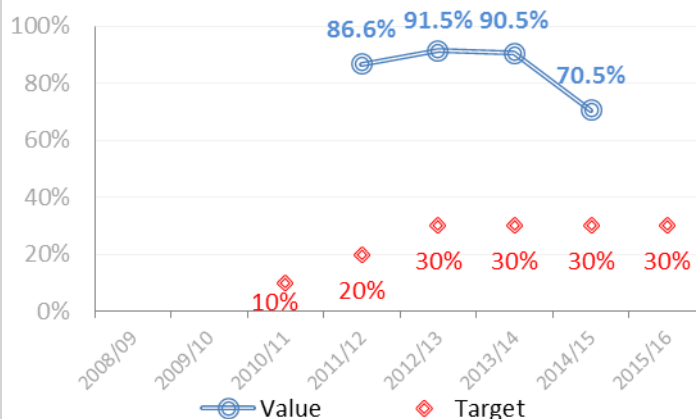




## % of those whose care need has reduced following re-ablement.







For the most recent period 70.5% of people completing home care re-ablement had a reduction in their IoRN score (Indicator of Relative Need). While this is a reduction on previous performance, this reflects the further roll-out of the re-ablement approach and was anticipated.

70.5 




### Council Performance:








#### 01 Older people are able to live as safely and independently as possible in the community and have control over their care and support.








Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Delayed discharges bed days lost to delayed discharge	4,799	4,093	5,171	2,445	2,317	2,415		Bed days lost to delayed discharges has more than halved on the Qtr 3 figure and has fallen consistently since the start of the year.
People reporting 'seeing people' needs fully met	73.2%	76.8%	77.5%	81.9%	75.4%	75.0%		Of 790 valid responses 596 reported their needs fully met with a further 168 reporting their needs partially met. A total of 26 people reported their needs being unmet.
People reporting 'being respected' needs fully met	95.0%	95.5%	94.9%	96.4%	95.4%	94.0%		Of 777 valid responses 741 reported their needs fully met with a further 32 reporting their needs partially met. A total of 4 people reported their needs being unmet.
People reporting 'feeling safe' needs fully met (%)	94.3%	95.4%	94.6%	98.1%	80.4%	94.0%		Of 794 valid responses 638 reported their needs fully met with a further 121 reporting their needs partially met. An audit of reviews and case files is being undertaken to understand the underlying reasons for any change.
People reporting 'living where you want to live' needs fully met (%)	87.6%	94.1%	89.3%	94.5%	76.6%	88.0%		Of 788 valid responses 604 reported their needs fully met with a further 138 reporting their needs partially met. An audit of reviews and case files is being undertaken to understand the underlying reasons for any change.
% of those whose care need has reduced following re-ablement.	0	86.6	91.5	90.5	70.5	30		For the most recent period 70.5 per cent of people completing home care re-ablement had a reduction in their IoRN score (Indicator of Relative Need). While this is a reduction on previous performance, this reflects the further roll-out of the re-ablement approach and was anticipated.

**02 Older people feel included and empowered to make a valuable contribution to their local communities.**

Indicator	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2014/ 15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Citizens' Panel respondents reporting that we live in a community that supports older people.	51%	52%	52%	53%	55%	-		This figure continues to increase year on year.





## Council Performance:





Customer								
Our residents are well informed, enabling them to access accountable and responsive services.								
Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Number complaints received per 1,000 population.	N/A	N/A	N/A	18.1	17.3	-		There were 1,579 complaints received in 2014-15, a reduction of 69 compared to 2013-14.
Average time in working days to respond to complaints at stage one (frontline resolution).	N/A	N/A	N/A	3.5	4.1	5		We continue to perform within target timescales (this remains 4.1 when excluding extensions).
Average time in working days to respond to complaints at stage two (investigation).	N/A	N/A	N/A	11.1	15.7	20		Target met
Average time in working days to respond to complaints after escalation (investigation).	N/A	N/A	N/A	10.3	14.5	20		Target met
Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is efficient.	73%	75%	70%	77%	73%	75%		We have narrowly missed our ambitious target in 2014-15, following a significant increase in 2013-14. We are currently developing new approaches including a new change management programme, which will help deliver more efficient services across the council and we hope to see this figure increase in future.
% of parents reporting they are happy with their child's school	N/A	N/A	N/A	97%	97%	-		Questionnaires have been collated from 40 establishments. 2985 questionnaires were completed by parents. 97% of parents were happy with their child's school. On track to achieve the 2015-16 target of 97%.
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	90%	90%	89%	94%	94%	92%		Target exceeded.
Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is customer focused.	76%	79%	75%	78%	74%	78%		We have failed to maintain the proportion of Panel members who think the council is customer focused in 2015-16. Work will be undertaken, including the promotion of a revised set of customer care standards and we would expect to see this figure improve.
Citizens' Panel results - % who think the Council provides enough information on how services are performing?	60%	49%	42%	44%	53%	45%		Target met.
Citizens' Panel: % of service users rating libraries service as very good/good	95%	98%	98%	90%	94%	92%		Target met.
Citizens' Panel: % of service users rating sport and leisure facilities as very good/good	84%	86%	79%	85%	81%	78%		Target met.
Citizens' Panel results - Percentage of all respondents rating wheeled bin refuse collection as very good/good	77%	84%	88%	82%	81%	86%		Target not met.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Citizens' Panel results - Percentage of all respondents rating street cleaning and litter patrol as very good/good	53%	55%	61%	64%	61%	57%		Target exceeded.
% of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	76%	74%	78%	76%	75%	77%		Target narrowly missed. The majority of Panel members continued to be satisfied with the services provided by East Renfrewshire.
Citizens' Panel results - Percentage of all respondents rating health and social care service for adults as very good/good	84%	N/A	88%	89%	86%	-		The large majority of Panel members were satisfied with health and social care services for adults despite a slight reduction on last year.
Citizens' Panel results – Percentage of all respondents rating health and social care services for children and young people as very good/good	82%	N/A	87%	85%	69%	-		This figure shows a further reduction on last year, although baseline numbers are still small, and results should be treated with caution.
Star rating for council website (SOCITM) (4=highest rating)	3	2	2	4	4	4		Target Achieved. We have again been awarded 4 stars for our website.
Number of complaints upheld or partially upheld by Scottish Public Service Ombudsman.	1	0	1	1	0	0		SPSO is still giving consideration to 2 complaints, one of which the SPSO asked for further information in December 2014 and the other one on 20 March 2015.
% of council buildings in which all public areas are suitable for and accessible to disabled people	81.7%	84.1%	85.1%	83%	85%	86%		Target not met. 13 properties not compliant. Great difficulty in resolving the outstanding issues in these properties without significant investment due to property layout.

