

EAST RENFREWSHIRE COUNCIL

CABINET

19 June 2014

Report by Deputy Chief Executive

STRATEGIC END YEAR PERFORMANCE REPORT 2013-14

**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of performance of both the Council and Community Planning Partnership at end-year point in 2013-14 based on performance indicators in the Outcome Delivery Plan (2013-16) and Single Outcome Agreement (2013-14). Detailed performance results are attached in Annex 1. Performance against a new set of Scottish Public Services Ombudsman (SPSO) complaints handling indicators can also be found in Annex 2.

**RECOMMENDATIONS**

2. It is recommended that Cabinet:
- (a) Approves this report as a summary of the Council's and Community Planning Partnership end-year performance for 2013-14 (Annex 1);
  - (b) Notes our performance against the suite of SPSO complaints indicators for 2013-14 (Annex 2) and that these will be reported publically; and
  - (c) Notes that Community Planning Partnership performance was discussed at the Performance and Accountability Review (PAR) meeting on 27 May 2014 and improvement actions arising from the meeting (Annex 3).

**REPORT**

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 Outcome Delivery Plan (ODP).

4. The Community Planning Partnership has reviewed the performance of the partnership at end-year point. The Partnership performed well against set targets and the focus of the Performance and Accountability review meeting on 27 May was on early years. Improvement actions from the meeting are detailed in Annex 3.

5. The ODP includes an extensive range of performance indicators and targets. Annex 1 details performance of the Community Planning Partnership through graphs under each outcome which is then followed by Council performance in table format. 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.

6. As part of the requirements within the 2010 Equality Act we must report performance on equalities. The performance information contained in Annex 1 demonstrates progress on equalities, such as the long term improvements to maintaining stability in the number of placement moves for looked after children and non-white pupil attainment. A report will be

published outlining our progress in meeting the outcomes set out in the Mainstreaming Equality Report 2013-17 by the end of April 2015.

## Data Issues

7. The latest data available for most of the Local Government Benchmarking Framework (LGBF) indicators is for 2012-13. A report on this data was presented to Cabinet on 27 March 2014.

8. The educational attainment data that is reported at this point is from the academic year which started in August 2012 and ended in June 2013. This is the latest available data.

9. At end year point there are some values for some indicators that are not yet available. 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 2015', in which case this will be referenced in the accompanying note. There are no values available yet for the LGBF cost indicators however these will be added to the web version when available.

## PERFORMANCE OVERVIEW

10. Performance in 2013-14 has been generally positive and demonstrates progress towards achieving targets and realising outcomes for the community of East Renfrewshire. In the end-year strategic report there are 182 performance indicators. 125 (green) have been achieved, 13 (amber) are on target to be achieved/have yet to be achieved and 16 (red) are off target. The remaining 28 indicators are for information only and they do not have a target set. Overall, of indicators with a target set, 81% of indicators met or exceeded target. The strategy map at the start of Annex 1 provides an at-a-glance look at performance across all outcomes. The following provides a balanced summary of performance under the main sections within Annex 1- outcomes, customer, efficiency and people.

## **COMMUNITY PLANNING PARTNERSHIP AND COUNCIL OUTCOMES**

*Outcome 1 – All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.*

11. Health in early years is a vital element of creating positive outcomes later in life and we continue to work to ensure the best possible start in life for all our children. We have been working with partners making good progress to take forward the Early Years Strategy and governance arrangements have been set up to support the collaborative approach. East Renfrewshire has high rates of exclusive breastfeeding at the six to eight week review stage compared to the NHS Greater Glasgow and Clyde average (22.9%), and the rate remains stable at 32.9%. However in the most deprived SIMD areas (Scottish Index of Multiple Deprivation) within East Renfrewshire rates fell from 33.3% in 2012/13 to 17% in 2013/14, and the gap between the general and SIMD rate is widening.

12. A further area of concern is the incidence of low weight births; the target for this has been missed for consecutive end year periods and is coupled with an upward trend over the past three years. Causes of low birth weight are complex and relate to maternal characteristics and behaviours, a cause for higher than expected levels can be linked to women in East Renfrewshire tending to have children later in life. This was the subject of detailed discussion at the Performance and Accountability Review meeting and it has been agreed to take a detailed look at performance in this area at the next meeting in November. More encouragingly there has been a reduction in the percentage of young children at risk of obesity from 7.7% in 2012-13 to 6.1% in 2013-14.

13. We are working with our partners to maintain good performance in relation to our looked after young people. We have continued to keep up long term improvements and target rates, keeping the number of young people experiencing 3 or more placement moves at 4.5%, an improvement on the figure of 5.8% at end year 2012-13, and well within our

target of 13%. The identification of young carers has also improved and in 2013-14 we supported over 40 new young carers.

14. The Healthier Wealthier Children project delivers an income maximisation service to low income families and there were 155 referrals made to the service in 2013-14. We have worked with families completing family learning activities, and 96% reported they feel able to support their child's learning in the last year. 9 young families were also supported to run their own support groups in 2013-14, and 85 mothers have attended the Baby Love post natal support group since 2010.

15. Assessment results in literacy and numeracy for primary 1 pupils remain stable and we are on track to achieve our 2015-16 targets. We are also working to improve leisure and library membership for pre-fives as part of a wider transformation project of Culture and Sport services and are exploring a more fully integrated card for libraries, culture and sports. A physical activity programme for pre-fives has been developed and a range of new early years learning activities are available at the new Giffnock Discovery Centre. Attendance at 'Bookbug' sessions in libraries has increased significantly by 19% since 2012-13.

*Outcome 2 – East Renfrewshire residents are fit and active and have the skills for learning, life and work.*

16. We are committed to working with partner organisations to reduce inequalities in East Renfrewshire and ensure that levels of health are improved for all. Our healthy living support groups, such as Smoking Cessation, support residents to make positive lifestyle choices which improve health outcomes across the area. 239 people successfully stopped smoking between April - November 2013 through support groups, above the target of 228 for this period. The business plan for the Eastwood Health and Care Centre was also approved in March 2014 and we are on track to open the new centre by autumn 2015.

17. We encourage active lifestyles and regular exercise among our local residents by promoting our parks and sports facilities and expanding the range of sport activities available for children. In 2013-14 there were 216 organised events at Dams to Darnley Country Park and the Whitelee Access Project to encourage participation in activities that promote health and well being. Attendance at libraries and sports centres has declined slightly from 2012-13 to 2013-14, however this can in part be attributed to the temporary closure of Barrhead and Giffnock libraries, Eastwood High and Neilston swimming pools and refurbishment to Eastwood High and Barrhead sports centres. Extensive work is underway to review how our sports services are operated and to reduce costs.

18. We continue to achieve excellent results on educational attainment and remain one of the top performing councils in Scotland on these measures. Data for 2012-2013 released in August 2013 shows impressive results and we are on track to achieve our targets. We continue to focus on improving the performance of specific groups of young people. In terms of reading, writing and mathematics, the percentage of the lowest performing primary group attaining or exceeding expected levels has increased and targets have been met. East Renfrewshire is the second highest performing mainland Council in terms of the percentage young people entering positive destinations at 95.8%. At August 2013 962 awards had been achieved by young people involved in school and community based programmes since 2006, such as the Duke of Edinburgh Award scheme.

19. We work with partners to provide and encourage participation on a range of learning programmes. Work on the new Barrhead Foundry community learning centre is well underway with completion expected in early 2015. We have helped 346 people into employment, training, education or volunteering in 2013-14. The Family Firm policy offers support to vulnerable young people and has worked with 28 young people, 10 of which have secured placement opportunities. There has recently been a slight increase in the percentage of working age people in employment within the local area from 73.7% to 74.2% in 2014, slightly above the Scottish average (73.5%).

Outcome 3 – East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses to grow.

20. Results from our latest Citizens' Panel survey show that 95% of respondents are satisfied or very satisfied with East Renfrewshire as a place to live, a 2% increase on the previous year. We are working to promote growth for the area through our Place to Grow Vision campaign. In 2013-14 we met our targets for business support and start ups; 61 businesses had received targeted business support and there were 40 new business start ups. There were also a range of diverse events held in 2013-14 attracting more than 47,000 visitors collectively and boosting the local economy.

21. The refurbished Rouken Glen park pavilion was opened in October 2013 and further refurbishment to the park is underway. Greenspace land at the Barrhead Waterworks site and Dams to Darnley Country Park has also been improved and there are now 31 schools that have Eco-Schools green flag status. We have also maintained our high score of 75 on the Street Cleanliness Index.

22. We aim to ensure there is a varied and high quality affordable housing market available in East Renfrewshire and are committed to increasing the level of affordable house building. 33 affordable housing units have been added to the supply and include a mix of new and existing homes. We are on track to meet our cumulative target of 150 homes by 2017. There has also been an increase in the percentage of Council houses that meet the Scottish Housing Quality Standard on energy efficiency, rising from 95.1% in 2012-13 to 99.9% in 2013-14.

Outcome 4 Safe and supported communities – East Renfrewshire residents are safe and supported in their communities and homes.

23. We work closely with our partners, including the Police, to further reduce levels of crime and anti-social behaviour in East Renfrewshire, and provide diversionary activities for young people at risk of taking part in anti-social behaviour. The Community Safety service has responsibility for parking enforcement and issued 5055 penalty charge notices in 2013-14. There has been excellent partnership working to tackle anti-social behaviour in the area and 95% of the 680 out-of-hours domestic noise complaints were resolved at first point of contact. The cost of vandalism to Council properties in 2013-14 was also down 13.8% from the same point last year to £48,000.

24. There has been a substantial reduction in the number of recorded domestic housebreakings; down from 173 in 2012-13 to 128 in 2013-14 and also in domestic abuse incidents reported to the Police (down from 565 in 2012-13 to 460 in 2013-14). Incidences of primary and secondary fires also reduced significantly between 2012-13 and 2013-14.

25. 100% of community alarm calls were resolved at first contact and 94.7% of Telecare community alarm clients reported that having Telecare made them feel safer at home, on par with end year 2012-13. There have now been a cumulative total of 274 people directing their own care through receiving direct payments and other forms of self directed support since 2006. Outcome focused support plans are also now in place for 86% of people with learning disabilities, a 36% increase since 2012-13. We are working to improve the support that we can offer carers and the Carers' Centre has been working in partnership to consolidate its presence in primary care settings as well as identifying areas for targeted work.

Outcome 5 – Older people in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives for longer.

26. Meeting the needs of East Renfrewshire's ageing population continues to present us and our partners with challenges. The re-ablement service delivered through the CHCP is designed to offer help to people to regain their independence, and in doing so enjoy a better quality of life. The percentage of people whose care need has reduced following re-ablement is 88.9% 2013-14, a slight decrease on the figure of 91.5% in 2012-13. Although the

approach is very effective we would, in line with best practice, anticipate a decrease when rolling out phase 2. A range of support is available to older residents, and the Wise Connections programme delivers early intervention to vulnerable older people. To date, over 850 older people have been supported through the programme.

27. The Talking Points data gives us a measure of how people feel about their needs and there has been an increase in all of the Talking Points indicators between 2012-13 and 2013-14.

- 82% report their 'seeing people' needs are met
- 97.5% report their 'feeling safe' needs are met
- 94.4% report that their 'living where they want to live' needs are met
- 96.2% report that their 'feeling respected' needs are met

28. The percentage of older people living in housing rather than a care home or hospital has remained stable at over 96% in 2013. Although the number of hospital bed days lost due to delayed discharge has halved from baseline to date (402 to 204 days per month) we are still slightly off target for this indicator. Significant analysis of the issues has taken place and we are working to reduce this figure further. The number of bed days per 1000 people aged 75 and over continued to reduce to 4427 at October 2013.

## **CUSTOMER**

29. We consult our Citizens' Panel to gather information about residents' satisfaction and experiences of living in the area. Results from the latest survey saw an increase in respondents' rating of services such as street cleaning, parks and open spaces, and sports and leisure facilities. However there was a dip in satisfaction levels for bin collections and libraries. A key theme in the 19<sup>th</sup> survey was on internet use and online services to help inform improvement work in this area.

30. Of the 18 council wide service standards two were not met in 2013-14 and one partnership service standard applicable across three different services (sports, halls and environment) was only partially met. The service standard partially met related to responding to Council hall/facility booking enquiries within 3 working days. Those not met related to ensuring that all Culture and Sport facilities are well-maintained and fit for purpose and reviewing care plans within 6 weeks of care provision starting and annually thereafter. Where service standards were not achieved, these are being reviewed and addressed by improvement activity.

31. We have also been working to improve the Council website and in 2013 were awarded the Society of Communication and Information Technology Management (SOCITM) four star website rating (where 1 is lowest and 4 is highest), an improvement on the previous year where we scored a 2 star rating. Only five UK websites were picked out for particular praise, and East Renfrewshire Council website was the only one in Scotland.

