AGENDA ITEM No.4

EAST RENFREWSHIRE COUNCIL

CABINET

10 April 2014

Report by Chief Executive

LOCAL GOVERNMENT BENCHMARKING FRAMEWORK: 2012-13 PERFORMANCE

PURPOSE OF REPORT

1. The purpose of this report is to update Cabinet on the Local Government Benchmarking Framework (LGBF) and present an overview of the Council's performance against the indicators from 2010/11 to 2012/13 (Performance report attached at Annex 1).

RECOMMENDATIONS

2. It is recommended that Cabinet:

(a) Consider the Council's performance against the LGBF indicators and the action being taken by departments to address any performance issues; and

(b) Note that the national benchmarking indicator set will be recorded and publically reported by all Scottish councils as a statutory requirement from this year.

BACKGROUND

3. Since 2010, the Society of Local Authority Chief Executives (SOLACE), and COSLA, have been working with the Improvement Service (IS) to develop a set of benchmarking indicators on behalf of Scottish councils. The key criteria of the indicators were that they were comparable across all 32 councils.

4. The resulting national dataset comprises a total of 55 indicators (Note that two relate to museums and therefore, only 53 are relevant to the Council) under service groupings:

(a) Children's Services
(b) Corporate Services
(c) Adult Social Care
(d) Culture and Leisure Services
(e) Environmental Services
(f) Housing Services
(g) Economic Development

5. In December 2012, Audit Scotland issued a revised Direction on the performance indicators councils must record and report as a statutory requirement. The LGBF indicator set replaced what were known as Statutory Performance Indicators (SPIs) from April 2013 onwards. The final SPI comparative report was considered by Cabinet in December 2013. It should be noted however that some of the former SPIs were still deemed to provide appropriate levels of comparison and have been included within the new LGBF.[1]

[1] The selection of SPI indicators which make up part of the new national benchmarking framework have been marked with an asterix in Annex 1.

LGBF

6. The LGBF provides a framework of indicators around cost, productivity, and outcomes. The indicators have been primarily developed using the best available cost information for councils from existing sources such as the Local Financial Returns (LFRs). A range of satisfaction measures have also been included from the Scottish Household Survey (SHS).

7. A report on East Renfrewshire's performance against the LGBF indicators for 2010/11 and 2011/12 was considered by Cabinet in March 2013. Since then, the national LGBF indicator set has been subject to review. The final set for 2012/13 data reporting was agreed in December 2013. New indicators in the framework are clearly identified in Annex 1.

8. The IS has coordinated the collection and analysis of the indicator data for all 32 councils. This year's national report on the indicators was launched on 27th March 2014 and is available on the IS website (www.improvementservice.org.uk/benchmarking/). Some information contained in this report has been included at Annex 1 to provide a national context for the local data. This national report includes a detailed explanation of data variances across Scotland and trends over time.

9. It has proven to be a complex and challenging task to gather and validate the data. The data was finalised by the IS on 27th March 2014 but a number of data issues remain (see paragraphs 17-19).

10. The reporting of these indicators will always be historical, looking back on the previous year's performance. This is largely because a number of the indicators are cost indicators which rely on LFR data which is not finalised until around October each year. Note, much of this data has been publically reported at the East Renfrewshire level already (e.g. school attainment data) as part of the council's performance management arrangements, but not all with the comparative detail.

11. The IS has been coordinating wider benchmarking activity across all Scottish councils and has also determined family groups for more relevant comparisons, analysis and sharing of best practice. A pilot to test this approach has been ongoing around the data on positive destinations for school leavers and roads. The council is participating in these pilot projects. A report on this activity is expected in summer. It is anticipated that if successful this approach will be extended to other indicators.

OVERVIEW OF COUNCIL PERFORMANCE

12. The IS has provided detailed comparative analyses for each indicator at the council level. East Renfrewshire's performance against the indicators is provided at Annex 1. The indicators are grouped and analysed within the service headings at paragraph 4. These have been broken down further into subgroups/services where appropriate. For each of these services, contextual information has been provided setting out responses to the following questions:

(a) What is the national overview?
(b) What is our strategic policy intention?
(c) What is the data telling us about our performance?
(d) What work is being undertaken in this area?

13. Councils have been ranked from 1 to 32 for each indicator and allocated to appropriate quartiles (1 being the top quartile, 4 being the bottom). This data does not support crude "league table" analysis and it is inappropriate to consider individual indicators in isolation. The format of comparative reports has meant that historically the rankings have been inappropriately used as council 'league tables' failing to account for legitimate variations in performance.

14. In the first instance the data can be regarded as a useful “can opener” in flagging up issues worthy of further investigation. For example, high costs for one indicator may reflect investment to affect a policy change rather than inefficient spend and a trade off between cost and performance can be expected. Considering related indicators together under service headings provides a more rounded and accurate indication of performance in relation to other councils, and the balance between investment, efficiency and outcomes.

15. When considering the data, it is also important to be aware of intended/expected levels of performance, rather than focussing on the collective number of indicators in the top quartile. For example, investment in our schools means we are meeting our objective to achieve the highest educational attainment in Scotland. We would not however expect to be in the top quartile (the lowest costs in Scotland) for our education costs and our position in the second quartile is appropriate and more efficient than average.

16. Comprehensive performance information for each of the service areas are listed in Annex 1. However by way of example a few areas are highlighted below.

(a) Children's Services: Performance is particularly strong in relation to our education services, ranking top in Scotland for the educational attainment of children at level 5 (Standard Grade A – C equivalent) and 6 (Higher A – C level). This is despite relatively low school costs. We are also positioned in the top quartile with 95.8 percent of pupils, our highest ever, entering positive destinations in 2012/13.

(b) We are in the upper quartile for our balance of care for looked after children and have improved the percentage of children looked after in the community from 92 to 95 between 2011/12 and 2012/13. Our unit cost for community placements, at £108 per week remains in the best performing quartile. While our weekly unit cost for residential placements has increased, and our ranking and quartile performance slipped, this is as a result of high intensity support being required for a small number of individuals.

(c) Culture and leisure: The data shows positive performance with falling costs and high levels of satisfaction with libraries and parks and open spaces, but also room for improvement around our sports facilities with our costs remaining in the bottom quartile and comparatively high in relation to other councils.

(d) Environmental services: Despite a slight reduction since 2011/12 we remain in the top quartile for our recycling rates and our costs have reduced. The data shows relatively high levels of spend on our road network and an overall improving picture of performance in terms of the proportion of our roads in need of maintenance treatment. Our performance in relation to the condition of our streets also shows some improvement and we have the lowest costs in Scotland.