## Efficiency







### 01 Our systems and processes are streamlined, enhancing customers' access to services.

Indicator	2010/11	2011/12	2012/13	2013/14	2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of telephone calls to Customer First between 8 am and 6 pm answered on first call.	81.5%	86.5%	84%	85%	86%	85%		Exceeded target.
% of all customer requests which are dealt with at the first point of contact by Customer First.	88%	86%	86%	91%	91%	85%		Target exceeded. This is reflected by the expertise within the team who continually undergo a range of training and development to ensure they are multi-skilled and able to answer the variety of queries.
% of planning applications received online.	N/A	25.1%	37.4%	42.7%	45%	45%		Target met. A total of 809 planning applications were received of which 366 were received online.
% of all building warrants received online.	N/A	0%	0%	N/A	22.5%	10%		Target exceeded. A total of 1,051 building warrant applications were received of which 236 were received online.

Indicator	2010 /11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2014/ 15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Domestic Noise- Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	0.4	0.5	0.7	0.78	0.48	1		Target exceeded. Community Wardens dealt with 304 complaints with a total response time of 5525 minutes. Environmental Health dealt with 6 complaints with a total response time of 185 minutes. Total response time (5525 minutes) / total calls (185) = average response time of 29 minutes (0.50 hours). Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 2nd quartile with a rank of 9th compared to 2012/13 where we were in the 1st quartile with a rank of 6th. Performance has improved significantly in 2014/15 and we would expect benchmarking to reflect this when available.
Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours)	0.3	0.4	0.79	0.36	0.33	1		Target exceeded
% of income due from council tax received by the end of the year %	96.8%	97.2%	97.6%	97.9%	98%	97.8%		This is an excellent result. Benchmarking data showing the performance of other local authorities will be available circa June 2015 but it is anticipated this will be one of the highest collection levels in the country. Most recent LGBF benchmarking information for 2013-14 data shows us to be the second highest performing council for this indicator.
% of trading standards business advice requests that were dealt with in 14 days	100%	100%	100%	100%	100%	100%		Target met.

## 02 Residents benefit from cost effective and efficient services that comply with financial and legislative requirements.





Indicator	2010/ 11	2011/ 12	2012/ 13	2013 /14	2014 /15	2014/ 15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Total building maintenance requirement (backlog) per square metre of Gross Internal Area.	£97.14	£92.83	£88.23	£80.89	£76.90	£81.00		Target exceeded.
% of services (excluding schools) covered by corporate improvement support framework	N/A	N/A	N/A	N/A	100%	100%		Target met. The risk model is currently being developed.
Percentage of first reports for Building Warrants issued within 20 working days.	N/A	N/A	N/A	N/A	94.6%	90%		Target exceeded. 971 Building Warrants were issued within this period of which 919 were responded to within 20 working days.

Indicator	2010/ 11	2011/ 12	2012/ 13	2013 /14	2014 /15	2014/ 15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Proportion of operational buildings that are suitable for their current use %	75.6%	76.9%	78.6%	79.5%	77.9%	80%		A re-evaluation of school surveys resulted in a drop in grading for Carolside and Crookfur Primary Schools and removal of Barrhead Social work Offices, Auchenback Community Centre and Arthurlie Parks Depot through property rationalisation. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 3rd quartile with a rank of 24th compared to a rank of 23rd in 2012/13.
Proportion of internal floor area of operational buildings in satisfactory condition %	75.2%	75.6%	75.7%	79.7%	79.9%	79%		Target exceeded. A slight improvement in overall condition through property rationalisation and capital works.
The average time (weeks) to deal with major and local planning applications	N/A	N/A	8.3	7.2	7	8.4		Target exceeded.
% of invoices sampled that were paid within 30 days %	88.5%	83.1%	80.1%	79.5%	84.6%	84%		The target was met for 2014/15 for invoice processing. All processes within creditors and within departments for dealing with invoices are currently being reviewed and improved as part of the implementation of a new electronic document management system. Already this has led to an improvement in the payment of local suppliers. We will continue to embed this modernised system during 2015/16.
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	N/A	N/A	N/A	9.39%	9.9%	8.5%		The gross rent arrears figure has increased slightly in 2014/15 and not met target. This is mainly due to increasing arrears from former tenants which were not included in the previous performance indicator. A full review of all former tenant rent arrears has now been undertaken and Cabinet agreed to write off irrecoverable former tenant arrears during 2014/15. Because of the way the PI is calculated the full benefit of the 2014/15 write off will not be reflected in an improved PI until 2015/16. The PI for 2014/15 would have been 7.5% if the write off was taken into account; however the 2015/16 PI should improve accordingly. The most recent benchmarking information is for 2013/14 where we were in the 4th quartile with a rank of 26th.
% of rent due lost through properties being empty during the last year.	1.5%	1.9%	1.8%	1.3%	0.8%	1.2%		Target exceeded. Improved joint working to undertake repairs, new allocation processes and estate improvements undertaken through the mixed tenure scheme have led to a significant improvement in this indicator.