## **COMPLAINTS**

32. To meet statutory requirements of the Scottish Public Services Ombudsman (SPSO), in April 2013 we revised our complaints handling procedure moving to a two stage process. As part of this, all Scottish councils are also required to assess and monitor their complaints handling performance against a number of high level performance indicators (see annex 2 for full results). The new procedure is now established and has been working effectively across the Council for the last year.

### Learning from complaints

33. The results show we have made sound progress to date. We have delivered a responsive service to our customers, are responding efficiently to complaints and are performing well against target timescales set by SPSO. Significant development work undertaken to our CRM system to enable the recording of complaints means we have detailed performance information. We have been using this information to make changes to

the services we provide and will continue to develop the use of this data to highlight key themes and issues, learn from complaints, and further improve services.

## **EFFICIENCIES**

34. A key driver for making more services more efficient is the Public Service Excellence (PSE) programme which continues to drive change and improvement across the Council and has delivered cumulative recurring savings of £4.2 million to date since 2009. An agile workforce programme focused on giving key staff groups the ability to work flexibly in the field, from home or in the office, is being progressed with pilots underway and more than 100 staff are now set up and agile working.

35. We strive to provide the most efficient services for our local people and aim to shift more services online. In 2013-14 91% of Customer First enquiries were dealt with at first point of contact (an increase of 5% on the previous year) and 42.7% of planning applications were received online (an increase from 37.4% in 2012-13). We have collected 97.9% of council tax due in the year- exceeding target and expected to be one of the highest rates in Scotland. We have met our target for rents lost due to un-let housing (1.3%) though have not met target on current tenants' arrears and are working to address this. We also exceeded target for repairs completion times at 93%, an improvement from 87.4% at end year 2012-13. We missed target for invoices that were paid within 30 days which saw a slight decrease from 80.1% in 2012-13 to 79.5% in 2013-14.

## **PEOPLE**

36. We are not meeting our target for absence and the current rate is 10.4 days per employee per year, against a target of 8.5 days. This is a decline in performance from 9.5 at year end 2012-13. The percentage of staff with a PRD in place has improved from 77% in 2012-13 to 81% in 2013-14 though is still not meeting the target of 100%.

37. The latest Employee Survey maintained a good response rate of 47%, on par with last year. There has been a reduction in staff who would recommend the Council as a good place to work and who know how their job contributes to the Council's objectives, largely accounted for by an increase in neither/nor responses as opposed to staff disagreeing with this. The Council's new corporate statement and film *Your Council, Your Future* was launched at the end of March. So far the film itself, which highlights how individual job roles contribute to the Council's objectives, has had over 1,400 views and we would expect to see this figure improve in future. Employee survey figures will be monitored and more detailed data considered by managers to highlight and address any issues.

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

38. Information in this report will be published on the performance pages of the Council's website where additional performance information can also be found.

## **FINANCE & EFFICIENCY**

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

## **CONSULTATION**

40. There have been various consultations over the last year both internally and externally, for example on the Local Development Plan and Barrhead Waterworks Project, and through the Citizens' Panel and Employee Survey. Citizen Space is an online tool for residents to see what consultations are open, and is now being used across the Council.

## **PARTNERSHIP WORKING**

41. This report summarises performance of the Community Planning Partnership and Council towards the outcomes within the SOA. Annex 1 distinguishes between partnership and council performance, however many of the results could not have been achieved without excellent partnership working.

## **IMPLICATIONS OF REPORT**

42. 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**

43. This report summarises a high level overview of East Renfrewshire Community Planning Partnership and Council's performance at end-year 2013-14. The information presented here shows an overall positive picture with good progress towards the majority of our targets and identifies areas where we need to improve. We continue to strive to deliver highly valued services and achieve positive outcomes for our local residents.

## **RECOMMENDATIONS**

44. It is recommended that Cabinet:

- (a) Approves this report as a summary of the Council's and Community Planning Partnership end-year performance for 2013-14 (Annex 1);
- (b) Notes our performance against the suite of SPSO complaints indicators for 2013-14 (Annex 2) and that these will be reported publically; and
- (c) Notes that Community Planning Partnership performance was discussed at the Performance and Accountability Review (PAR) meeting on 27 May 2014 and improvement actions arising from the meeting can be found in Annex 3.

## **REPORT AUTHORS**

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May 2014

Caroline Innes, Deputy Chief Executive

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## **BACKGROUND PAPERS**

- Strategic End Year Performance Report 2012-13 and Presentation, Cabinet 20 June 2013
- Mid Year Performance Report 2013-14, Cabinet 5 December 2013
- Outcome Delivery Plan 2013-2016, Cabinet 20 June 2013
- Single Outcome Agreement 2013-16, Cabinet 20 June 2013
- Annual Efficiency Statement 2012-13, Cabinet 15 August 2013

**KEY WORDS**

This report sets out the performance at end-year 2013-14 for the Council and Community Planning Partnership.

The keywords are: “performance management, ODP, SOA, outcome delivery plan, SPIs, LGBF,SPSO, complaint, indicators, end year performance, outcomes, performance report, PAR”





**Strategic End Year Performance Report 2013-14**

The enclosed provides an overview of Council and Community Planning Partnership performance at end-year point in 2013-14. The information contained in this report includes indicators in the Single Outcome Agreement and Outcome Delivery Plan.

**Note on educational data**

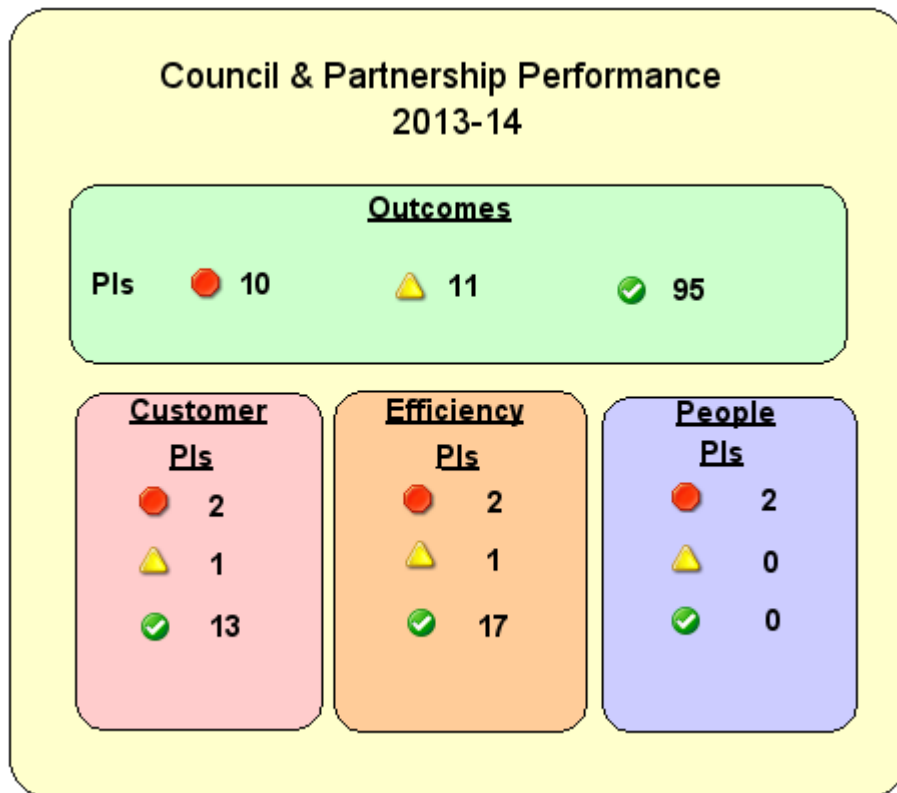
Following the national approach, school attainment and exclusion in the plan refers to the relevant academic year rather than the financial year. Latest data will be for school year commencing August 2012.

**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)

The strategy map below provides an at a glance summary of performance under outcome headings. Of the indicators that targets are set for, 81% of indicators have either met or exceeded target.



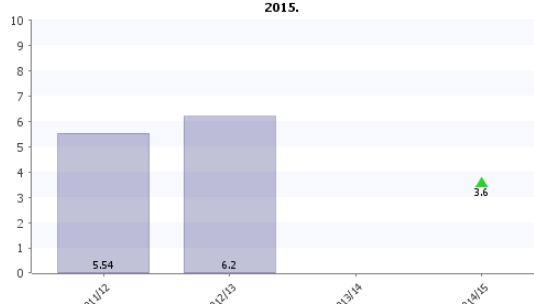
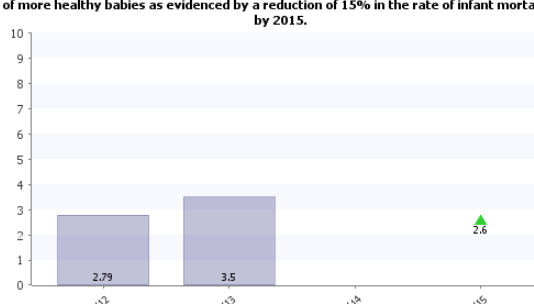
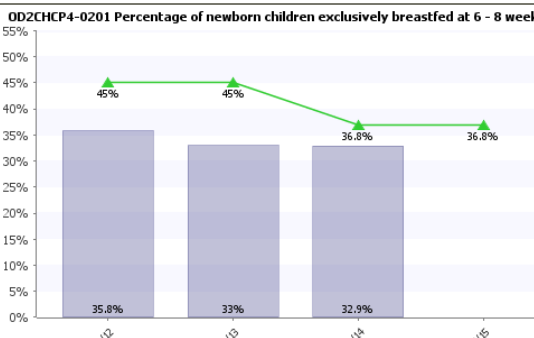