(e) Housing services: The data shows that more of our homes were energy efficient and met Scottish Housing Quality Standards over the last three years. Our performance around rent lost in year due to voids and repairs completed within target time has improved although there remains work to be done in this area.

(f) Economic development: We perform above average and are 9th in Scotland for the percentage of unemployed people assisted into work from council employability programmes.

DATA ISSUES

17. The wide range of approaches to service delivery across Scotland's 32 councils has meant the collection and comparison of data has been challenging and further investigation is still required. Data issues include:

(a) Varying data collection methods meaning indicators may not always be fully comparable e.g. LFR data;

(b) SHS data used for local satisfaction measures in the framework are less robust for smaller authorities like East Renfrewshire due to small sample sizes;

(c) Trend issues (comparing data from 2010/11 to 2012/13) e.g. "changes" can be due to natural annual fluctuations, better information gathering, organisational restructures etc;

(d) Varying methodological techniques to analyse data (e.g. rounding to different decimal places which can affect ranking and quartile positions).

18. Within the Council, Citizens' Panel data is used as the key measurement of customer satisfaction with services. The data is more appropriate than SHS in that it reflects the local demographic profile and response numbers are higher. Citizens' Panel data has been included where relevant in the report. This is significant, where, for example, the SHS survey records low levels of satisfaction with refuse collection (77 percent; quartile 4) for this national benchmarking indicator while our Citizens' Panel records satisfaction of 88 percent.

19. The LGBF indicators are only one means of recording and measuring the Council's performance, and there are a number of these measures that are not particularly useful as indicators of progress on our performance – especially when considered in isolation. Nevertheless, they are nationally reported and we will use these indicators as appropriate to evaluate and continually improve our service delivery for our customers.

PERFORMANCE REPORTING ARRANGEMENTS

20. Within the Council, performance against the indicators will be monitored as part of our well established performance management arrangements (which includes six monthly reports to Cabinet and Committees) and published on our website.

21. All Scottish councils have a statutory duty to report performance information publically. All councils are required to report on LGBF from 2013-14 as well as ensuring that our public performance reporting covers a wider range of corporate management and service performance information.

FINANCE AND EFFICIENCY

22. There is a small annual charge paid by all councils of £2,016 to participate in the framework which is covered within existing budgets.

CONSULTATION

23. The LGBF has been reviewed in consultation with councils over the last year as well as working with the IS during the validation of the data for 2012-13.

PARTNERSHIP WORKING

24. All 32 councils are participating in the development of the LGBF and working together to identify best practice through participation in the Family Group process (see above).

IMPLICATIONS OF THE PROPOSALS

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

CONCLUSIONS

26. Departments are working hard to continually improve services. Where an indicator in the attached report shows areas for improvement, this is being progressed to ensure positive impacts on future performance for our residents and customers.

27. The LGBF indicator set is only one means of recording and measuring the Council's performance. To achieve a balanced picture, the outcomes we are delivering through the Single Outcome Agreement; Outcome Delivery Plan; Service Standards and through various audits, inspections and self-assessments should be noted. There is a wide range of performance information scrutinised and reported by the Council which are not statutory and provide detailed information on performance.

28. Benchmarking is not about who is best/worst overall. Comparing spending and performance information allows councils to investigate their performance further and identify best practice. The use of the LGBF and other benchmarking data to support service improvement is already ongoing within the Council and we are committed to developing this.

RECOMMENDATIONS

29. It is recommended that Cabinet:

(a) Consider the Council's performance against the LGBF indicators and the action being taken by departments to address any performance issues; and

(b) Note that the national benchmarking indicator set will be recorded and publically reported by all Scottish councils as a statutory requirement from this year.

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BACKGROUND PAPERS
Comparative Results for Statutory Performance Indicators (SPIs) 2012/13, Cabinet, December 2013
National Benchmarking Project, Cabinet, 28 March 2013
SOLACE Benchmarking Project, Cabinet 27 September 2012

KEY WORDS
SOLACE, benchmarking, Improvement Service, performance, indicators, SPIs

Children's Services

Attainment

Indicators:

Indicator type	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012-13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Outcome	% of pupils gaining 5+ awards at level 5 (Standard Grade A – C equivalent) (pre-appeal)	61	67	71	1	1	1	1	1	1
	% of pupils gaining 5+ awards at level 6 (Higher A – C level) (pre-appeal)	49	53	46	1	1	1	1	1	1
	% pupils in 20% most deprived areas getting 5+ awards at level 5	25.2%	33.1%	32.1%	1	1	1	1	2	2
	% pupils in 20% most deprived areas getting 5+ awards at level 6	19.4%	16.1%	13.3%	1	1	1	2	2	3
	Proportion of Pupils Entering Positive Destinations	93.3%	95.3%	95.8%	1	1	1	1	2	2
Efficiency	Cost per Primary School Pupil	£4,424	£4,586	£4,647	1	2	2	4	11	14
	Cost per Secondary School Pupil	£6,148	£6,298	£6,435	2	2	2	9	14	14
	Cost per Pre-School place	£3,931	£3,968	£4,249	3	4	4	22	27	28
Customer	Percentage of adults Satisfied with Local Schools	87.9%	n/a	87%	2	n/a	2	9	n/a	11
	Citizens' Panel - Nursery education % of service users rating service as very good/good[1]	*96%*	*96%*	*100%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
	Citizens' Panel - Primary education - % of service users rating service as very good/good	*96%*	*100%*	*100%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
	Citizens' Panel - Secondary education % of service users rating service as very good/good	*94%*	*97%*	*96%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
	Citizens' Panel – Additional support needs education % of service users rating service as very good/good	*88%*	*n/a*	*76%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*

[1] Where supplementary indicators to the national benchmarking set (e.g. Citizens' Panel data) have been included these are highlighted in italics.

What is the national overview? Across Scotland there has been a continued improvement in relation to all measures of attainment, including the demanding criterion of % achieving 5+ awards at SQA level 6 and the percentage of pupils entering positive destinations. Progress is also being made in relation to closing the attainment gap in relation to Scottish Index of Multiple Deprivation (SIMD). The Scottish average for positive destinations in 2012/13 was 91%, with a range from 88.3% to 96.1%. In terms of costs for preschool places, there was substantial variation between councils, ranging from £1966 to £5062 per place - a variation which seems more likely to reflect specific local choices about the nature and quality of the service provided.