Indicator	2010/ 11	2011/ 12	2012/ 13	2013 /14	2014 /15	2014/ 15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
								The improvement in this indicator has delivered a 40% reduction and savings of approximately £50,000. Please note this information is provisional. It requires a full verification before submission to the Scottish Housing Regulator on 31st May 2015. Benchmarking information is not available for 2014/15. The most recent information is for 2013/14 where we were in the 2nd quartile with a rank of 15th compared to the 3rd quartile and a rank of 20th for 2012/13.

## People

### Our employees are skilled, and supported to achieve our outcomes.

PI Description	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2014/ 15	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Sickness absence days per employee	8.8	9	9.5	10.4	11.2	8.5		Target not met. Significant work is ongoing to improve performance. There has been a new maximising attendance policy and action plan launched and there has been a Leadership+ meeting held specifically on absence to share best practice amongst services. The latest benchmarking information available is for 2013-14 and we were ranked 27th and in the fourth quartile
% of employees and Councillors participating in Equality training reporting being confident in their ability to play their part in maintaining East Renfrewshire as a place where nobody is left behind.	N/A	N/A	N/A	N/A	100%	55%		This result is based on the responses of 13 respondents out of 25 employees contacted through survey monkey.
The average number of working days per employee lost through sickness absence for: local government employees and craft workers	10.8	10.7	11.3	12.3	13.5	-		Note that this figure differs from the LGBF return due to the rounding calculations.
The average number of working days per employee lost through sickness absence for: teachers	4.5	5.4	5.4	6.1	6.27	-		Note that this figure differs from the LGBF return due to the rounding calculations.

## **SOA and ODP indicators with no new data available at end year 2014-15**

### **SOA1**

- Percentage of obese children in primary 1
- Low birth weight live singleton births as a % of total live singleton births
- Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling
- Achieve agreed completion rates for child healthy weight intervention programme
- Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy
- Baseline Assessment Results of Primary 1 Pupils (% correct) – Numeracy
- % parents who report that universal Triple P Parenting Programme has met their needs.

### **SOA2**

- Male Life expectancy at birth
- Female life expectancy at birth
- Male life expectancy at birth in 15% most deprived communities
- Female life expectancy at birth in 15% most deprived communities
- 3 year average in national examination results: 5+ @ L5 by end of S4
- 3 year average in national examination results: 5+ @ L6 by end of S5
- Number of exclusions per 1,000 pupils - Primary
- Number of exclusions per 1,000 pupils - Secondary
- Percentage attendance for Looked After Pupils (Primary and Secondary)
- Percentage of pupils in P6-S6 taking part in volunteering activities
- Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels
- Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels
- Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels
- Percentage S4 non-white pupils attaining Scottish Credit and Qualifications Framework (SCQF) level 5 or better in English
- Percentage of S4 non-white pupils attaining SCQF level 5 or better in Mathematics
- Percentage of S4 pupils with cumulative STACs points of 128 or fewer
- Number of awards achieved by young people participating in school and community based targeted programmes
- Percentage of adults completing learning programmes through Culture & Sport, reporting that the learning has improved their ability to obtain, improve or sustain their employment
- Percentage of adult resident population engaging in cultural activities

### **SOA3**

- Number of tourist visits to East Renfrewshire
- Percentage reduction in Council controlled carbon emissions
- Percentage reduction in business mileage by Council employees
- Street Cleanliness Index
- Street Cleanliness Score

### **SOA4**

- Drug-related deaths per 100,000
- Number of suicides per 100,000 population
- Rate of alcohol related hospital admissions per 100,000 population
- Percentage of repeat referrals to Domestic Abuse Referral Group (DARG)
- 35% of pupils attending schools prevention pilot programme indicate an increase in knowledge
- Average number of working days taken to complete adult support and protection investigations.
- Percentage of people with learning disabilities with an outcome-focused support plan
- % of service users moving from treatment to recovery service



## **SOA5**

- % of time in the last six months of life spent at home or in a homely setting.
- % of people aged 65+ who live in housing rather than a care home or hospital
- Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population
- Mental health hospital admissions (as a rate per 1,000 population)
- Number of care home residents on Supportive Palliative Care Action Register (SPAR)