## Section 1- Single Outcome Agreement Outcomes

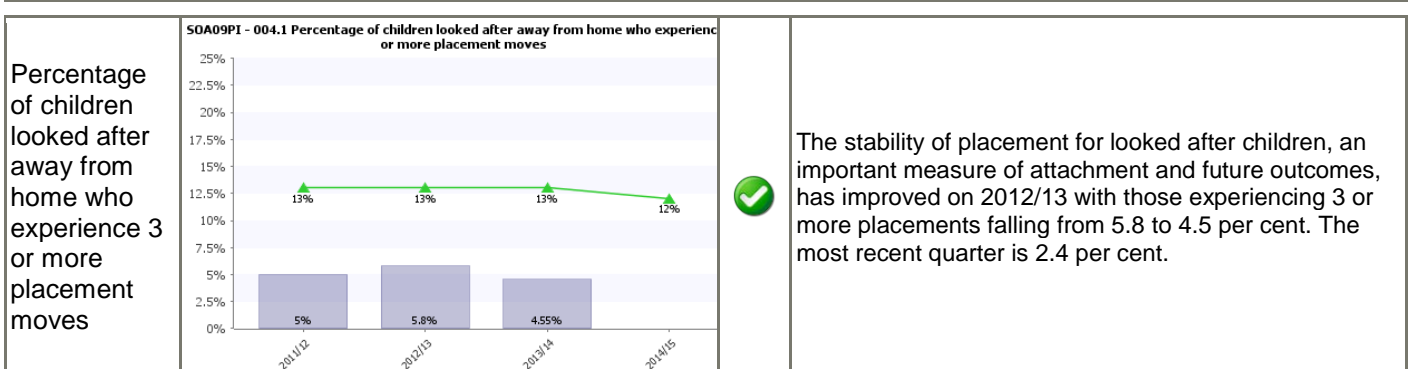
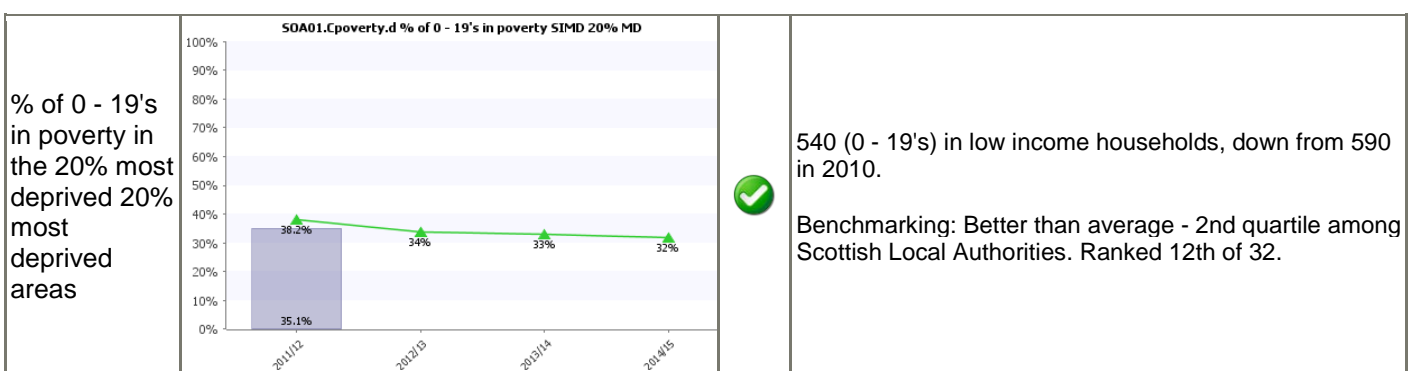
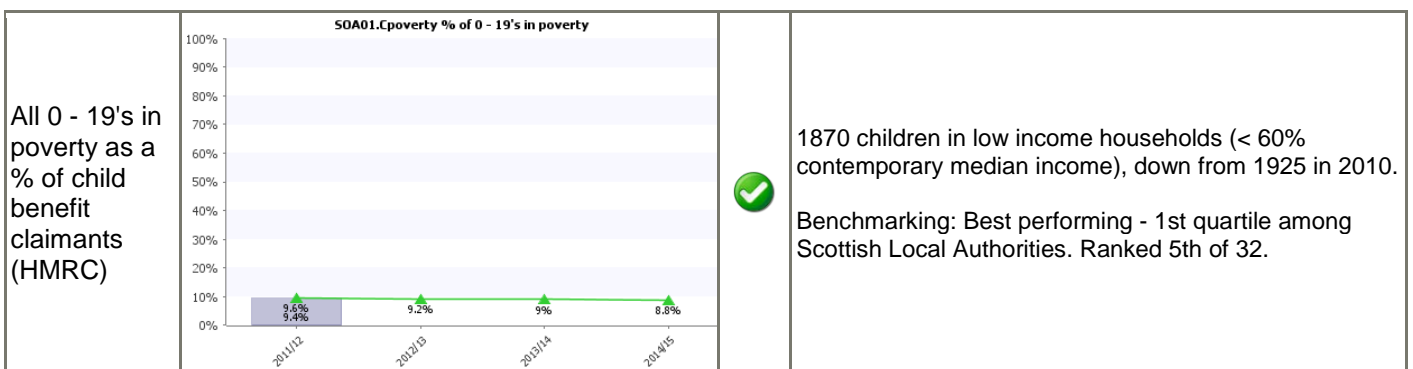
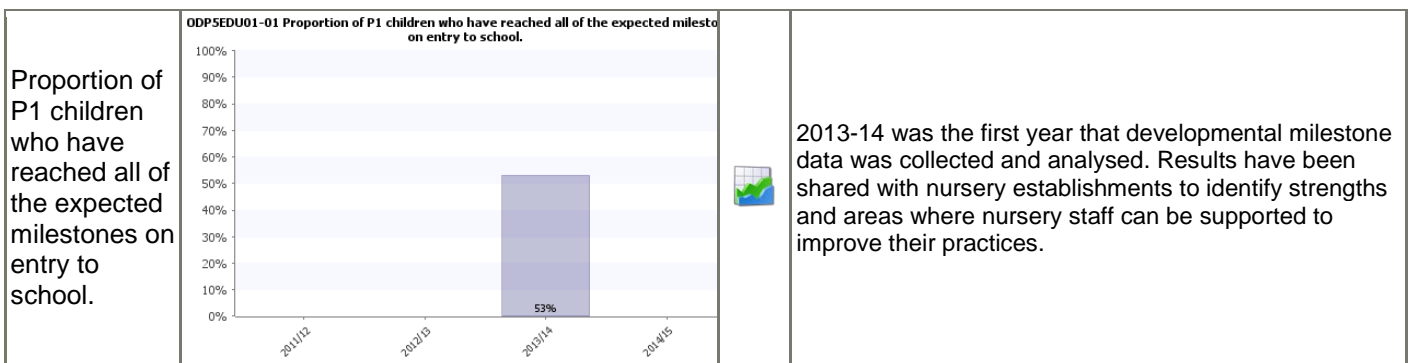
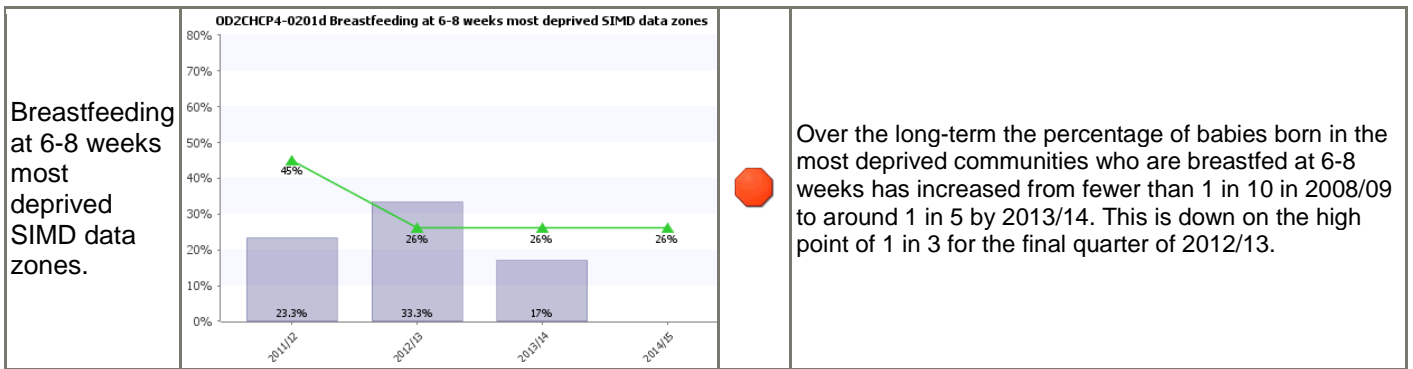
**SOA1: All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.**  12  4  5

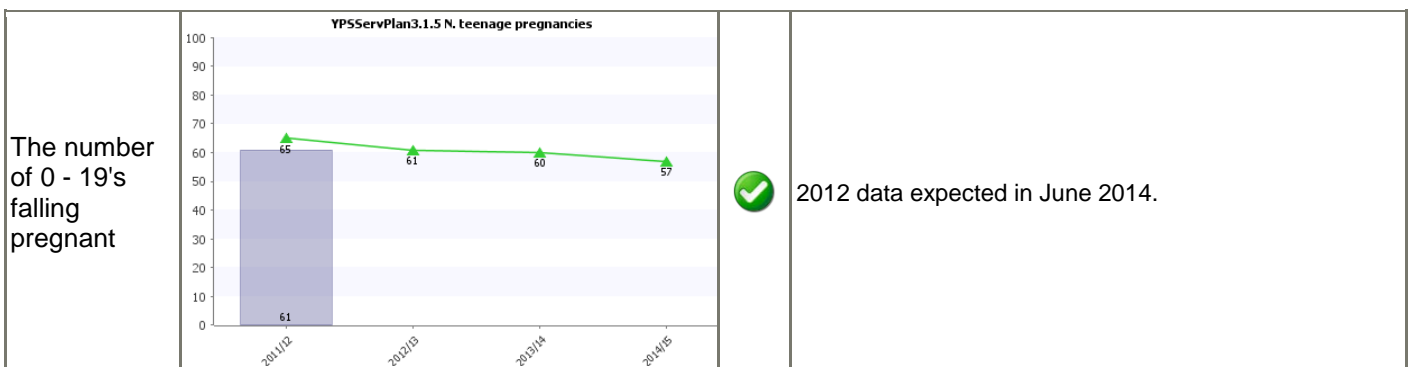
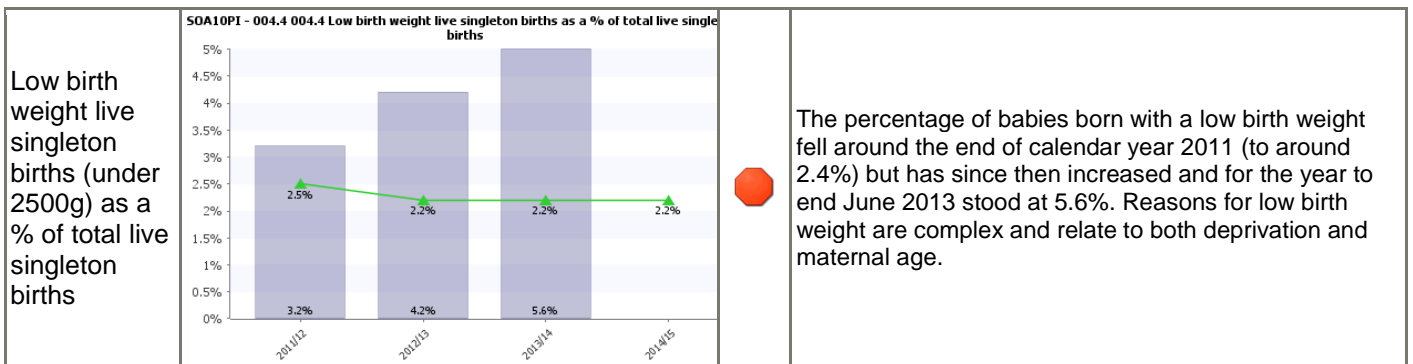
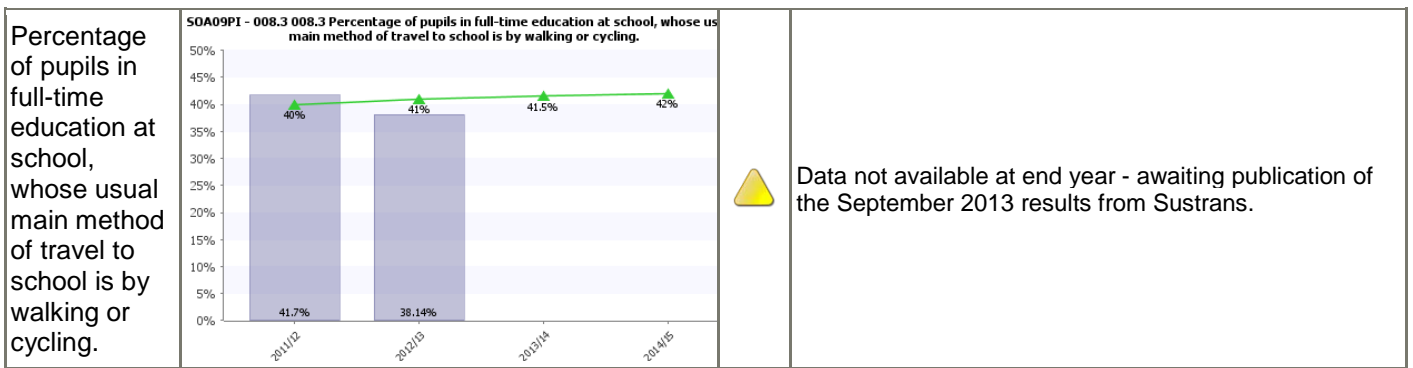
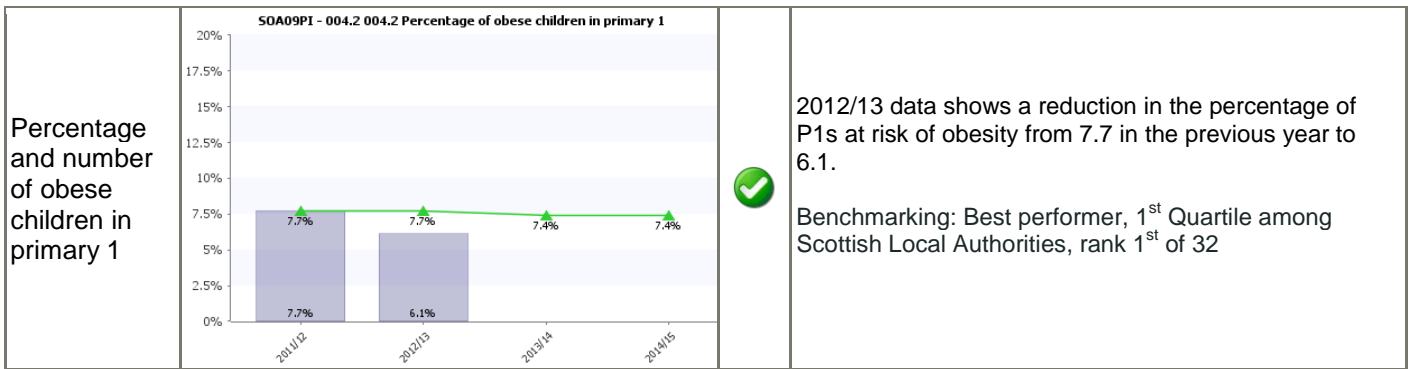
Improving early years' experiences is important in enabling problems such as poverty, poor attainment and anti social behaviour to be addressed. We have a well integrated CHCP which works closely with partners to deliver excellent early years provision. We are working through the Early Years Collaborative model and introducing a one child, one plan approach as part of the wider getting it right for every child plan (GIRFEC), identifying vulnerable children at an early stage and taking action to prevent issues escalating.