What is our strategic policy intention? East Renfrewshire Education Department's vision is Inclusion, Achievement, Ambition and Progress for All. Underpinning our vision is our commitment to raising attainment for all learners exemplified by our ambition to be the highest attaining mainland council area as measured by national examinations. Maximising attainment for all learners is fundamental to their future success in securing a positive destination post school. In striving for this vision the Education Department seeks to ensure that all available financial resources are well directed and efficiently used to meeting needs and to improving learning experiences.

What is the data telling us about our performance? The data shows that we have maintained our position as the top performing education authority as measured by national examinations. Pupils in East Renfrewshire from deprived backgrounds (20% most deprived data zones) also perform within the top quartile. When considered together, all the attainment indicators rank in the top quartile. In 2012/13 the percentage of S4 pupils gaining 5+ awards at Level 5 was the highest ever result. S6 attainment in 2012/13 was down from the highest ever result in 2011/12. However East Renfrewshire was still ranked first in terms of the proportion of pupils achieving 5+ awards at level 6. There are a number of issues with the attainment data. The deprivation indicators are only based on the educational attainment of children living within East Renfrewshire. The Education Department also reports publicly on the performance of its *schools* (which will include children living out with the area but attending local schools). In addition, the percentage of pupils gaining 5+ awards at level 5 and 5+ awards at level 6 above does not match exactly and is lower than the published Scottish Government/Education Scotland data due to the way this is calculated by the IS for the purposes of the framework. In terms of the proportion of leavers entering positive destinations, East Renfrewshire had its highest performance to date in 2012/13 (ranking joint second). The Scottish Household Survey (SHS) data – on which the national benchmarking satisfaction indicators are based – shows that satisfaction rates are high and our Citizens' Panel survey records even higher satisfaction among our residents.

Reflecting the relative budget protection afforded to schools during this period, the costs per primary and secondary school pupil marginally increased, to take account of annual general uplifts such as salary increments and inflationary adjustments. Our continued placing within the second quartile demonstrates the efficient use of resources to achieve our outcomes. There is a high cost per pre-school place given the investment in this important area to give children a good start in life. All children in pre5 establishments have access to teachers and Child Development Officers to help provide quality learning experiences, which coupled with the local policy of offering 570 hours of annual provision, against the current national entitlement of 475 hours, has resulted in a higher cost per place. From August 2014 all councils will be required to offer 600 hours. Overall we are performing particularly strongly in our educational services when compared to other Scottish councils.

What work is being undertaken in this area? Education will continue to challenge and support schools to further improve performance for all children and young people. Key activities include supporting schools to implement the Recognising Achievement Raising Attainment action plan;

Curriculum for Excellence action plan; the Opportunities for All Plus strategy and a focus on raising the attainment of the lowest performing children and young people. The department and schools will continue to make rigorous use of attainment and benchmarking data at all levels to inform improvement. There continues to be an ongoing commitment to quality assurance and moderation as staff deliver Curriculum for Excellence and the new national qualifications.

Looked After Children

Indicators:

Indicator type	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Outcome	**Balance of Care for looked after children: % of children being looked after in the Community**	**95.5%**	**92%**	**95%**	**1**	**2**	**1**	**1**	**10**	**1**
Efficiency	**The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week**	**£4,830**	**£3,010**	**£6,455**	**4**	**3**	**4**	**31**	**20**	**30**
	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	**£146.52**	**£95.43**	**£108**	**1**	**1**	**1**	**6**	**2**	**2**

What is the national overview? Nationally, the overwhelming majority of children are looked after in community settings. This has remained constant at 90% on average across Scotland over the past 3 years. The range is relatively narrow: from 85% to 95% (excluding island councils who average 79%). The average gross weekly cost per child of community and residential placements shows very wide variation. The range is from £99 to £529 for community placements and £1846 to £6455 for residential placements and a better understanding of the reasons behind this variation in cost is needed.

What is our strategic policy intention? We have been working to promote resilience within families, to intervene early and to ensure that children are looked after in the community as far as is possible and that the use of residential care is minimised. East Renfrewshire's integrated children's service plan for 2013-16, 'Getting It Right for East Renfrewshire's Children and Young People', sets out the strategic vision, SHANARRI (safe, healthy, active, nurtured, achieving, respected, responsible and included) outcomes framework and range of integrated activity that partners are taking to deliver on this vision.

What is the data telling us about our performance? In 2012/13 we continued to maintain a positive balance of care for looked after children with 95 per cent of those looked after being at home or in community placements and only 5 per cent in residential placements. Our balance of care has improved slightly on 2011/12 rising from 92. Our relative position improved rising from the second to the first quartile on this measure in 2012/13. The weekly unit cost of looking after children in the community reduced between 2010/11 and 2011/12 falling from £146.50 to £95.43

with an increase in 2012/13 to £108. Previous reductions in weekly unit costs for residential care from £4,830 to £3,010 achieved between 2010/11 and 2011/12 have been reversed in 2012/13 with the weekly unit cost rising to £6,455. This has led to a deterioration in our ranking on this measure with a fall from 20th to 30th and a fall from quartile 3 to quartile 4. It remains the case that where children are placed is influenced by the decisions of children's hearings. Where it is considered necessary for children to be placed in secure care, there is an obligation under the law to do so. Secure care placements are provided in a small number of establishments and the weekly cost is high. We have a small number of children in residential care, given our success in maintaining a good balance of care, and small numbers of high intensity residential support, therefore, have significant effects on our unit costs.

<u>What work is being undertaken in this area?</u> 'Getting it Right for East Renfrewshire's Children and Young People' 2013-16 sets a course for a fundamental shift to prevention and early intervention, working with children and families to develop early intervention, resilience and community capacity. We have worked across Scotland, through COSLA, to deliver best value in secure care placements which should reduce variation in unit costs and collaborated with other areas in developing alternatives to secure care. A critical part of work relates to our approach to the Early Years Collaborative and place-based work to identify vulnerable children at an early stage and taking action to prevent issues from escalating and requiring more intense and expensive inputs.