## **Customer**

- % of the 18 service standards that are achieving the set standard

## **Efficiency**

- Nil qualifications on the accounts given by External Audit
- Cost per attendance of sport and leisure facilities
- Cost per visit to libraries
- Cost of Parks and Open Spaces per 1,000 of the Population
- Cost per primary school pupil
- Cost per secondary school pupil
- Cost per pre-school place
- The gross cost of "children looked after" in residential based services per child per week
- The gross cost of "children looked after" in a community setting per child per week
- Balance of Care for looked after children: % of children being looked after in the Community
- Support services as a % of total gross expenditure
- Corporate and democratic core costs per 1,000 population
- Net cost of Waste collection per premise
- Net waste disposal cost per premises
- Cost of street cleaning per 1,000 population
- Road cost per kilometre
- Cost of trading standards per 1,000 population
- Cost of environmental health per 1,000 population
- Cumulative recurring efficiency savings from PSE projects (£)
- Older Persons (Over 65) Home Care Costs per Hour
- Direct payments spend on adults 18+ as a % of total social work spend on adults 18+
- % of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.
- The Net Cost of Residential Care Services per Older Adult (+65) per Week

## **People**

- Employee Survey- I would recommend the Council as a good place to work' - % of employees who agreed or strongly agreed
- Employee Survey- I know my job contributes to the Council's objectives' - % of employees who agreed or strongly agreed
- Employee Survey- I have a clear understanding of the Council's objectives' - % of employees who agreed or strongly agreed
- % of ERC staff with a PRD in place

**Annex 2** details the indicators within the ODP that are most improving as well as those areas for improvement.

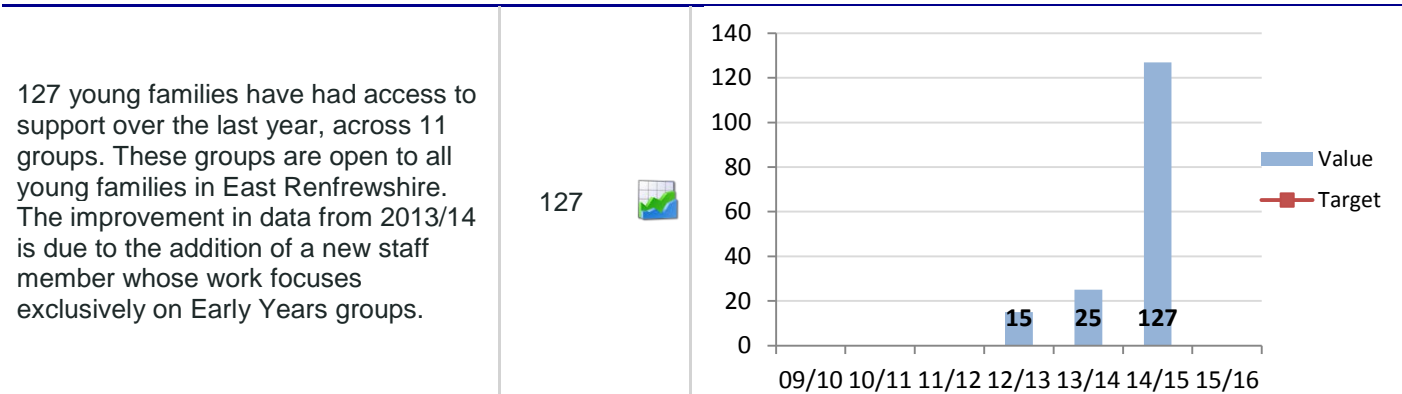
**Key**

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

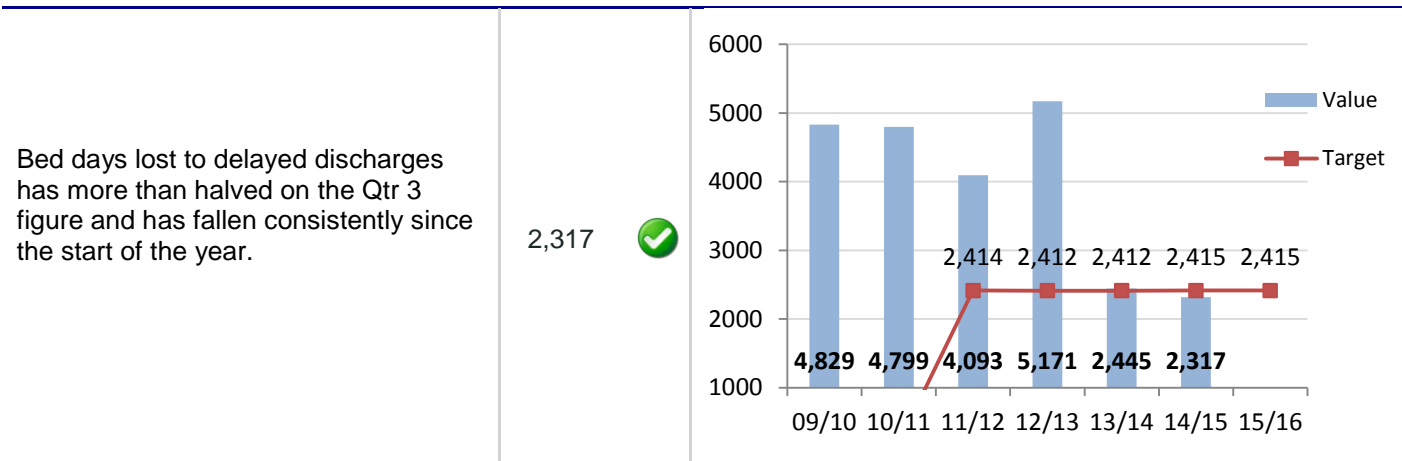
PI Status of last available data:	
	Off target
	Target still to be achieved
	On Target
	For information only (no target set)