Across Culture and Leisure a pre-five activity programme has been developed with the aim of improving health outcomes for children and focuses on supporting developmental milestones. The Council also provides diversionary activities and groups to support young people to make positive life choices, including the life skills programme that offers pre and post natal support.

### Partnership Performance






<p>Positive pregnancies - reduction of 15% in the rates of stillbirths by 2015.</p>	<p><b>EYC 001a</b> 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.</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>5.54</td> </tr> <tr> <td>2012/13</td> <td>6.2</td> </tr> <tr> <td>2013/14</td> <td></td> </tr> <tr> <td>2014/15</td> <td>3.6</td> </tr> </tbody> </table>	Year	Rate	2011/12	5.54	2012/13	6.2	2013/14		2014/15	3.6	<p>The rate of still birth was upward between 2000 and 2006 but showed a downward trend to 2010. The numbers involved at a local level are small and subject to fluctuation. A three year measure is used to address this. For the most recent period (to 2013) the rate of still births is up to 6.2 from 5.5 in the last three years. The single year rate for 2013 is lower at 3.4.</p>
Year	Rate											
2011/12	5.54											
2012/13	6.2											
2013/14												
2014/15	3.6											
<p>Positive pregnancies - reduction of 15% in the rate of infant mortality by 2015.</p>	<p><b>EYC 001b</b> 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.</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>2.79</td> </tr> <tr> <td>2012/13</td> <td>3.5</td> </tr> <tr> <td>2013/14</td> <td></td> </tr> <tr> <td>2014/15</td> <td>2.6</td> </tr> </tbody> </table>	Year	Rate	2011/12	2.79	2012/13	3.5	2013/14		2014/15	2.6	<p>Infant mortality increased between 2000-07 but has tended to decline since then. Small numbers are involved and there are fluctuations in this measure at a local level and a three-year rolling figure is used to address this. For the three years ending 2013 the infant mortality rate is 3.5 up on the 2.8 for the previous period. For the single year 2013 the rate of infant mortality was 3.5.</p>
Year	Rate											
2011/12	2.79											
2012/13	3.5											
2013/14												
2014/15	2.6											
<p>Percentage of newborn children exclusively breastfed at 6 - 8 weeks.</p>	<p><b>OD2CHCP4-0201</b> Percentage of newborn children exclusively breastfed at 6 - 8 weeks.</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>35.8%</td> </tr> <tr> <td>2012/13</td> <td>33%</td> </tr> <tr> <td>2013/14</td> <td>32.9%</td> </tr> <tr> <td>2014/15</td> <td>36.8%</td> </tr> </tbody> </table>	Year	Percentage	2011/12	35.8%	2012/13	33%	2013/14	32.9%	2014/15	36.8%	<p> Below target, 264 exclusively breastfed and 98 mixed of 803 babies.</p>
Year	Percentage											
2011/12	35.8%											
2012/13	33%											
2013/14	32.9%											
2014/15	36.8%											










## Council Performance



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

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
% of pre-five establishments being awarded the 'Family Friendly' accreditation	N/A	0%	50%		All pre-five establishments and partnership nurseries are working towards Family Friendly Accreditation. At present the authority is on track to exceed the target of 50% by June 2014.
Percentage of families completing family learning activities, reporting they are more able to support their child's learning	N/A	96%	95%		On target.
Percentage of parents who report that universal Triple P Parenting Programme has met their needs.	94%	94%	90%		Thirty-four of the 36 parents evaluated Triple P positively on this measure.
Number of young families (parents aged 25 and under) who can access a support group.	15	25	30		25 young families have had access to support over the last year. This has ranged from attendance at targeted events and contact through social media to 9 young families running their own support groups. These groups are open to all young families in East Renfrewshire.
Number of unplanned or underage pregnancies among Postponing Parenthood participants	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.

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Achieve agreed completion rates for child healthy weight intervention programme	155	106	66		19 completing via Active Children Eating Smart (ACES) and 87 Right Moves (with Body Mass Index >91st centile).
% of children under 5 years holding 'All Access' leisure memberships	N/A	15.2%			Work is currently being undertaken as part of the Sports Transformation Project to enhance levels of early years programming and to explore a more fully integrated card for libraries, culture and sports. <u>Target of 50% by 2015-16.</u>
Percentage of resident children under 5 who are active library members	18.5%	18%			The year end figure for 2013/14 is broadly the same as the previous year (despite the closure of Barrhead library in June and Giffnock library in August (replaced with temporary libraries). The reopening of the transformed Giffnock Library in March, with a programme of early years activity, saw a positive response from families with young children; picture book issues increased by 25% this March compared to the previous year. The service continues to work with colleagues and partners to develop an integrated programme for the opening of the Barrhead Foundry. <u>Target of 45% by 2014-15.</u>
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	61.2%	61%			On track to achieve the target of 60% by 2015-16.
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	56.8%	55.4%			On track to achieve the target of 56% by 2015-16.

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

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Percentage of child protection re-registrations within 12 months of de-registration.	17.6%	12.5%	18%		Four of 32 registrations within the year to period end.
% of parents of pre-five children reporting their child feels safe and cared for in nursery (target of 98% by 2014-15).		98%			Questionnaires have been collated from 10 establishments. 190 questionnaires were completed by parents. Questionnaires will be completed in two more establishments by the end of session 2013-14. 98% of pre-five parents reported that their child feels safe and cared for in nursery. On track to achieve target of 98% by 2014-15.

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

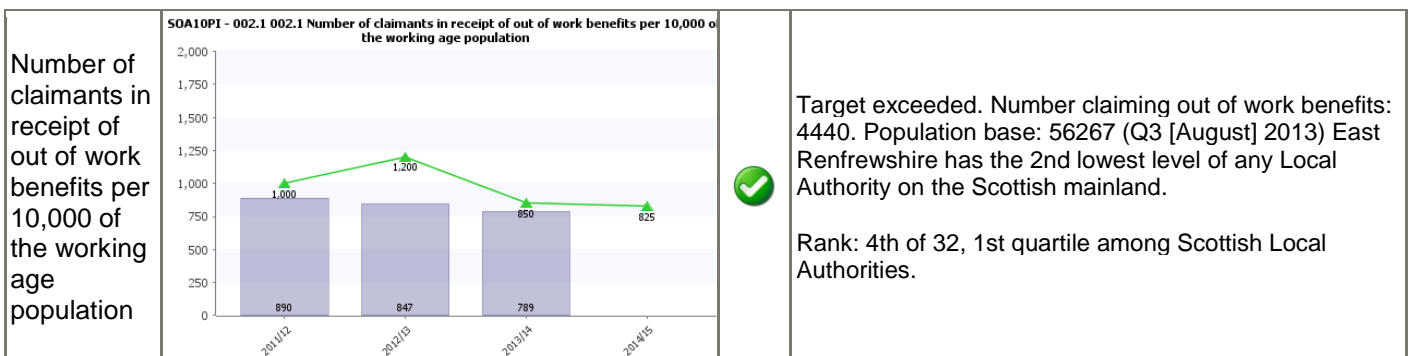
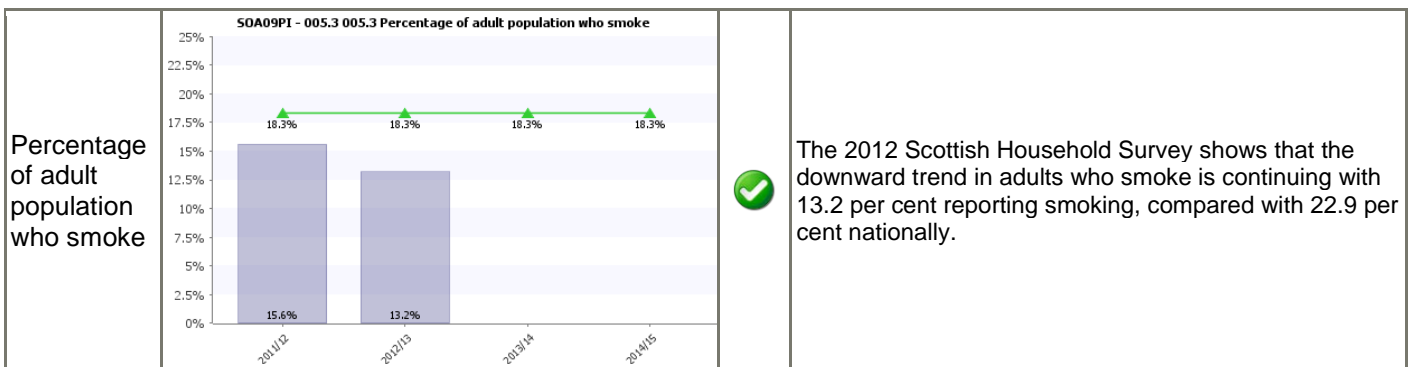
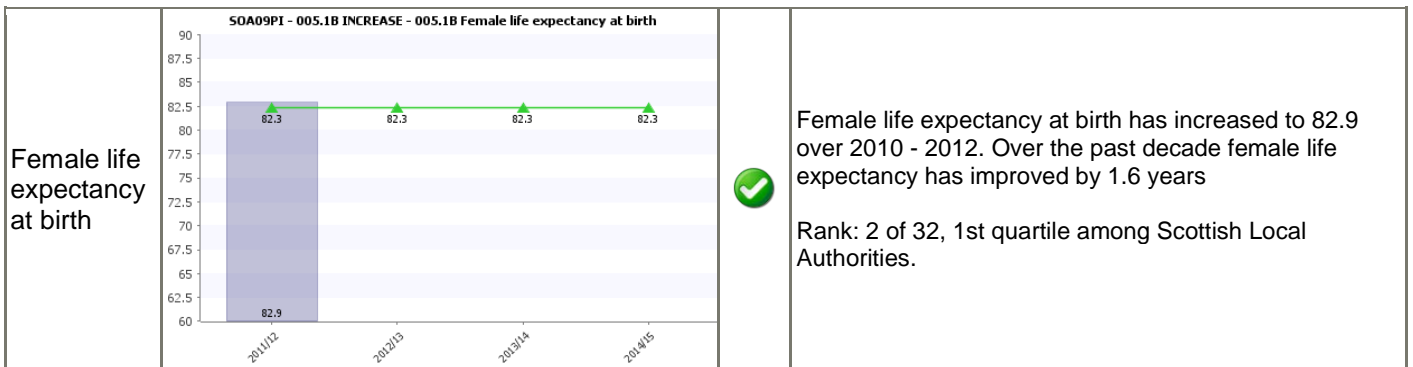
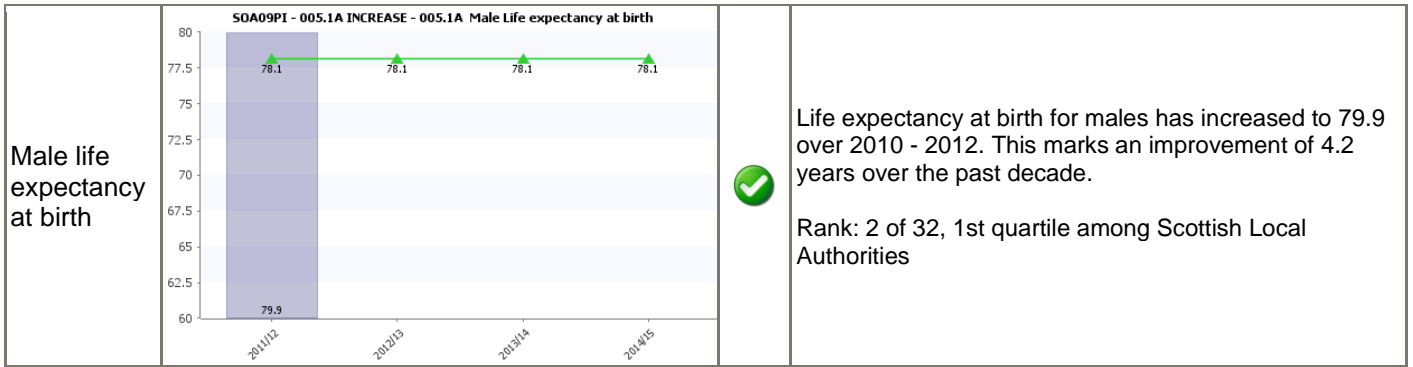


Our vision is Inclusion, Achievement, Ambition and Progress for All and underpinning this aim is our commitment to raising attainment for all learners exemplified by our ambition to be the highest attaining mainland council area as measured by national examinations. Maximising attainment for all learners 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.