Corporate Services

Corporate Costs and Processes

Indicators:

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Efficiency	Support services as a Percentage of Total Gross expenditure	5.6%	5.3%	5.0%	3	3	3	24	23	20
	Cost of Democratic Core per 1,000 population	£36,665	£33,823	£29,100	3	3	2	20	18	12
	Percentage of invoices sampled that were paid within 30 days*	88.5%	83.1%	80.1%	3	4	4	19	27	30
	The cost per dwelling of collecting Council Tax*	£9.55	£11.29	£7.01	1	2	1	5	13	2
	Percentage of income due from Council Tax received by the end of the year*	96.8%	97.2%	97.6%	1	1	1	6	6	4

What is the national overview? In relation to corporate and support costs, Scotland-wide these continue to account for around 5% of total gross revenue spend for local government, with the percentage spent on support services holding steady at less than 5%. In 2012/13 the Scottish average among councils for the cost of support services as a percentage of the total revenue budget of a council was 4.7%, this was a slight increase from 2010/11 when the figure was 4.6%. In 2012/13 the range across councils was from 2.2% to 7.9%. In 2012/13 the Scottish average for the cost of the democratic core per 1000 of population was £31,778. The range across councils was from £15,610 to £241,447 (although if the Island councils are removed from this range it reduces from £13,610 to £48,448). The range for the cost of collecting council tax varies significantly from £4.10 to £29.23. For income received from Council Tax the Scottish average was 95.2% in 2012/13 which is a figure that has remained steady since 2010/11. The percentage of invoices paid within 30 days has remained steady at 90% over the three year period 2010/11 to 2012/13.

What is our strategic policy intention? To provide efficient and effective support services to properly and adequately resource the democratic governance of the Council and the area.

What is the data telling us about our performance? The indicators under the heading Corporate Services include a number of efficiency measures. These are typically used for the monitoring of internal processes and are not outcome focused. Our relative position to other Scottish councils has improved for support service costs as a percentage of Total Gross Expenditure as a result of a review of dedicated support functions and an ongoing analysis as to the relevance of costs captured and we are moving towards the national average. In addition, our democratic core costs have reduced and we have progressed to the second quartile. There has been continued improvement within both Council Tax indicators which is pleasing but it should be noted that the Council tax collection cost movement has been aided by one off reductions in system costs and associated charges. The invoice payment indicator has fallen back to 80.1%. There were issues this year with the collection of data, in particular with the capture of the date that invoices were received and input into the system. The collection of standardised data for these indicators is a work in progress and follows guidance on definitions of functions and categories of expenditure that are applicable within these services. There remain doubts and in particular with the invoice payment indicator, that all councils are adopting standard practice in collecting this data which will have an impact on comparing performance across councils. These benchmarks will enable us to investigate further the areas of operational concern and the different definitions of support and democratic core that may exist.

What work is being undertaken in this area? In relation to support and democratic core costs, some further investigation will be undertaken to ascertain the variation in definitions for these services and how that differs from councils in higher quartiles. Council officers will participate in LGBF proposed family groups established to share and compare performance improvements. These groups will discuss and compare data collection methods and content to assist in delivering greater consistency. With regard to improving date recording and response effectiveness within the invoice payment indicator, there have been clear guidelines issued as to procedures for date recording throughout the operations, allied with operational reviews being undertaken by managers and Internal Audit.

Asset Management and Property

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Efficiency	**Proportion of operational buildings that are suitable for their current use***	**75.6%**	**76.9%**	**78.6%**	**3**	**3**	**3**	**23**	**24**	**23**
	Proportion of internal floor area of operational buildings in satisfactory condition*	**75.2%**	**75.6%**	**75.7%**	**4**	**4**	**4**	**25**	**25**	**26**

What is the national overview? [No comment in national report]

What is our strategic policy intention? Property & Technical Service's (PATS) strategic ambition is to deliver a high quality, efficient and effective asset management and property maintenance service to support all Council initiatives and service delivery.

What is the data telling us about our performance? East Renfrewshire Council has a large number of properties and rationalisation is always considered as part of the effective management of the property estate. As new properties are brought into use it is vital to proceed with the guidance of the Asset disposal strategy, to dispose of newly vacated properties, to realise financial benefits, and to reflect these benefits within performance indicators with the removal of those failing properties from consideration. Condition has been improving year on year, however this improvement is more down to new facilities as maintenance spend is barely able to maintain the current condition of existing properties, hindering improvement.
What work is being undertaken in this area? The property portfolio will be assessed at the end of the financial year to reflect any capital and reactive works which have improved a property's overall condition. Any defects occurring during the year are also considered. With budgets

already tight, close liaison will be maintained with client departments to highlight both budgetary and property maintenance issues. Improved communication will result in PATS and Clients being able to target any issues more effectively. The replacement of life expired property and disposal of poor performing stock will provide a further increase in both suitability and condition indicators. East Renfrewshire Council provides robust data based upon up to date stock condition information. Nationally, figures are compiled utilising differing methodologies and with varying degrees of consistency. This has been highlighted through the work with the National Benchmarking Scheme and CIPFA, who are now raising these issues with individual authorities to query unrealistic reporting.

Domestic noise complaints

Indicators:

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Efficiency	**Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site***	**0.4**	**0.5**	**0.7**	**1**	**1**	**1**	**1**	**3**	**6**

What is the national overview? [No comment in national report]

What is our strategic policy intention? The Community Safety Unit aims to provide a response to complaints of domestic noise within the nationally set response time of 4 hours from receipt of call and provides a 24/7 service. We strive to ensure satisfactory outcomes for complainants and in doing so invest in well trained wardens holding the certificate of proficiency in Anti-social Behaviour etc (Scotland) 2004.

What is the data telling us about our performance? A number of domestic noise complaints indicators were removed from the framework this year and only one considered to be most meaningful retained. Although there has been an increase in the time taken to respond to noise complaints on site we are still within our target of 1 hour and nationally set response times.

What work is being undertaken in this area? East Renfrewshire Council will continue to offer a response service to noise complaints 24 hours a day, seven days a week. This is not the case with all councils, as some only offer a service Monday to Friday 9-5pm. The Council will also continue working closely in partnership with the Police. A process is in place whereby domestic noise calls (with the exception of those where there is a threat of violence) are redirected by the Police to Community Safety Officers to attend. The Community Safety Unit also actively promotes its 24/7 anti-social behaviour hotline where callers can report such incidents and receive advice and assistance from experienced staff. East Renfrewshire monitors and reviews attendance times to ensure that a high level of service is provided.

Employees

Indicators:

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
People	The percentage of the highest paid 5% of employees who are women*	51.9%	50.3%	51.2%	1	2	2	3	12	11
	Sickness Absence Days per Employee	8.8	9	9.5	1	2	2	6	12	12

What is the national overview? Scotland-wide there has been continued improvement in relation to ensuring equal pay opportunities across genders, with an increase in the percentage of women in top 5%, from 46% to 49% between 2010/11 to 2012/13. The national absence rate has remained flat at 10 days average from 2010/11 to 2012/13.

What is our strategic policy intention? To reduce the number of sickness absence days within the Council.