**Most improving performance**

**Graph 1: Support for young families**




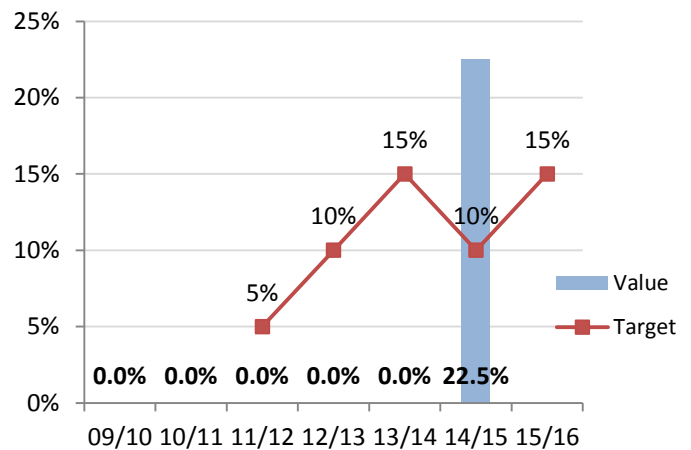
**Graph 2: Delayed discharges bed days lost to delayed discharge**



**Graph 3: % of Building warrants received online.**


Target exceeded. A total of 1,051 building warrant applications were received of which 236 were received online.

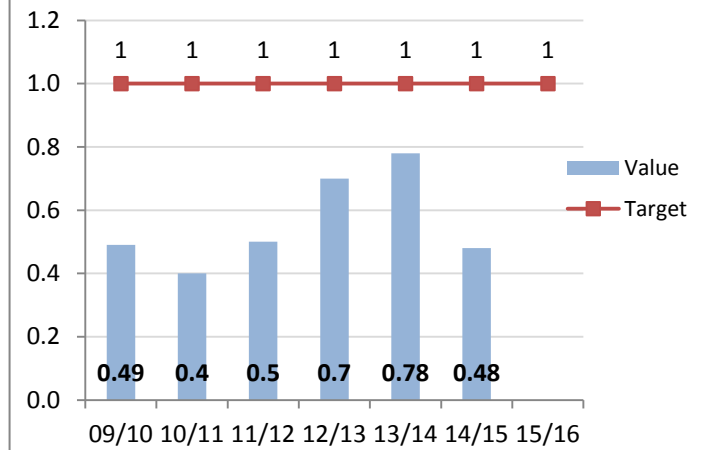
22.5% 



**Graph 4: Average time between time of noise complaint and attendance on site (hours)**

Community Wardens dealt with 304 complaints. Environmental Health dealt with 6 complaints. The most recent benchmarking information is for 2013/14 where we were in the 2nd quartile with a rank of 9th compared to 2012/13 where we were in the 1st quartile with a rank of 6th. Performance has improved significantly in 2014/15 and we would expect benchmarking to reflect this when available.

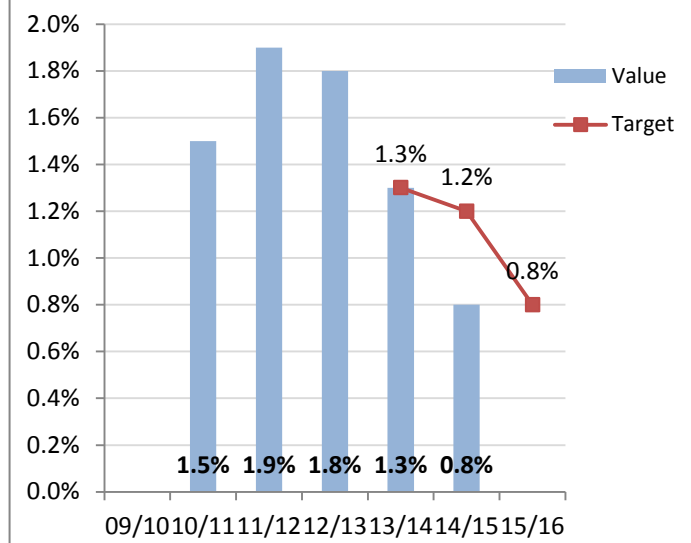
0.48 



**Graph 5: % of rent due lost though properties being empty during the last year.**

Improved joint working to undertake repairs, new allocation processes and estate improvements undertaken through the mixed tenure scheme have led to a significant improvement in this indicator. The improvement in this indicator has delivered a 40% reduction and savings of approximately £50,000. Please note this information is provisional. The most recent benchmarking information is for 2013/14 where we were in the 2nd quartile with a rank of 15th compared to the 3rd quartile and a rank of 20th for 2012/13.


0.8% 

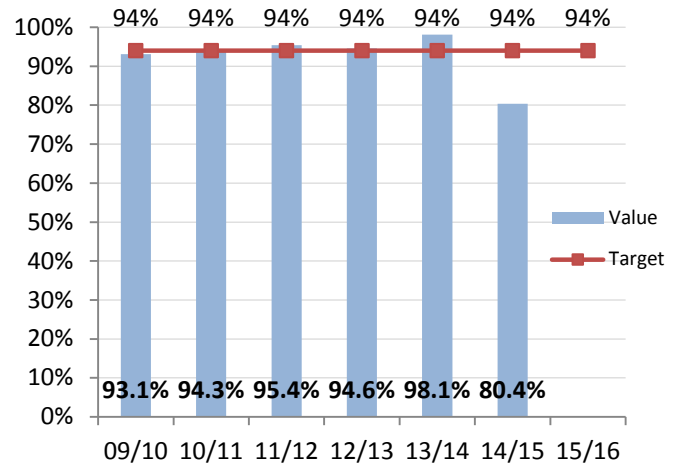


# Areas for Improvement

**Graph 6: Talking Points- People reporting 'feeling safe' needs fully met (%)**


Of 794 valid responses 638 reported their needs fully met with a further 121 reporting their needs partially met. An audit of reviews and case files is being undertaken to understand the underlying reasons for any change.