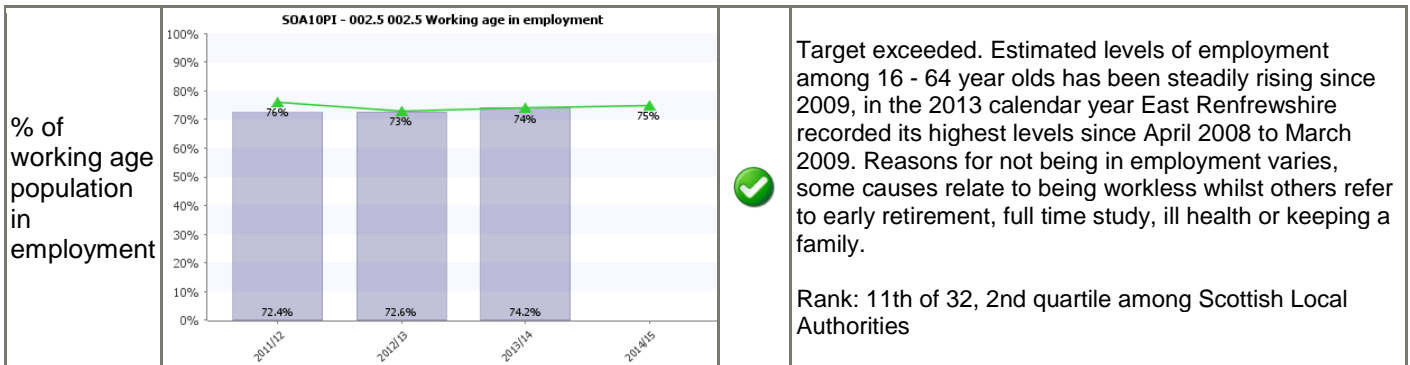
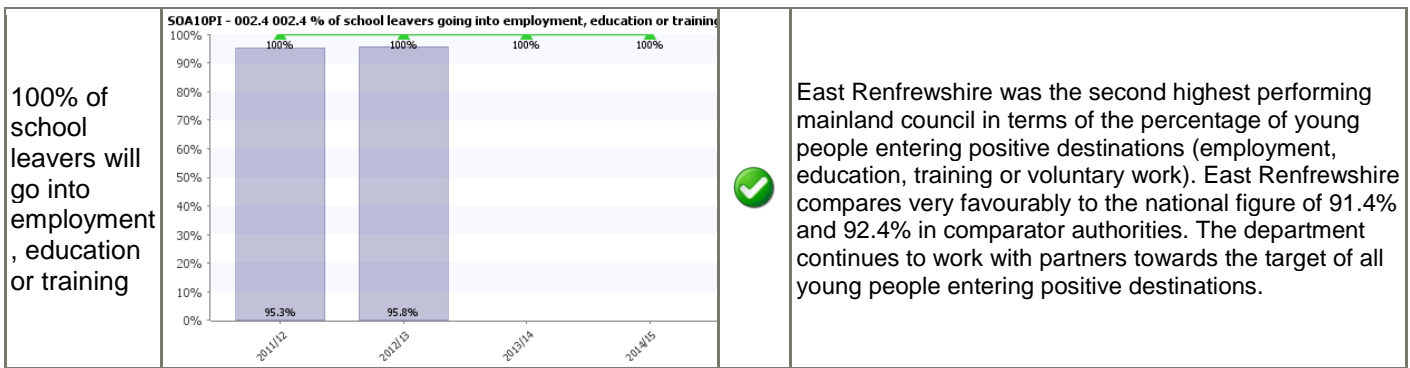
In terms of employment East Renfrewshire performs in line with the national average with 74.2% people of working age in employment. The Council offer a range of awards' based community and school programmes and school leavers are supported to enter positive destinations through the youth work programme. Our Worker service helps residents to secure and sustain meaningful employment, training or education. The Council also provides targeted business support, advice and grants in collaboration with Business Gateway. We recognise there are significant pockets of deprivation and ill health in specific communities within East Renfrewshire. We are focused on tackling inequalities by encouraging healthier lifestyles, promoting events to encourage residents to be active by providing high standards of health and leisure facilities and access to natural environments for physical activity.

**Partnership Performance**

<p>Cumulative number of East Renfrewshire smokers living in the most deprived communities supported to successfully stop smoking</p>		<p>April-Nov cumulative quits of 54 against target of 50. (Annual target of 79).</p>
<p>3 year average in national examination results: 5+ @ L5 by end of S4</p>		<p>East Renfrewshire compares very well to the national figure of 39.4% and comparator authorities at 43.6%. The department is on track to achieve the 3-year average target of 63% by the end of 2014.</p>
<p>3 year average in national examination results: 5+ @ L6 by end of S5</p>		<p>East Renfrewshire compares very well to the national figure of 13.6% and comparator authorities at 17.1%. The department is on track to achieve the 3-year average target of 31% by the end of 2014.</p>















## Council Performance







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





PI Description	School year commencing			Status	Notes and benchmark
	Aug 2012	Aug 2013	Aug 2013		
	Value	Value	Target		
Percentage of pupils reporting that their school is helping them to become more confident.	83%	90%	93%		2550 questionnaires were completed by pupils at 22 establishments. Questionnaires will be completed in a further 7 establishments by the end of session 2013-14. There was a 7% increase from 2012-13. It is anticipated that there will be a further increase by the end of session 2013-14. Establishments 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.
Number of exclusions per 1,000 pupils - Primary. (3 year average target 2013-2015)	0				In 2012-13 there were no exclusions in primary schools. The rate compares very well to the national figure of 11 incidents per 1000 pupils (latest published data for 2010-11) and comparator authorities 9 per 1000 pupils. The department is on track to achieve its 3-year average target (2013-2015) of 2 exclusions per 1000 pupils by the end of 2015.
Number of exclusions per 1,000 pupils - Secondary. (3 year average target 2013-2015)	5.8				In secondary schools the overall number of incidents resulting in temporary exclusions decreased from 9 incidents per 1000 pupils in 2011-12 to 5.8 incidents per 1000 pupils in 2012-13; the lowest recorded rate. The 2012-13 result compares very well to the national figure of 72 per 1000 pupils and comparator authorities 58 per 1000 pupils. The authority is on track to achieve the 3-year average target (2013-2015) of 13 per 1000 pupils by the end of 2015.

PI Description	School year commencing			Status	Notes and benchmark
	Aug 2012	Aug 2013	Aug 2013		
	Value	Value	Target		
Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year target (2012-14)	88.2%		90%		The percentage attendance for looked after pupils (Primary and Secondary) was down by 0.2% from 2011-12. The department is currently 1.7% below the 3-year average target (2012-14) of 90%. The "We Can and Must do Better" CPD course has been developed and will be offered to school and multi agency staff. The Education Department looked after policy is also being revised and re-launched as GIRFEC compliant.
Percentage of pupils in P6-S6 taking part in volunteering activities	47%		50%		Schools are continuing to promote opportunities for children and young people to be involved in volunteering activities within and out with school. They are also continuing to further develop systems to effectively record and track the range of volunteering activities which children and young people are involved in. Data for 2013-14 will be available at the end of the 2013 -14 school session. Schools are on track to achieve the expected target for this period.

**02 Children and young people raise their educational attainment and achievement, developing the skills they need during their school years and into adulthood.**

PI Description	School year commencing			Status	Notes and benchmark
	Aug 2012	Aug 2013	Aug 2013		
	Value	Value	Target		
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. 3-year average target (2013-15) of 87%	87.3%				The authority is on track to achieve the 3-year average target (2013-15) of 87% by the end of 2015.
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. 3-year average target (2013-15) of 84%	82.1%				The authority is 2% below the 3-year average target (2013-15) of 84% by the end of 2015. Individual school data will be shared with Head Teachers. It is expected that there will be further increases in 2013-14 and 2014-15.
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. 3-year average target (2013-15) of 87%	87.1%				The authority is on track to achieve the 3-year average target (2013-15) of 87% by the end of 2015.
Percentage S4 non-white pupils attaining Scottish Credit and Qualifications Framework (SCQF) level 5 or better in English. 2012-2014 target of 51%.	66.1%		51%		The department is currently on track to achieve the 3-year average target of 51% by the end of 2014. To support further improvement individual school data has been shared with Head Teachers.
Percentage of S4 non-white pupils attaining SCQF level 5 or better in Mathematics. 2012-2014 target of 59%.	65.7%		59%		The department is currently on track to achieve the 3-year average target of 59% by the end of 2014. To support further improvement individual school data has been shared with Head Teachers.
Percentage of S4 pupils with cumulative STACs points of 128 or fewer: 3-year average 2012-2014	6.7%		8.5%		The percentage of S4 pupils with cumulative STACs points of 128 or fewer (equivalent to eight "C" awards at Intermediate 1) decreased from 7.1% in 2012 to 6.7% in 2013. The Education Department is on track to achieve its 3-year average target (2012-14) of 8.5%.

	School year commencing				
PI Description	Aug 2012	Aug 2013	Aug 2013	Status	Notes and benchmark
	Value	Value	Target		
Number of awards achieved by young people participating in school and community based targeted programmes (e.g. Youth Achievement Awards, ASDAN and Duke of Edinburgh).	962	N/A	750		2012/13 is the latest available data which exceeded target, as data for this indicator is not collected until the end of the school term. However, we are on track to exceed the target of 750.
<b>03 Residents have the skills for employment through increased take up of education and training opportunities.</b>					
PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Percentage of adults completing learning programmes, reporting that the learning has improved their ability to obtain, improve or sustain their employment.	N/A	96%	95%		On target.
Number of individuals entering employment, training, education or volunteering as a result of training and employability services.	304	346	285		Target exceeded. Total outcomes of 346 includes jobs (270), Further/Higher Education (24), Modern Apprenticeships (17), Employability Fund (28) and training (7).
<b>04 Residents are active and optimise their health and well being.</b>					
PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Percentage of pupils taking part in sports activities at least once per week.	32%	53.6%	N/A		Targets for upcoming years have been developed to reflect 2013/14 actuals. The 2012/13 figure reflects the percentage of total school enrolment taking part in activity. 2013/14 actuals are calculated as a percentage of enrolment from schools completing the return (excluding nurseries) so are not directly comparable with 2012-13. Returns were received from 28 out of 31 schools.
Number of attendances per 1,000 population to all pools	3,289	2,582	3,300		Closure of 2 pools over 2013/14 has resulted in reduced attendance. In particular, swimming lesson attendances at Neilston have been slow to recover. Prior to 2012/13 when facility closures began, trends in swimming lessons and casual swimming had been relatively stable, with improvements noted in some centres. Casual swimming is showing improvement in reopened centres - Neilston Leisure Centre and Eastwood High Sports Centre. Improvement Plans for Sports Facilities and Swimming Development include actions for rebuilding and improving attendance. These will include a review of holiday programming and a survey of pool customers.
Number of attendances per 1,000 population for indoor sports and leisure facilities	4,534	4,345	4,500		Eastwood High School Sports Centre was closed until June 2013. Barrhead Sports Centre has seen key parts of the facility closed during the refurbishment work started in November. Parking at Barrhead has also been severely restricted.

Number of Library visits per 1000 population	5,301	4,717	5,300		2013/14 saw the closure of Barrhead library in June and Giffnock library in August both replaced with much smaller temporary libraries. Giffnock Discovery Centre reopened in March with a new cultural and learning programme. Visitor figures for the centre in March show a very positive 10% increase on the previous year. Joint planning to develop an integrated programme for the opening of the Barrhead Foundry in early 2015 is underway.
Number of organised events which encourage residents to participate in activities which promote health and wellbeing within the Dams to Darnley Country Park and Whitelee Access Project.	239	216	215		Target exceeded. 216 events have taken place during the year which promote health and wellbeing. This includes a range of activities which are set out in the Events Guides produced for each project.
Percentage of adult resident population engaging in cultural activities	88%	N/A	80%		The latest Household Survey Annual Report 2012 (published in August 2013) reports that 88% of adults were engaged in cultural activity in East Renfrewshire. The report shows that this was a decrease from the last available figures in 2009/10 of 92%. The report, however, outlines that the figure for 2012 cannot be directly compared with previous years due to changes in the wording of the cultural attendance and participation questions. Arts, learning and libraries are working to improve and develop a wide range of cultural opportunities, with greater emphasis being placed on measuring the impact of this work. The planning for the Barrhead Foundry will also provide opportunities to offer a greater range of cultural activity and outreach in the Barrhead area.
Number of smokers supported to successfully stop smoking	483	239	228		The most recent complete data is for <u>Apr-Nov 2013</u> and shows 254 quits against a target of 228 for this period.