What is the data telling us about our performance? The sickness absence among our workforce has increased but remains in the second quartile when compared to other councils, below the national average and our relative position remains the same. Our commitment to equalities is also reflected where we record some of the highest rates of high female salary earners in Scotland. As data on high female wage earners was previously an SPI, the historical data tells us the percentage of the highest paid 5% who are women is prone to minor annual fluctuations.

What work is being undertaken in this area? We have recently developed our E-HR system to provide triggers to managers to encourage more stringent management of absence. In addition, there is a focus on training and more consistent implementation of the Maximising Attendance Policy, which will impact upon future levels of attendance.

Adult Social Care

Indicators

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Outcome	**Percentage of people 65+ with intensive needs receiving care at home**	**50.7%**	**42%**	**40.9%**	**1**	**1**	**2**	**2**	**5**	**10**
Efficiency	**Older Persons (Over65) Home Care Costs per Hour**	**£8.52**	**£11.28**	**£9.77**	**1**	**1**	**1**	**1**	**3**	**2**
	Direct payments spend on adults 18+ as a % of total social work spend on adults 18+[2]	**1.2**	**3.3**	**2.4**	**2**	**1**	**2**	**14**	**5**	**10**
	NEW Net Residential Costs Per Capita per Week for Older Adults (65+)	**352.56**	**387.63**	**376.82**	**2**	**2**	**3**	**9**	**15**	**18**
Customer	**Percentage of adults satisfied with social care or social work services**	**49.9%**	**n/a**	**63%**	**4**	**n/a**	**2**	**30**	**n/a**	**13**
	Citizens' Panel – Homecare services % of service users rating service as very good/good	*79%*	*74%*	*81%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
	Citizens' Panel - Health and social care services for children and young people % of service users rating service as very good/good	*82%*	*n/a*	*92%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
	Citizens' Panel - Health and social care for adults % of service users rating service as very good/good	*84%*	*83%*	*88%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*

What is the national overview? Nationally the range was 12.3% to 53.6% for adults 65+ with Intensive Home Care needs in 2012/13, with the Scottish average being 34%. The average home care spend per hour in 2012/13 was £20.48 per hour with a range in spending per hour from £9.70 per hour to £43.11. These costs can be influenced by a wide range of factors and improving this data will be an area for development of the project this year. In 2012/13 the range in the percentage of Social Work spend on adults (18+) via Direct Payments as a percentage of total social work spend on adults 18+ was 0.8% to 29.8%. The Scottish average in 2012/13 was 5.9%. That data suggests that local practices and the choices of individual councils is important in driving forward this agenda of client empowerment. For net cost of residential services in 2012/13, the average cost across Scotland was £373 per week per resident. When island councils are excluded, costs ranged from £182 to £546. It is important to note that the figures for 2012/13 have in agreement with the local government Directors of Finance excluded a Support Cost component which was included in previous years, and therefore the costs across the years are not directly comparable. The Scottish satisfaction rate in 2012/13 is 57% reducing from 62% in 2010/11. This reduction in satisfaction differs from other service areas covered by the LGBF where customer satisfaction has either improved over time or remained relatively steady and the IS are working to investigate the reasons for this.

[2] Formerly titled 'Self Directed Support spend on adults 18+ as % of total social work spend on adults 18+'

What is our strategic policy intention? We want to ensure that our residents live active, healthy and independent lives and live in their own homes for as long as possible. We also want to ensure that residents have choice and control over their care and support and are offered a range of self directed support options.

What is the data telling us about our performance? A larger than average percentage of our spend is on residents who have direct control over the care they receive. We are in the second quartile for self directed support (SDS) rates in Scotland, although our position has fallen since 2011-12. We assess that there is a significant level of underreporting in self-direction for the most recent period as the definition is a narrow one related to Direct Payments only. The proportion of our residents with intensive support needs who receive care at home is also high. Home care has become increasingly flexible and personalised over the long-term and satisfaction and inspection findings underline this. Our ranking on the intensive needs receiving care at home measure has reduced. However, this is linked to the success of our re-ablement approach. This is not well measured by this indicator and is not concerning to us locally. Reablement – working with people to support them to regain skills and become more independent – is a key aspect around prevention and a local SOA commitment and we are making good inroads in this area. The benchmarking data indicates that positive performance has been achieved with low unit costs for home care services. For 2012/13 LGBF home care costs per hour for East Renfrewshire are reported as £9.77 placing our service in the top quartile across Scotland. There remains work to be done to ensure that unit costs data are fully comparable. The new LGBF measure of residential costs per head per week for older people has reduced between 2011/12 and 2012/13 from £387.63 to £376.82, although we are placed in the third quartile on this measure and our ranking and quartile position has declined the method of calculation is not comparable across the years and does not take into account the placement needs of individuals which will vary with population frailty associated with an 'older old' population.

What work is being undertaken in this area? We continue to prioritise meeting the needs of East Renfrewshire's ageing population. Our reshaping Care for Older People programme and joint commissioning plan is delivering on improved outcomes for older people and partners, and the statutory, Third, Independent sectors together with carers are working together to implement plans. Taking forward our approach to self-directed support is a key element within the CHCP's Transformation Programme and we have seen a marked increase in the number of people self-directing their support between 2011/12 and 2012/13. We are further rolling out home care re-ablement during 2013/14 following the success of initial implementation.

Culture and Leisure Services

Libraries

Indicators

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Efficiency	**Cost Per Library Visit**	**£4.67**	**£4.08**	**£3.88**	**4**	**3**	**3**	**26**	**20**	**20**
	Net Cost per Library Visit	*£4.32*	*£3.78*	*£3.66*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
Customer	**Percentage of adults satisfied with libraries**	**86.3%**	**n/a**	**87%**	**2**	**n/a**	**2**	**15**	**n/a**	**10**
	Citizens' Panel - Libraries % of service users rating service as very good/good	*95%*	*98%*	*98%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*

What is the national overview? The average cost per Library visit in 2012/13 in Scotland was £3.31. The range in cost per visit in 2012/13 was from £2.00 to £6.42. Customer satisfaction rates for libraries increased nationally in 2012/13.

What is our strategic policy intention? Locally our intention is to develop the role of libraries in supporting learning, including literacy and developing community capacity. Libraries are already an inclusive service but we will seek to extend their reach further.

What is the data telling us about our performance? Our residents are very satisfied with our libraries. We are positioned well in terms of customer satisfaction from the national benchmarking SHS data, and have maintained an even better satisfaction level from our Citizen's Panel data. Whilst costs remain relatively high there continues to be a downward trend since 2010-11. There are as yet no outcome focused measures for this service and so the national benchmarking data set is unable to provide an indication of the impact this service is having among our communities.