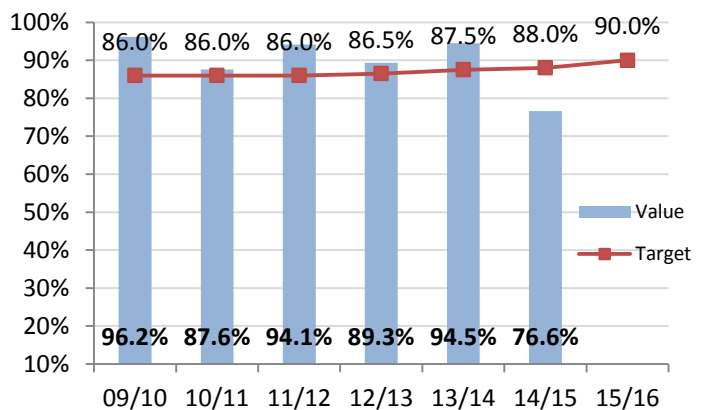
80.4% 



**Graph 7: Talking Points- People reporting 'living where you want to live' needs fully met (%)**

Of 788 valid responses 604 reported their needs fully met with a further 138 reporting their needs partially met. An audit of reviews and case files is being undertaken to understand the underlying reasons for any change.

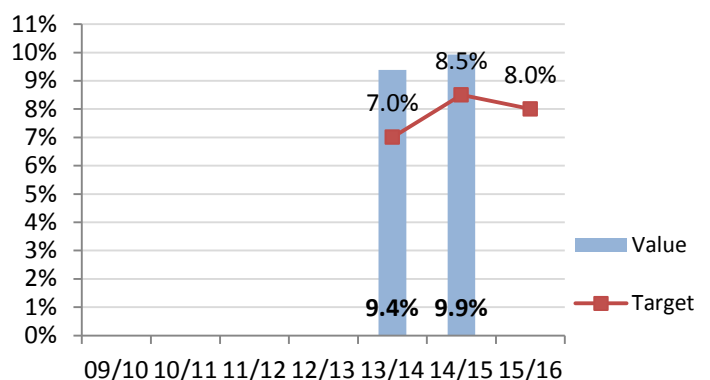
76.6% 



**Graph 8: Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year**

A full review of all former tenant rent arrears has now been undertaken we have an action plan in place. Part of this included Cabinet approval for write off of irrecoverable former tenant arrears during 2014/15. Because of the way the PI is calculated the full benefit of the 2014/15 write off will not be reflected in an improved PI until 2015/16. The PI for 2014/15 would have been 7.5% if the write off was taken into account; however the 2015/16 PI should improve accordingly. The most recent benchmarking information is 2013/14 where we were in the 4th quartile with a rank of 26th.

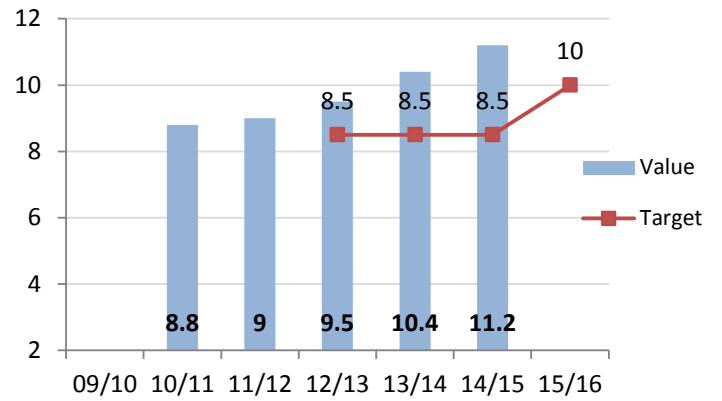
9.9% 



**Graph 9: Sickness absence days per employee**

Target not met. Significant work is ongoing to improve performance. There has been a new maximising attendance policy and action plan launched and there has been a Leadership+ meeting held specifically on absence to share best practice amongst services. The latest benchmarking information available is for 2013-14 and we were ranked 27th and in the fourth quartile.

11.2



**EAST RENFREWSHIRE COUNCIL  
COMMUNITY PLANNING PARTNERSHIP  
PERFORMANCE AND ACCOUNTABILITY REVIEW  
Tuesday 12 May 2015**

East Renfrewshire Community Planning Partnership's Performance and Accountability Review takes place at least twice a year. This brings together senior representatives from partner agencies – including East Renfrewshire Council, NHS Greater Glasgow and Clyde, Skills Development Scotland, Scottish Enterprise, the Department of Work and Pensions, Scottish Fire and Rescue, Strathclyde Passenger Transport, Police Scotland and Voluntary Action East Renfrewshire – as well as SOA outcome champions from relevant agencies.