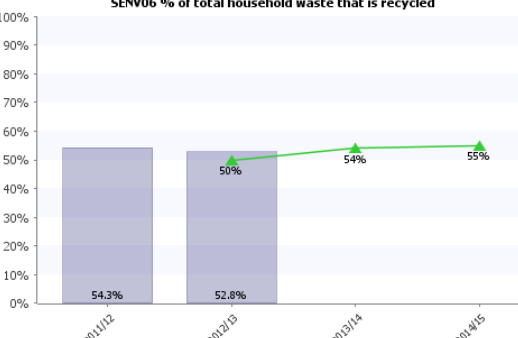
**SOA3 East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses to grow.**  20  2  0

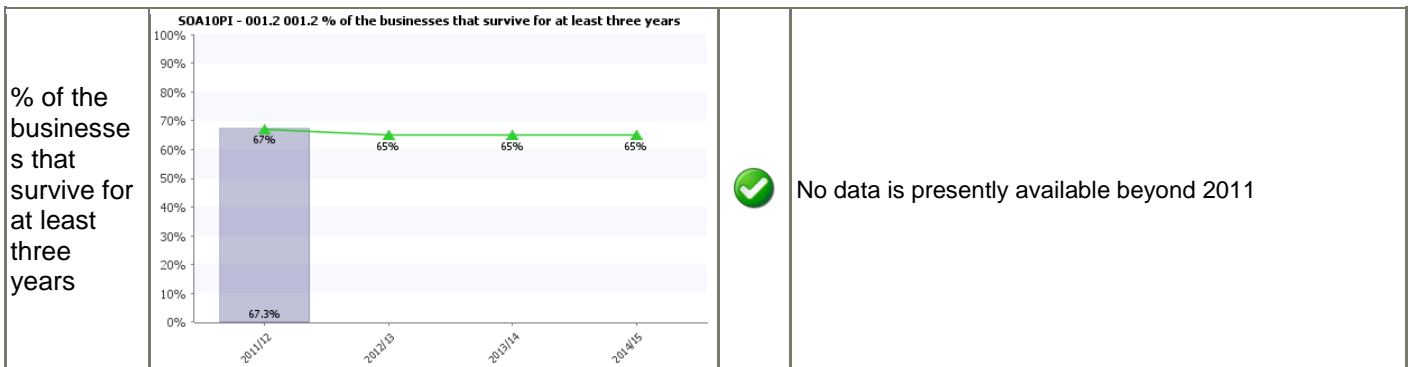
We are working to deliver economic recovery and growth for the area through our Place to Grow Vision – ‘Growing our Future’. Our vision aims to build on our strengths delivering high quality housing, education and green spaces. Investment in improving roads and enhancing infrastructure is an important priority, particularly the planned maintenance to ensure Council housing meets the Scottish Housing Quality Standard (SHQS), and the Barrhead Foundry expected to be complete in autumn 2014.

Improving our natural and built environment will improve the area for residents and visitors. Some of the key projects ongoing are making improvements to Rouken Glen Park and making bus routes more accessible. We also want to build on our events calendar to increase visitors in the area. We have great attractions, shopping districts, parks and restaurants and by encouraging more visitors we can attract inward investment.

The Community Planning Team works to ensure that East Renfrewshire has a full complement of community councils; that local community groups can access training and support, and that departments have access to information and training that will enable them to plan and undertake meaningful engagement activity that local people, groups and communities successfully influence. Various engagements have taken place in the last year including consultation on the review of the Scheme of Establishment for Community Councils as well as ‘Neilston Going Places’.

**Partnership Performance**

<p>Overall, how satisfied are you with East Renfrewshire as a place to live? (%of residents who are satisfied or very satisfied.)</p>	<p><b>CIRP001-SOA 008. Citizens Panel - Satisfaction with East Renfrewshire as a place to li</b></p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Satisfaction %</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>93%</td> </tr> <tr> <td>2012/13</td> <td>93%</td> </tr> <tr> <td>2013/14</td> <td>95%</td> </tr> <tr> <td>2014/15</td> <td>94%</td> </tr> </tbody> </table>	Year	Satisfaction %	2011/12	93%	2012/13	93%	2013/14	95%	2014/15	94%	<p> We have maintained high levels of satisfaction with East Renfrewshire as a place to live. Survey findings also indicate more than 2 in 5 respondents were “very satisfied” with the area (43%), suggesting there is likely to be a substantial proportion of residents who have a very positive attitude towards the Council area.</p>
Year	Satisfaction %											
2011/12	93%											
2012/13	93%											
2013/14	95%											
2014/15	94%											
<p>% of total household waste that is recycled</p>	<p><b>SENV06 % of total household waste that is recycled</b></p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Recycling %</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>54.3%</td> </tr> <tr> <td>2012/13</td> <td>52.8%</td> </tr> <tr> <td>2013/14</td> <td>54%</td> </tr> <tr> <td>2014/15</td> <td>55%</td> </tr> </tbody> </table>	Year	Recycling %	2011/12	54.3%	2012/13	52.8%	2013/14	54%	2014/15	55%	<p> Latest available data is for 2012/13. Benchmarking for 2012/13: best performing - 1st Quartile, 7th of 32.</p>
Year	Recycling %											
2011/12	54.3%											
2012/13	52.8%											
2013/14	54%											
2014/15	55%											
<p>% of council dwellings that meet the Scottish Housing Quality Standard</p>	<p><b>SHSN03 % of council dwellings that meet the Scottish Housing Quality Standard</b></p>  <table border="1"> <thead> <tr> <th>Year</th> <th>SHQS %</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>71.2%</td> </tr> <tr> <td>2012/13</td> <td>84.1%</td> </tr> <tr> <td>2013/14</td> <td>85%</td> </tr> <tr> <td>2014/15</td> <td>100%</td> </tr> </tbody> </table>	Year	SHQS %	2011/12	71.2%	2012/13	84.1%	2013/14	85%	2014/15	100%	<p> Year end figures are being validated to submit to the Scottish Housing Regulator. Confirmed figures will be available May 2014.</p>
Year	SHQS %											
2011/12	71.2%											
2012/13	84.1%											
2013/14	85%											
2014/15	100%											



## Council Performance

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

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Number of businesses which have grown through targeted business support.	36	61	20		Target exceeded. Supported through a variety of support schemes including business growth and employment. A total of 111 financial interventions to 61 businesses.
Number of tourist visits to East Renfrewshire (which includes day visitors)	395,230	N/A	460,500		Data not available at year end. Contract for supplier of this data is currently under review.

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

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Number of hectares of greenspace in East Renfrewshire improved.	2.75	2.75	2.6		Target exceeded. 2.75 hectares have been improved within the Barrhead Waterworks site and Dams to Darnley Country Park. At the Barrhead Waterworks Grow Wild funding of £100k was awarded for the creation of a community growing space within this long standing vacant and derelict site. As part of this, 1.5 hectares of land has been improved with the provision of new paths, growing spaces and construction of a "men shed" for community use. A further 0.5 hectares will be improved and reported in the future.
The length of paths newly created or managed (km).		9.2	6.5		Target exceeded. An 800m section of path has been constructed at the Barrhead Waterworks site. 400m of path has been constructed within Eastwood Park, Giffnock.


PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
					600m of pedestrian path/ cycle track constructed linking Barrhead to Paisley by Caplethill Road. Work on construction of the Whitelee Mountain Bike Trails is underway. Due to a delay in obtaining landowner agreements, works did not commence until January 2014 and will not be completed until June 2014. 2,350m of track has been constructed so far and the remainder will be reported in the next update.  The Parks Service has maintained 5 Km of paths within Dams to Darnley Country Park.
Number of schools maintaining Eco-schools Green Flag status	30	31	30		Of 37 schools registered 31 have current green flag status which is in excess of target.
Street Cleanliness Index	75	75	73		Target exceeded.

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






PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
% East Renfrewshire area covered by an active Community Council.	100%	100%	100%		On target.
% of groups receiving support from the Community Planning Team active after one year.	N/A	100%	100%		Target met. 100% of groups receiving support from the Community Planning Team this year are still active after one year.
% Citizens' Panel respondents who strongly agree/agree that they can influence decisions affecting their local area	35%	41%	33%		Exceeded target. There has been an improvement made in those responding who believe they can influence local decisions. Citizen Space is now up and running which is an online tool for residents to see what consultations are open.
Number of social enterprise organisations with earned income in excess of £100,000 employing more than five people.	27	27	22		Target exceeded. The combined income of the organisations is £23,665,244.

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

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 150 by 2017).	29	33	30		Target exceeded. 33 affordable housing units have been added to the supply in 2013/14. This has included a mix of new and existing homes. 14 new homes for social rent at Fenwick Road, Giffnock (Hanover Housing Association), and 8 new homes for shared equity sale in Waterfoot (Cala Homes). In addition Arklet and Barrhead Housing Associations have purchased 8 second hand homes 'off the shelf' to use for social rent and Barrhead Housing Association have purchased a home through the mortgage to rent scheme. Finally, 2 homes have been added to the affordable housing supply from the open market using the Scottish Governments shared equity scheme. On target to meet the cumulative target of 150 over 5 years starting from 2012, average of 30 per year.

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
% of council houses that are energy efficient	95.1%	99.9%	95%		On target to meet the 2015 Scottish Government deadline. The Housing Service has made significant progress to meet the SHQS. The Asset Management Plan is in place and a new IT system is in development to ensure the service can meet the 2015 target and maintain the standard thereafter.

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

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Increase in cycling, measured by the number of cyclists passing through 10 sites at peak travel times.	174	N/A	175		Not complete. Through the Cycling Action Plan for Scotland there is a target for all Local Authorities to have in place a strategy for cycling by March 2015. Working towards this, a new and more extensive programme of data collection will be employed from 2014/15.
% of Class A roads that should be considered for maintenance treatment	18.2%	21.6%	23.5%		Target exceeded.
% of Class B roads that should be considered for maintenance treatment	28.2%	28%	28%		Target met.
% of Class C roads that should be considered for maintenance treatment	34.5%	36.7%	36.8%		Target met.
The percentage of the road network that should be considered for maintenance treatment.	43.3%	43.5%	44.9%		Target met.