What work is being undertaken in this area? Further work is being done to review and reduce operating costs in libraries, particularly in the smaller libraries. Developments are underway as part of the Barrhead Foundry project, whilst works at Giffnock Library have recently been completed. Although some disruption to service has been experienced, this will result in the development of libraries as community hubs, thus increasing visitor numbers without a significant corresponding cost increase. This is being underpinned by the renewal of the libraries strategy.

Sports Facilities

Indicators

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Efficiency	**Cost per attendance at Sports facilities**	**£8.38**	**£7.18**	**£7.44**	**4**	**4**	**4**	**30**	**29**	**29**
	Gross cost per attendance at sports facilities (indoor)	*£6.93*	*£6.12*	*£6.29*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
	Gross cost per attendance at sports facilities (outdoor)	*£1.45*	*£1.06*	*£1.16*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
	Net cost per attendance at sports facilities	*£4.99*	*£3.81*	*£4.17*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
Customer	**Percentage of adults satisfied with leisure facilities**	**77.2%**	**n/a**	**87%**	**2**	**n/a**	**1**	**14**	**n/a**	**8**
	Citizens' Panel - Sport and Leisure facilities % of service users rating service as very good/good	*84%*	*86%*	*79%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*

What is the national overview? With respect to the cost to each council of an attendance at a sports facility in 2012/13 the range in cost per visit across Scotland was £1.82 to £9.92. The average cost per visit across Scotland was £3.82. Customer satisfaction rates for sports facilities increased nationally in 2012/13.

What is our strategic policy intention? Our aim remains to increase participation in sports and physical activity so that more of our residents, including both pre-5s and older people can gain health and well-being benefits.

What is the data telling us about our performance? For the most part, our customers are satisfied with our sports and leisure facilities based on both Citizens' Panel and SHS data. The reduction in satisfaction levels from the Citizens' Panel can in part be attributed to the short-term disruption associated with improvement works at both Neilston Leisure and Eastwood High School. The on-going development of the Barrhead Foundry may continue to impact on both customer satisfaction levels and attendance figures. The data shows our gross costs for sports and leisure to be high. As expected, our net costs are considerably lower when revenue is accounted for. Indicators based on gross costs are also calculated using gross expenditure figures. Nationally there are different models of service delivery including the use of leisure trusts. In East Renfrewshire, the Council operates the leisure facilities and our cost indicator reflects the full operational costs of Council run facilities including building costs, staff salaries, supplies etc. The charitable status of trusts and the tax relief savings this can incur (in terms of VAT and non domestic rates) means having a trust could potentially be less expensive.

What work is being undertaken in this area? Extensive work is underway to review how our sports facilities/services are operated and to reduce costs. This takes in staffing, programming and working practices. There will continue to be short-term disruption to service provision as a result of the major development works at Barrhead Foundry which is likely to impact upon attendance rates. However, these works will improve the range and quality of facilities and increase visitor numbers in the medium-term. Feasibility work is also being carried out to assess the case for transfer of service to an arm's length organisation.

Parks and Open Spaces

Indicators:

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Efficiency	**Cost of Parks and Open Spaces per 1,000 Populations**	**£22,482**	**£24,830**	**£20,960**	**1**	**1**	**1**	**7**	**8**	**7**
	Net cost of Parks and Open Spaces per 1,000	*£18,003*	*£16,149*	*£13,402*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
Customer	**Percentage of adults satisfied with parks and open spaces**	**91.2%**	**n/a**	**88%**	**1**	**n/a**	**2**	**1**	**n/a**	**12**
	Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	*89%*	*90%*	*89%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*

What is the national overview? In 2012/13 the Scottish average for parks and open spaces per 1000 population was £32,256, and the range in cost was from £1851 to £56,440. In terms of parks and open spaces the information suggests that the geographical nature of the area a council covers is the most important point in shaping the cost of providing the service.

What is our strategic policy intention? We are committed to providing excellent quality greenspace for our residents and visitors. Improvements to our parks and open spaces will enable residents to have an attractive, sustainable space for recreation activities which links to our healthy, active lifestyle agenda**.**

What is the data telling us about our performance? Despite high levels of satisfaction, the framework's satisfaction measure records a decline in ranking position for 2012/13 – although issues with the robustness of this data should be kept in mind. Generally we report high rates of satisfaction with our parks and open spaces (both the SHS and Citizens' panel) despite having low costs (which have fallen since 2011/12).

What work is being undertaken in this area? The refurbishment of Rouken Glen Park is ongoing and due for completion in 2016. This project will restore the parks' infrastructure and uncover and promote the park's heritage. Furthermore, work will be undertaken across all parks in the area to bring them in line with the National Quality Standards of the Green Flag award. Work has already been completed to Busby and Aurs Glen. It is anticipated that these areas of work will improve satisfaction with parks and open spaces even further.

Environmental Services

Waste and recycling

Indicators:

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Outcome	**The percentage of total waste arising that is recycled***	**45.4%**	**54.3%**	**53%**	**1**	**1**	**1**	**6**	**2**	**7**
Efficiency	**NEW Net cost of Waste collection per premise**	*£77.3*	*£68.5*	***£65.61***	*n/a*	*n/a*	**3**	*n/a*	*n/a*	**21**
	NEW Net cost per Waste disposal per premise	*£71.67*	*£77.08*	***£73.94***	*n/a*	*n/a*	**1**	*n/a*	*n/a*	**6**
Customer	**Percentage of adults satisfied with refuse collection**	**88.2%**	**n/a**	**77%**	**1**	**n/a**	**4**	**8**	**n/a**	**29**
	Citizens' Panel – Wheeled bin refuse collection % of service users rating service as very good/good	*77%*	*84%*	*88%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
	Citizens' Panel - Recycling % of service users rating service as very good/good	*84%*	*89%*	*93%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*

What is the national overview? For the two years for which we have consistent national data councils have achieved a Scottish average recycling rate of 41% in 2011/12 and 41.7% in 2012/13. The range in recycling rates achieved in 2012-13 across Scotland is significant ranging from 14.1% to 57% in 2012/13. The framework was changed this year to include the net cost of waste collection and disposal per premise in recognition of the increased efforts of councils to recycle waste which generates additional costs to the service but also an additional revenue stream as recycled waste is sold by councils into recycling markets. In 2012/13 in net terms the average cost of waste collection per premise was £59.12 and £92.28 for the cost of waste disposal.