The purpose of the meeting is to review the performance of the Community Planning Partnership (CPP) against agreed targets, review strategic approaches to drive transformational change and agree and monitor improvement actions

At the most recent meeting on the 12 of May 2015, Community Planning Partners discussed performance against SOA targets at end year. All in attendance noted the excellent performance against set targets around each SOA outcome and the positive report on how East Renfrewshire benchmarks against other local authorities in Scotland.

The PAR group also reviewed progress around CPP improvement activity, hearing an update from Tara McGregor, a Director of ODS Consulting.

Table 1 below contains a summary of the actions agreed at the meeting on 12 May:

<b>Action</b>	<b>Due date</b>	<b>Responsibility</b>
East Renfrewshire Council Education and Skills Development Scotland will report to the PAR in November on the implications and actions arising from Developing Scotland's Young Workforce.	November 2015	Mhairi Shaw, ERC Sharon Kelly, SDS
Identify indicators which have shown significant improvement over a sustained period and provide analysis of the potential drivers of this improvement and the role of the CPP or individual agencies. To be included in next, and subsequent, performance reports to the PAR.	November 2015	Andy Cahill, ERC Mhairi Shaw, ERC Angela Carty, Police Scotland Julie Murray, HSCP Tracy Butler, ERC
Prepare a report for the PAR on the specific implications for CPPs of the proposed Community Empowerment Bill	November 2015	Community Planning Team ERC

Form a short-life working group to to oversee the self-assessment of the CPP using the Improvement Service checklist, including completion of self-assessment survey by all partners. Findings will be reported to the next PAR meeting	November 2015	Caroline Innes, ERC
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Table 2 provides an update on previous actions agreed at the PAR in November 2014.

**Table 2:**

<b>Action</b>	<b>Update Note</b>
Discuss the potential for implementing joint resource and co-location opportunities that arise from the report by the Commission for Developing Scotland's Young Workforce	<b>Complete:</b> Initial discussions have taken place, and the PAR group agreed to report on the full implications emerging from Developing Scotland's Young Workforce in November.
Investigate the availability of information on suicides and suicide attempts in East Renfrewshire and if available, bring information to the PAR.	<b>Complete:</b> Candy Millard submitted a report to the PAR group and presented information on suicides and mental health admissions. Due to data protection, a drill down on age group could not be supplied
Follow-up briefing on the impact of improvement activity around breastfeeding uptake at end year Performance and Accountability Review	<b>Complete:</b> Candy Millard submitted a report to the PAR group
Strategic review of Model for Improvement activity, including stretch aims and development of the capacity and skills of key staff	<b>Complete:</b> Community planning procured a facilitator to do deliver workshops to outcomes 2, 3 and 4. An update on activity and three stretch aims was presented to the PAR meeting.
Explore the potential for gathering benchmarking information on all SOA indicators from community planning partners where this data is not published nationally.	<b>Complete:</b> Benchmarking report now covers 60% of indicators in the SOA. There were no additional sources of comparable information for the remaining measures.

## Council Annual Complaints Report - 2014-15

### High level results<sup>1</sup>

- We received 1,579 complaints in 2014-15 compared to 1,648 in 2013-14 (a reduction of 69 complaints).<sup>2</sup>
- The majority were received by our Environment Department 1,216 (77%) due to the nature of the services provided.
- The majority of complaints were regarding standard/quality of service (46%). The majority of complaints were responded to by providing more information (71%).
- 95% of complaints were resolved at Frontline Resolution (stage 1) suggesting that the majority of customers were satisfied with the way their complaint was dealt with at first point of contact, and did not result in any further investigation.
- On average, we are within Scottish Public Services Ombudsman (SPSO) timescales for resolving complaints (4.1 days at Frontline; 15.2 at Investigation). There has been an increase in the average time taken to respond to complaints, particularly for Investigation complaints, but we remain within target timescales.
- The majority of complaints are responded to within timescales – 79% at Frontline and 85% at Investigation (compared to 81% and 93% in 2013-14 respectively).
- 64% of complaints we upheld/partially upheld at Frontline (stage 1) (compared to 73% in 2013-14). 41% were upheld/partially upheld for Investigation complaints (compared to 49% in 2013-14).
- There has not been excessive use of extending the response timescales to deal with complaints with only 12 extensions in 2014-15 (9 in 2013-14), all of which were authorised at Frontline (stage 1).
- Around a third of our complainants (31.3%) were satisfied with the complaints process and their experience of making a complaint, although satisfaction with the process was strongly influenced by whether customers were satisfied with the outcome of their complaints.
- A number of improvements have been made to services as a result of the consideration of complaints data, ranging from service reviews to small scale alterations to existing practice. We are seeing increasing evidence of this data being used to inform service improvement.
- Work is being undertaken at a national level to improve consistency in the recording and monitoring of complaints across Scottish councils which may affect trend information in future. This will however enable councils to benchmark performance more effectively, share best practice and improve the handling and customer experience of making a complaint.
- We recognise that things can go wrong and that complaints feedback is invaluable in helping us improve our services. However we also know that our employees are committed to delivering high quality customer experiences, as demonstrated by the 246 known compliments recorded in 2014-15. We also know that the compliments our staff receive are under recorded and that a high standard of customer service is delivered to local people every day.

1 **Data notes:** A. Definitions: **Stage 1** - complaints closed at stage 1 Frontline Resolution; **Stage 2 (direct)** - complaints that by passed 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.