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

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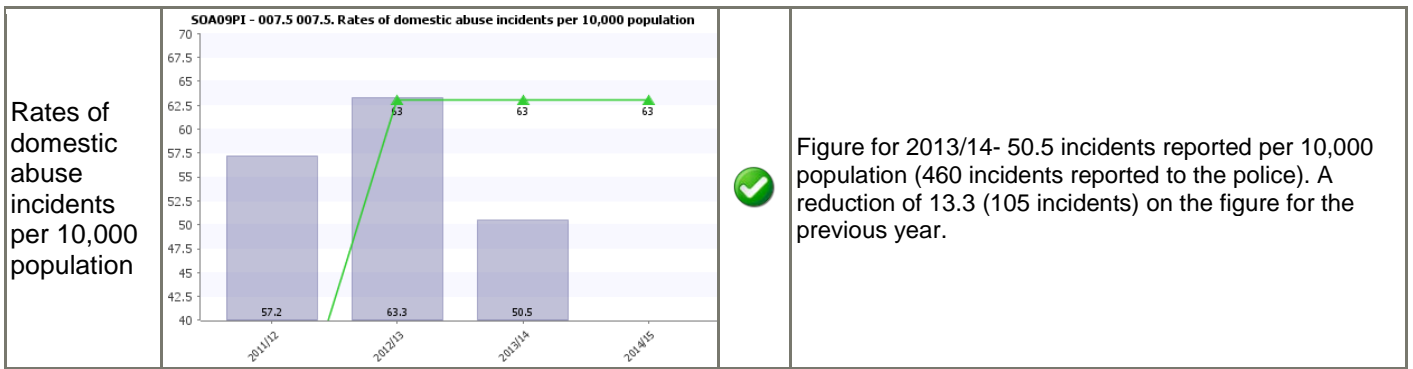
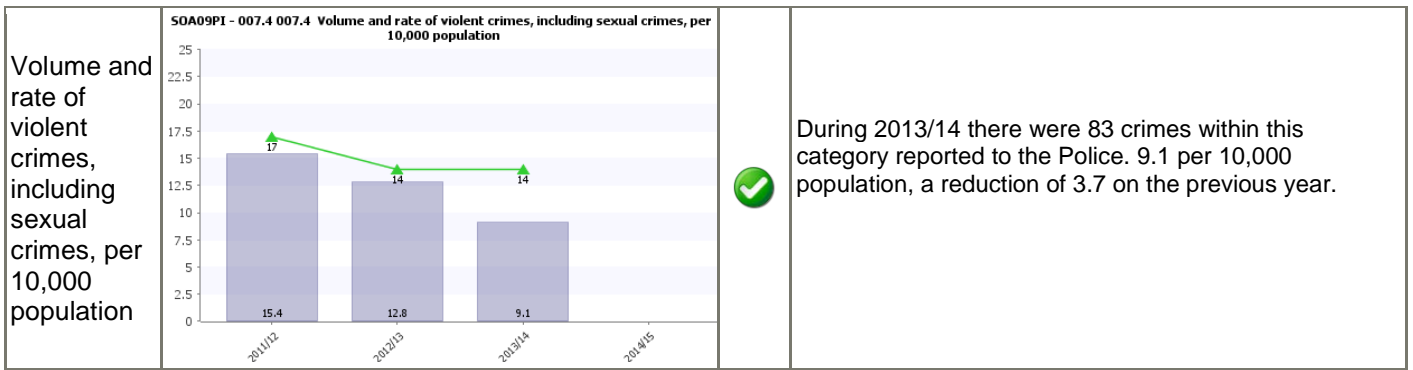
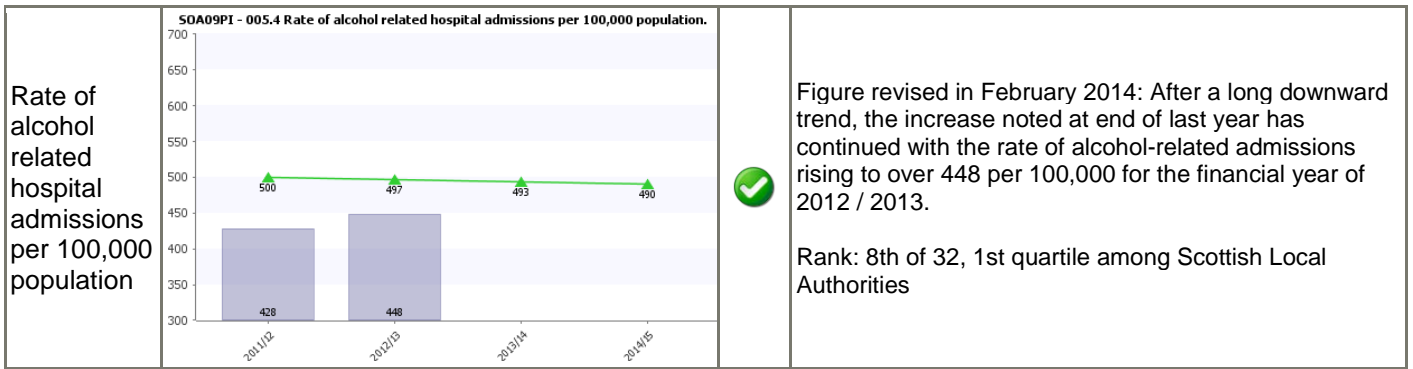
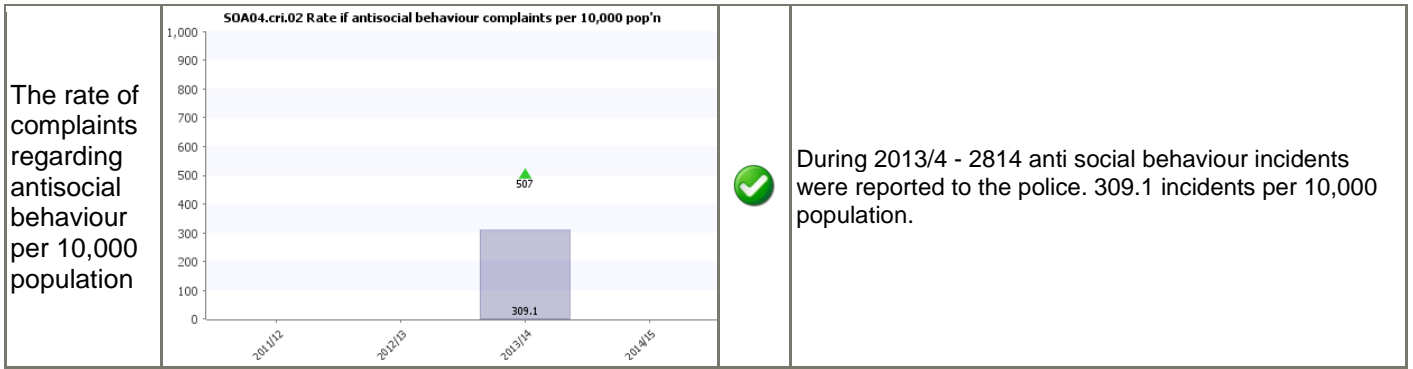
We work closely with our partners to further reduce levels of crime and anti-social behaviour in East Renfrewshire, as well as providing diversionary activities for young people at risk of taking part in anti-social behaviour. Our community warden team deter incidences of crime and anti-social behaviour by their visibility across the area and the Community Safety Unit responds to complaints of domestic noise. In April 2013 the Community Safety service took on responsibility for parking enforcement within East Renfrewshire with the transfer from the local police to the Council's community wardens.

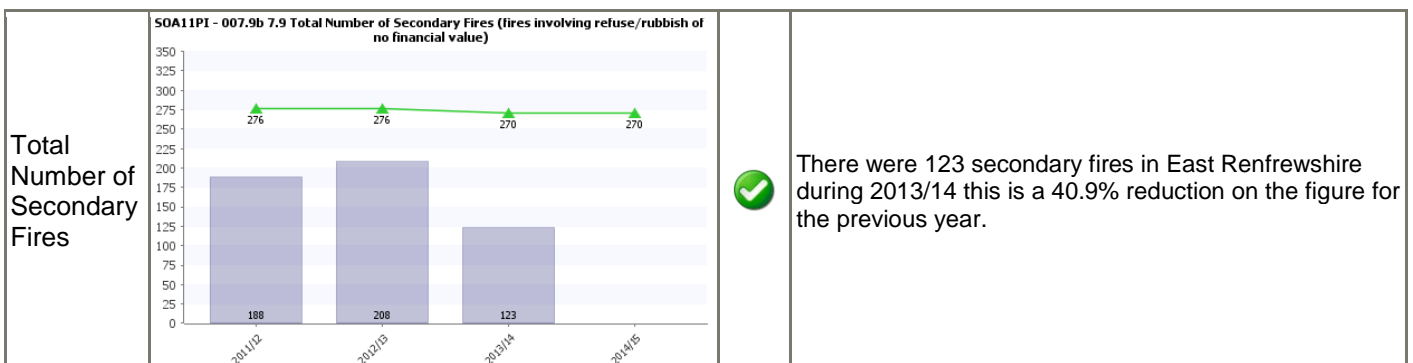
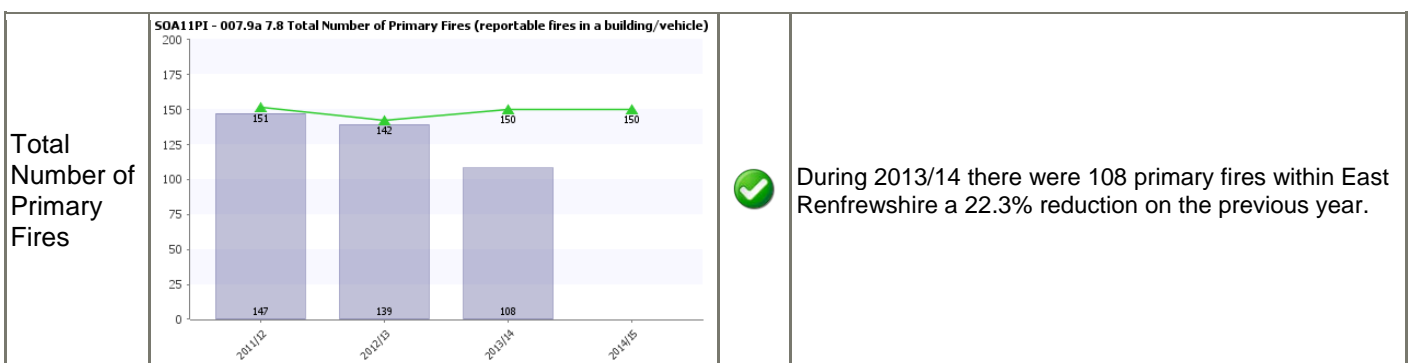
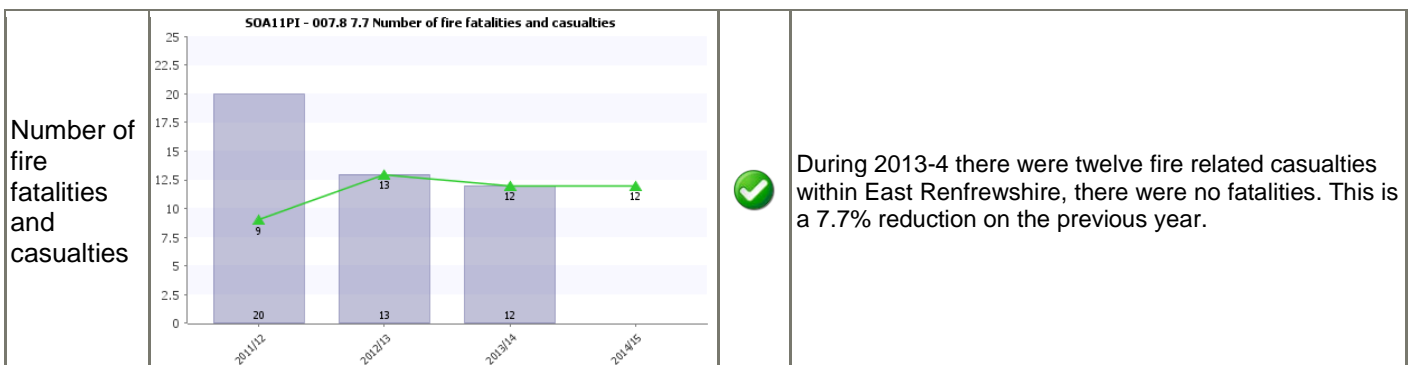
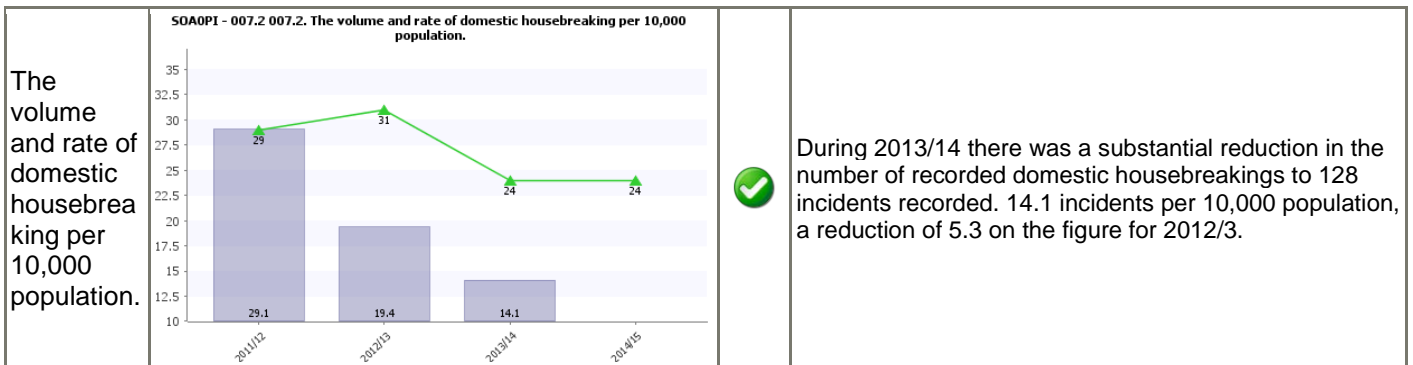
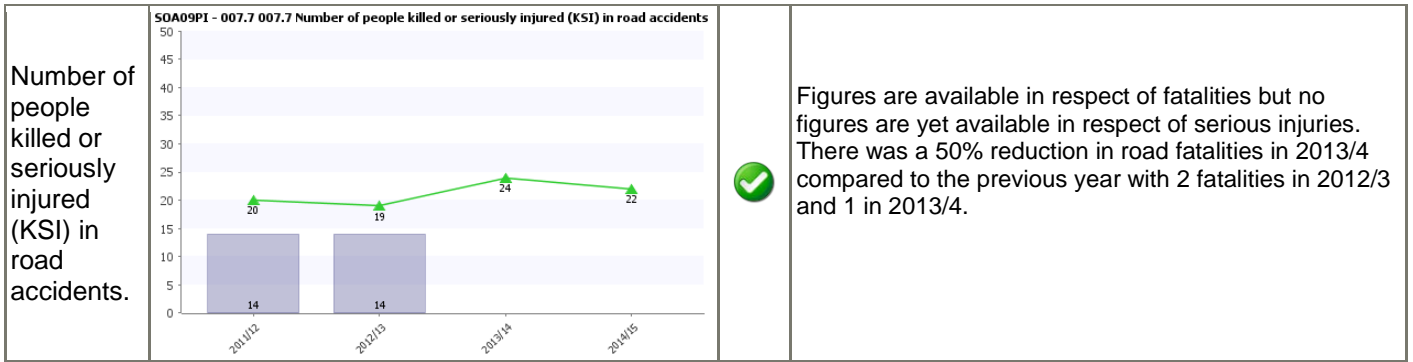
We are committed to working with partner organisations to help support vulnerable residents make positive life choices and work with Alcohol Focus Scotland in implementing a community development approach to alcohol related harm in Neilston. We want to keep our young people safe from harm and continue to work with local businesses to ensure they implement 'challenge 25' which will reduce the number of illegal sales of alcohol and tobacco to young people.