What is our strategic policy intention? We intend to manage our waste in line with Scotland's Zero Waste Plan, by increasing recycling and reducing landfill, in order to minimize our impact on the environment.

What is the data telling us about our performance? Performance around waste and recycling is strong. Managed Weekly Collections has resulted in a reduction in waste going to landfill and an increase in waste being recycled. Although there has been a slight dip in 2012/13 we are still in the top quartile (and seventh in Scotland) for the percentage of total waste that is recycled and our costs have reduced. The framework's satisfaction measure suggests a marked reduction in customer satisfaction which contradicts the national trend. However, the Citizens' Panel suggests that this has been improving consistently and the issues with the SHS data used in the framework mean this should be treated with caution. Our costs around waste disposal are relatively low. Our costs around waste collection per premise are comparatively high but this is expected given the strategic focus and investment of the Council to increase recycling rates and comply with the national government's Zero Waste Regulations. On the whole we are demonstrating good performance and are achieving our outcomes in ensuring that East Renfrewshire is sustainable and a Place to Grow.

What work is being undertaken in this area? The service will be focused on delivering the Waste (Scotland) Regulations 2012 for the implementation deadline of 2014. In addition, this year the service will be reviewing landfill alternatives for residual waste which is anticipated to improve recycling rates and increase income from our waste.

Road Condition

Indicators:

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Outcome	**Percentage of A class roads that should be considered for maintenance treatment[3]***	**26.4%**	**23.7%**	**18.2%**	**2**	**1**	**1**	**15**	**8**	**2**
	Percentage of B class roads that should be considered for maintenance treatment[4]*	**41.6%**	**41.5%**	**28.2%**	**4**	**3**	**2**	**26**	**24**	**12**
	Percentage of C class roads that should be considered for maintenance treatment[5]*	**39.0%**	**37.0%**	**34.5%**	**3**	**3**	**2**	**21**	**17**	**16**
	NEW Percentage of unclassified roads that should be considered for maintenance treatment[6]	**51.9%**	**50.1%**	**51.6%**	**4**	**4**	**4**	**29**	**28**	**28**
Efficiency	**Cost of maintenance per kilometer of roads**	**£25,563**	**£18,018**	**£18,646**	**4**	**4**	**4**	**32**	**32**	**31**
Customer	*Citizens' Panel - Maintenance of roads – percentage rating this as good or very good*	*17%*	*22%*	*29%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*

What is the national overview? Nationally the condition of the roads network continues to improve. In terms of the cost of road maintenance per kilometre of road the Scottish average was £6,655 for 2012-13. The range of cost per kilometre in 2012/13 ranged from £2619 to £25,598.

What is our strategic policy intention? Ensuring that the roads network is in a reasonable condition and ensuring that the impact of any investment is maximised. The Roads Asset Management Plan (RAMP) is a tool that identifies the optimal allocation of resources for the management, operation, preservation and enhancement of the road infrastructure to meet the needs of current and future customers. The RAMP is a live document which is subject to additions, alterations and upgrades prompted by the SCOTS facilitated periodic RAMP workshops.
What is the data telling us about our performance? The results of the Scottish Road Maintenance Condition survey, which provides the 'Outcome' percentage figures, have since its inception in 2006 been disappointing. This is a reflection of many years of national underinvestment

[3] Data relates to 2009-11, 2010-12, 2011-13.
[4] As above.
[5] As above.
[6] Data relates to 2007-11, 2008-12, 2009-13.

in the public road network. There has however over the past three years been a commitment by the Council to increase the spend on maintaining our roads. Whilst the data suggests the impact of this has been positive for all classes of road, with the A roads moving from the second to first quartile and the condition of our Class B and C roads also improving, taking us into the second quartile for performance, we still have a way to go regarding progress with our overall road condition and in particular our unclassified roads. The past three years have also seen an increase in the customer satisfaction level with the service, particularly in 2012/13.

What work is being undertaken in this area? A Capital investment programme is in place which relates to road and footway reconstruction/overlay, bridge works, traffic safety schemes and new street lighting infrastructure. This is a rolling eight year programme. The Roads Service continually investigates new technologies and uses tendering to benchmark against in house service provision to ensure value for money for all schemes.

Cleanliness

Indicators:

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Outcome	**NEW Cleanliness Score – % areas assessed as clean**	**92.5**	**96.6**	**94.2**	**4**	**3**	**3**	**28**	**17**	**22**
Efficiency	**Net cost of street cleaning per 1,000 population**	**£5,506**	**£6,689**	**£7,327**	**1**	**1**	**1**	**1**	**1**	**1**
Customer	**Percentage of adults satisfied with street cleaning**	**65.8%**	**n/a**	**85**	**4**	**n/a**	**1**	**32**	**n/a**	**3**
	Citizens' Panel - Street cleaning/ litter control % rating this as good or very good	*53%*	*55%*	*61%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*

What is the national overview? The Scottish average for both the cleanliness score and satisfaction with street cleaning has increased over the three years period from 2010/11 to 2012/13 (from 95.4% to 95.8% and from 73% to 75% respectively). The range across councils for the cost of street cleaning varies significantly (from £7,327 to £29,621, with the Scottish average at £17,534).

What is our strategic policy intention? Maintaining and improving street cleanliness making East Renfrewshire Council an attractive natural and built environment.

What is the data telling us about our performance? Our costs remain the lowest in Scotland. We are reviewing these figures and investigating the data further. We believe there is an inconsistency in the recording of this figure, that there has not been a significant increase and our costs are lower and essentially in line with last year. Investing more in the service may improve the performance of the cleanliness score and satisfaction rate. A new indicator for measuring street cleanliness has been introduced and shows that while our figures have dropped slightly we have maintained our quartile position. Furthermore, our customer satisfaction scores in 2012/13 increased. We are continuing to implement the potential areas for improvement identified in our recent project to review the service.

What work is being undertaken in this area? We are continuing to review and monitor the service following recent changes, including the use of data from the vehicle trackers, micro-chipped bins and customer complaint information in order to identify further areas for improvement. Furthermore, we have invested in community wardens who are able to enforce a notice on those caught dropping litter. We are working with our partners to develop events to raise local awareness of the importance of environmental sustainability, including litter picks and initiatives in schools to engage young people in environmental issues.