B. Percentages are rounded to nearest whole number meaning some indicators do not sum to 100%.

2 Note CHCP follow separate statutory complaints procedures which remains under review and are not included in these figures.



## Council Wide Complaints Data

### Complaints received per 1000 of the population

PI Description	2013/14	2014/15	Notes
Number complaints received per 1,000 population	18.1	17.3	There were 1,579 complaints received in 2014-15, a reduction of 69 from 2013-14. We also report specifically on our housing complaints. Of our 1,579 complaints 277 related to housing.

### Complaints closed at stage one and stage two

PI Description	2013/14	2014/15
Complaints closed at stage one as % of all complaints	94% (1,512)	95% (1,521)
Complaints closed at stage two as % of all complaints	4% (63)	3% (48)
Complaints closed at stage two after escalation as % of all complaints	2% (26)	2% (38)

### Complaints upheld/ partially upheld/ not upheld

Not upheld	2013/14	2014/15
Complaints not upheld at stage one as % of complaints closed at stage one	24% (358)	36% (553)
Complaints not upheld at stage two as % of complaints closed at stage two	48% (30)	60% (29)
Escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	54% (14)	58% (22)
Partially Upheld	2013/14	2014/15
Complaints partially upheld at stage one as % of complaints closed at stage one	10% (156)	11% (169)
Complaints partially upheld at stage two as % of complaints closed at stage two	25% (16)	21% (10)
Escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	8% (2)	26% (10)
Upheld	2013/14	2014/15
Complaints upheld at stage one as % of all complaints closed at stage one	63% (945)	53% (799)
Complaints upheld at stage two as % of complaints closed at stage two	25% (16)	19% (9)
Escalated complaints upheld at stage two as % of escalated complaints closed at stage two	38% (10)	16% (6)

### Average time for a full response to complaints at each stage

PI Description	2013/14	2014/15	Target 2014-15	Status
Average time in working days to respond to complaints at stage one (Frontline)	3.5	4.1	5	✓
Average time in working days to respond to complaints at stage two (Investigation)	11.1	15.7	20	✓
Average time in working days to respond to complaints after escalation (Investigation)	10.3	14.5	20	✓
Average time in working days to respond to complaints at Investigation (stage 2 and escalated combined)	10.8	15.2	20	✓

### Complaints at each stage closed within set timescales

PI Description	2013/14	2014/15
Complaints closed at stage one within 5 working days as % of stage one complaints	81% (1,226)	79% (1,197)
Complaints closed at stage two within 20 working days as % of stage two complaints	94% (59)	83% (40)
Escalated complaints closed within 20 working days as % of escalated stage two complaints	92% (24)	87% (33)
Investigation complaints closed within 20 working days as % of investigation complaints	93% (83)	85% (73)

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

PI Description	2013/14	2014/15
% of complaints at stage one where an extension was authorised	0.5% (7)	0.8% (12)
% of complaints at stage two where an extension was authorised	1.6% (1)	0%
% of escalated complaints where an extension was authorised	3.8% (1)	0%

## Customer Satisfaction Measures

To assess satisfaction with the complaints service we survey complainants throughout the year. Just over a quarter (28.5%) responded to our online survey. Of this around a third were satisfied with the way their complaint was handled, although satisfaction with the complaints process was strongly influenced by the outcome of the complaint. 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, as in 13/14. This data is used to improve the procedure for our customers.

High level survey results	2013/14 (based on q4 complaints only)	2014/15
% responding to complaints satisfaction survey	30.3%	28.5% (68 of 239 surveyed)
% satisfied with way complaint was handled	37.1%	31.3%
% satisfied with outcome of complaint	32.4%	25%
% satisfied with how well staff understood your complaint	35.3%	29%
% satisfied with how easy it was to make a complaint	75%	58.2%
% satisfied with how polite staff were	47.1%	43.6%
% satisfied with being given a clear explanation of the reasons for the Council's decision	26.5%	18.8%
% satisfied with being kept up to date with the progress of your complaint	29.4%	23.4%
% satisfied with time taken to deal with complaint from start to finish	40%	32.8%

## Improvement Actions

Complaints data is closely monitored to ensure we learn from complaints. We have been using this information to improve both our complaints process and services. Some examples of changes/improvements as a result of the consideration of complaints in 2014-15 are set out below.

- Improvement to the sports and libraries information available to customers on the Council website.
- Use of complaints data to target to 'hotspot' areas for litter, dog fouling and anti-social behaviour.
- Review of our letting policy.
- Refurbishments successfully completed with minimal disruption to our customers (e.g. halls).
- More suitable printer purchased for payment centres following complaints about visibility of receipts.
- Review of procedures for refunding of council tax and collection of former tenant rent arrears.
- Upgrades to parks including new swings and new mats under fitness equipment, designated area for dogs and two new seven a side pitches at Cowan Park giving a local team somewhere to play.
- Additional primary and pre-five education provision.
- Interim arrangement with ASDA to share parking after complaints about restrictions at the Foundry.
- Review of shift patterns at the Foundry to deliver better customer service.
- Recruitment of additional school crossing patrollers.
- Continuing development of protocols to identify areas of repeated missed refuse collections/address the underlying problems. Target date for completion not met, however this is in development as part of an overall service review of cleansing complaints which will commence April 2015.
- To respond to complaints linked to short notice cancellations of fitness classes, resolutions being progressed include taking on additional instructors to improve cover, improving admin/coordination of cover arrangements and the facility to text regular customers.