Trading standards and environmental health

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Efficiency	**NEW Cost of environmental health per 1,000 population**	£8,909	£7,145	**£7,899**	n/a	n/a	**1**	n/a	n/a	**1**
	NEW Cost of trading standards per 1,000 population	£3,519	£3,606	**£6,207**	n/a	n/a	**3**	n/a	n/a	**20**
Customer	*Citizens' Panel - Trading Standards % of service users rating service as very good/good*	*75%*	*n/a*	*89%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*
	Citizens' Panel - Environmental health % of service users rating service as very good/good	*81%*	*89%*	*85%*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*

<u>What is the national overview?</u> [No comment in national report]

<u>What is our strategic policy intention?</u> We wish to ensure high standards of food safety and public health. We are also committed to protecting our residents by ensuring residents feel safe in their home and neighbourhood.

<u>What is the data telling us about our performance?</u> The data suggests we are performing well in relation to environmental health. Our costs are low, yet customer satisfaction with the service is high although there has been a slight dip for the latter in 2012/13. There has been an increase in customer satisfaction with the Trading Standards service in the past three years which may be a reflection of the recent shift to more proactive prevention work undertaken by the service. This new indicator splits the cost per 1,000 population (previously combined) and show that Trading Standards rank in the third quartile of performance while Environmental Health sits in the first quartile. As this is a new indicator for 2012/13 monitoring will be required while continuing to review potential areas for service efficiency through the PSE programme.

<u>What work is being undertaken in this area?</u> The Trading Standards service will continue to implement projects that align with the overall prevention agenda such as the No Cold Calling and Call Blocker schemes and Tobacco and Alcohol diligence testing to discourage the sale of alcohol and tobacco products to under-18s. Environmental Health are continuing to promote the Food Hygiene Information Scheme through inspection, information and training in order to continue the year on year increase in businesses meeting legal requirements. We are also

working with businesses on cross contamination guidance in order to bring standards across East Renfrewshire up to the required levels. Trading Standards and Environmental Health are currently exploring the feasibility of mobile and agile working in order to deliver an efficient, responsive and effective service to all customers.

Housing Services

Indicators

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2011/12 rank	2011/12 rank	2012/13 rank
Outcome	**Percentage of dwellings meeting Scottish Housing Quality Standards***	**68.4%**	**71.2%**	**84.1%**	**1**	**2**	**2**	**7**	**13**	**9**
	Percentage of council dwellings that are energy efficient*	**80.2%**	**91.2%**	**95.1%**	**2**	**2**	**1**	**12**	**10**	**6**
Efficiency	**Current tenants' arrears as a percentage of net rent due***	**6.6%**	**7.1%**	**9.5%**	**3**	**3**	**4**	**17**	**17**	**22**
	Percentage of rent due in the year that was lost due to voids*	**1.5%**	**1.9%**	**1.8%**	**3**	**4**	**4**	**17**	**21**	**20**
	Percentage of repairs completed within target times*	**86.4%**	**92.3%**	**87.4%**	**4**	**3**	**4**	**22**	**16**	**23**

What is the national overview? At the national level for housing services there has been an increase in the percentage of tenants' arrears as a percentage of net rent due since 2010/11, with the rate of this increase accelerating in the past year, a likely effect of welfare reform. Meanwhile when looking at council management of housing stock, the rent due lost due to voids has decreased since 2010/11, with all of the decrease occurring between 2011/12 and 2012/13. In terms of Housing Quality, there have been consistent improvements over the past 3 years in terms of dwellings meeting Scottish Housing Standards and energy efficiency standards.

What is our strategic policy intention? Our long term vision is to be the best Scottish council in delivering Housing and Housing related services to our customers.

What is the data telling us about our performance? After the improvements made in 2011-12 there has been some slippage around the percentage of response repairs completed within target times and we perform below the national average and have moved into the fourth quartile. We have however performed well in improving the percentage of dwellings meeting Scottish Housing Quality Standard (SHQS) and those that are energy efficient and this has been improving since 2010-11 in line with the national trend. We have however seen a decline in performance around tenant arrears and there is room to improve our performance in relation to the rent due that was lost due to voids. The level of tenant rent arrears increased to 9.5% in 2012/13 from 7.1% in 2011/12 moving us into the fourth quartile and our target of 7.8% was not met. Arrears increased due to a combination of factors including changes in legislation affecting the Notice of Proceedings, welfare reform work and required changes to the rent arrears policy. The increase in voids is due to a high number of houses that are difficult to let in particular areas of Barrhead.

What work is being undertaken in this area? In terms of rent arrears new procedures have now been established and a revised rent arrears policy was approved by Cabinet in 28 March 2013. Benefits advisors have started new evening visits to tenants in their own homes to offer support to those affected by the new under-occupancy rules. To improve our performance around repair response times, the service has been undergoing significant review including a PSE project in this area. This process made several recommendations particularly in relation to the IT systems used. Several of our peers implemented mobile working which allows these councils to deliver a quicker service. The servitor system upgrade is now complete, the asset management system is currently being installed and plans are in place to implement mobile working in 2014/15. We would therefore expect to see future improvements in this indicator. The review has also involved changes in structure and procedures which also had an impact on performance times. In 2012/13 the Housing Service took the decision to undertake longer term planned work as part of the response repair process. The nature of this work meant that target times could not always be met but customers received a service more suitable to their needs. The service is continuing to review void rent loss through the Void Improvement Plan and actively working to reduce re-let times through faster repair times and changes to allocation processes.

Economic Development

	Full name	2010/11 value	2011/12 value	2012/13 value	2010/11 quartile	2011/12 quartile	2012/13 quartile	2010/11 rank	2011/12 rank	2012/13 rank
Outcome	**NEW % unemployed people assisted into work from council operated / funded employability programmes**	**n/a**	**n/a**	**9.7**	**n/a**	**n/a**	**2**	**n/a**	**n/a**	**9**

What is the national overview? The Scottish average for 2012/13 for this indicator was 9.6% with a range across councils from 0.6% to 18%.

What is our strategic policy intention? Employability services were brought together to create a centralised team and re branded ‘Work-*er’.* This more streamlined service focuses on those furthest from the labour market and managing progression from unemployment into positive training and employment destinations.

What is the data telling us about our performance? 242 unemployed people were assisted into work in 2012/13 which places us in the 2nd quartile, and resources are being allocated to ensure the target of number of individuals entering employment, training, education or volunteering as a result of training and employability services is met. However going forward we require to be aware of the UK Government’s Welfare Reform agenda and the pressure this may place on Council services.

What work is being undertaken in this area? We will deliver Skills Development Scotland’s Employability Fund through WorkER and the European Social Fund Priority 5 to increase engagement with individuals and the numbers entering employment, training, education and volunteering. We are also providing targeted support and training opportunities for young people including implementing earlier interventions to reduce youth unemployment and support to local unemployed residents through the Renfrewshire Employability Partnership.