A key focus developing our approach to self-directed support which is focusing on individual needs and providing services which are about tackling issues early on rather than responding to a crisis. The approach also gives people the power to manage their own lives and direct and control what support they receive. This type of approach allows our residents to enjoy a better quality of life and live as independently as possible.

### Partnership Performance

<p>Drug-related deaths per 100,000</p>	<p>CHCP-ADP-01 Drug-related deaths per 100,000</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Rate per 100,000</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>3.4</td> </tr> <tr> <td>2012/13</td> <td>5.4</td> </tr> <tr> <td>2013/14</td> <td>4.6</td> </tr> <tr> <td>2014/15</td> <td>4.6</td> </tr> </tbody> </table>	Year	Rate per 100,000	2011/12	3.4	2012/13	5.4	2013/14	4.6	2014/15	4.6	<p>Figures revised in February 2014. There were 5 drug related deaths in the East Renfrewshire area over 2012.</p> <p>Benchmarking: 3rd quartile among Scottish local authorities, ranked 24th of 32.</p>
Year	Rate per 100,000											
2011/12	3.4											
2012/13	5.4											
2013/14	4.6											
2014/15	4.6											
<p>Number of suicides per 100,000 population.</p>	<p>SOA09PI - 006.3 Number of suicides per 100,000 population.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Rate per 100,000</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>11.01</td> </tr> <tr> <td>2012/13</td> <td>10.98</td> </tr> <tr> <td>2013/14</td> <td>7.7</td> </tr> <tr> <td>2014/15</td> <td>7.7</td> </tr> </tbody> </table>	Year	Rate per 100,000	2011/12	11.01	2012/13	10.98	2013/14	7.7	2014/15	7.7	<p>Suicide rate has reduced marginally in 2012 compared with 2011. There were 10 deaths from suicide and undetermined intent during 2012. The five year rate stands at 10.7 against Scotland rate of 14.9 and NHSGGC rate of 16.9. East Renfrewshire remains in the lowest quartile for suicide rate but the rate is well above target.</p>
Year	Rate per 100,000											
2011/12	11.01											
2012/13	10.98											
2013/14	7.7											
2014/15	7.7											
<p>The rate of common and serious assaults per 10,000 population</p>	<p>SOA04.cri.01 Rate of common &amp; serious assaults per 10,000 pop'n</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Rate per 10,000</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>44.6</td> </tr> <tr> <td>2012/13</td> <td>40.6</td> </tr> <tr> <td>2013/14</td> <td>44.4</td> </tr> <tr> <td>2014/15</td> <td>40.2</td> </tr> </tbody> </table>	Year	Rate per 10,000	2011/12	44.6	2012/13	40.6	2013/14	44.4	2014/15	40.2	<p>During 2013/4 there were 368 common and serious assaults reported to the police. 40.4 per 10,000 population. In 2012/3 there were a total of 406 crimes in this category- 44.6 per 10,000 population. This year saw a reduction of 4.2 crimes per 10,000 population.</p>
Year	Rate per 10,000											
2011/12	44.6											
2012/13	40.6											
2013/14	44.4											
2014/15	40.2											





## Council Performance

<b>01 Communities experience fewer incidents of vandalism, street disorder and anti-social behaviour.</b>					
PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Percentage of Diligence Testing (Previously known as Integrity testing) carried out at all appropriate retail tobacco sellers in East Renfrewshire (excluding those who also sell alcohol as they have been tested in the last 2 years).	N/A	100%	100%		Complete. All relevant premises were Diligence tested. This resulted in the need to Formally test purchase in 12 premises.
Percentage of out of hours domestic noise complaints resolved by the Community Wardens at first point of contact.	95%	95%	94%		During 2013/14 there were 680 Domestic noise calls, 474 which required attendance on site by the Community Wardens. 95% of all domestic noise calls were resolved at first point of contact.
Percentage of anti-social behaviour reports recorded as resolved by the Anti-Social Behaviour Incident Team at first point of contact.	78%	78%	78%		During 2013/4, 78% of anti social behaviour reports were recorded as resolved by the anti social behaviour team at the first point of contact.
% of antisocial behaviour incidents resolved to the satisfaction of complainant	94%	95%	95%		95% of all anti social behaviour incidents attended by the Community Safety Officers (Wardens) have been resolved to the satisfaction of the complainer/reporter. Weekly multi agency 'Greater Results in Partnership' meetings now are pivotal in addressing anti social behaviour issues speedily. Joint anti social behaviour patrols with Police Officers and Community Safety Officers (Wardens) patrolling hotspots together on Friday and Saturday evenings is helping to deter anti social behaviour in these areas.
The cost of vandalism to council properties (aim to minimise).	£55,766.00	£48,082.00	£75,000.00		The total cost of vandalism to Council properties during 2013/4 was £48,082 a 13.8% reduction in the figure for the previous year.
<b>02 Community safety and public protection is safeguarded.</b>					
PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days - New Disposal baseline to be established in Y1.	91.3%	89.45%	80%		There are on average 96 placements per annum and current performance is meeting expected levels commencing to timescale. This can be affected by disposals from Courts in other parts of Scotland.
Community Payback Orders - Percentage of unpaid work placement completions within 6 months.	82.6%	88.45%	80%		During the course of 2013/14 over 90 per cent of unpaid placements have been completed within timescale. Around 90 orders are completed in the course of a year.
One year reconviction frequency rate - the average number of reconvictions within 12 months from the date of the index conviction per 100 offenders.	31.1	N/A	44		In previous years this measure has been available for Renfrewshire and East Renfrewshire combined and involving Paisley Sheriff Court only. Reporting has been developed locally to replicate the National Performance Framework measure during 2013/14. The reconviction rate per 100 offenders for East Renfrewshire is 31.1 for the 2012/13 baseline year. This is substantially lower than the most recent national rate of 50.2 and compares well with the North Strathclyde Community Justice Authority performance of 46.7.

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

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Percentage of people involved in Adult Support and Protection reporting reduced risks at review of welfare plan.	62.5%	63%	65%		27 of 43 risks identified were reduced.
Percentage of repeat referrals to Domestic Abuse Referral Group (DARG).	29.8%	N/A	33%		The target for this measure has been met for 2012/13. During 2013/14 the arrangements for inter-agency working on domestic abuse between Police Scotland and East Renfrewshire CHCP have been revised in line with the development of the hub model and new information systems for managing responses to vulnerable people. Revised measures will be developed.
Average number of working days to complete adult support and protection enquiries.	5	5	5		320 inquiries per annum.
Average number of working days taken to complete adult support and protection investigations.	6.5	5	10		On average investigations were completed in 5 days during 2013/14, this is an improvement on 6.5 in 2012/13.

**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.**


PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Percentage of community alarm calls responded to and resolved on first point of contact.	100%	100%	100%		During 2013/14 the CCTV control room handled 114,253 community alarm activations all of these were resolved at the first point of contact.
% of Telecare clients stating Telecare has made them feel safer at home.	94.6%	94.7%	90%		94.7% of Telecare clients in 2013/4 believed that Telecare has made them feel safer at home.
INCREASE - Number of people self directing their care through receiving direct payments and other forms of self-directed support.	199	274	200		The number of people self-directing their support has continued to increase during 2013/14 rising to around 270 from just under 200 at year end 2012/13.
Percentage of people with learning disabilities with an outcome-focused support plan.	50%	86%	51%		Outcome-focused support plans are now in place for 276 of the 321 people with learning disabilities known to the CHCP.

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

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
People reporting 'quality of life for carers' needs fully met (%)	69.0%	70.4%	69.0%		Of 258 reviews.


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

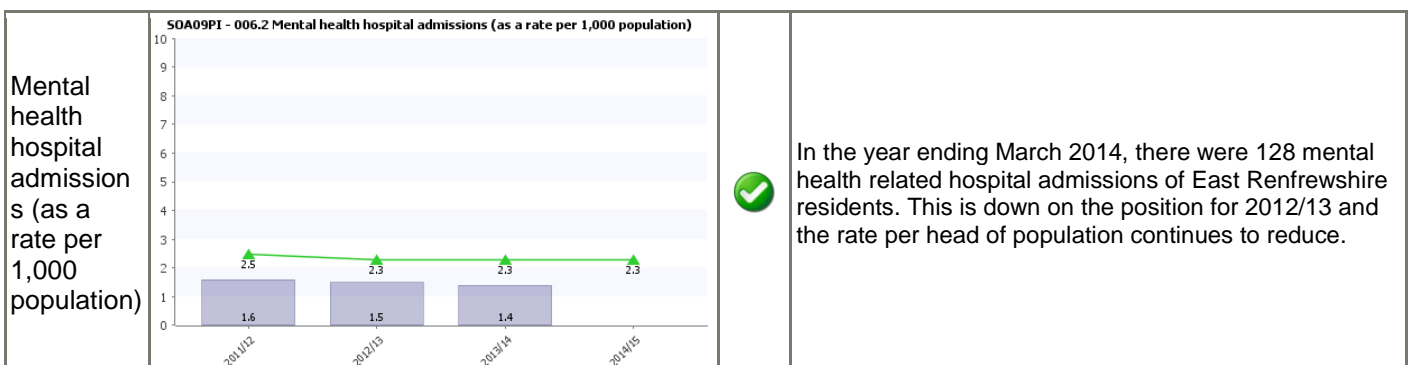
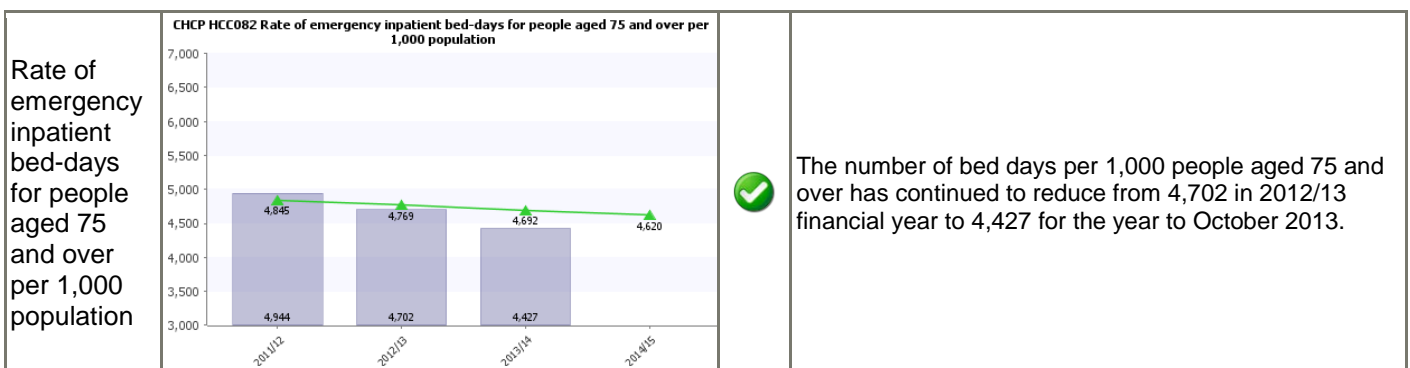
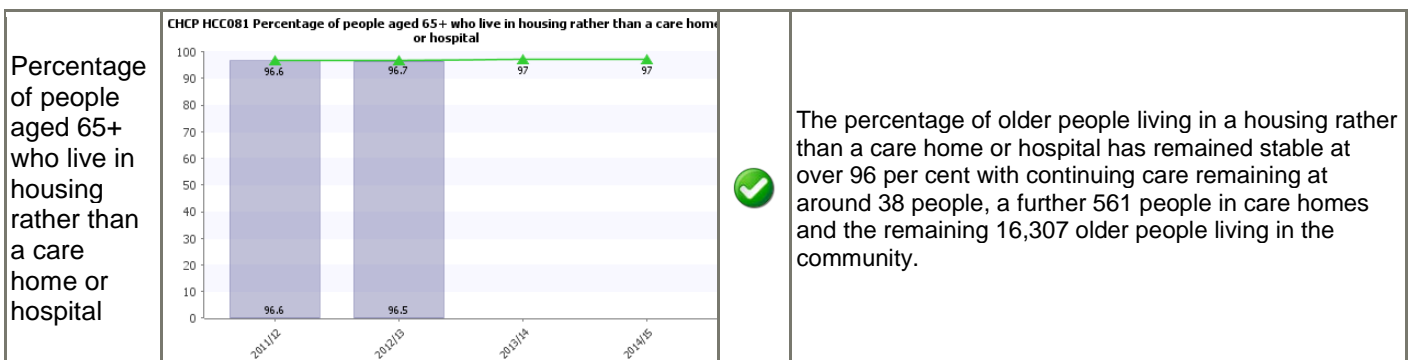
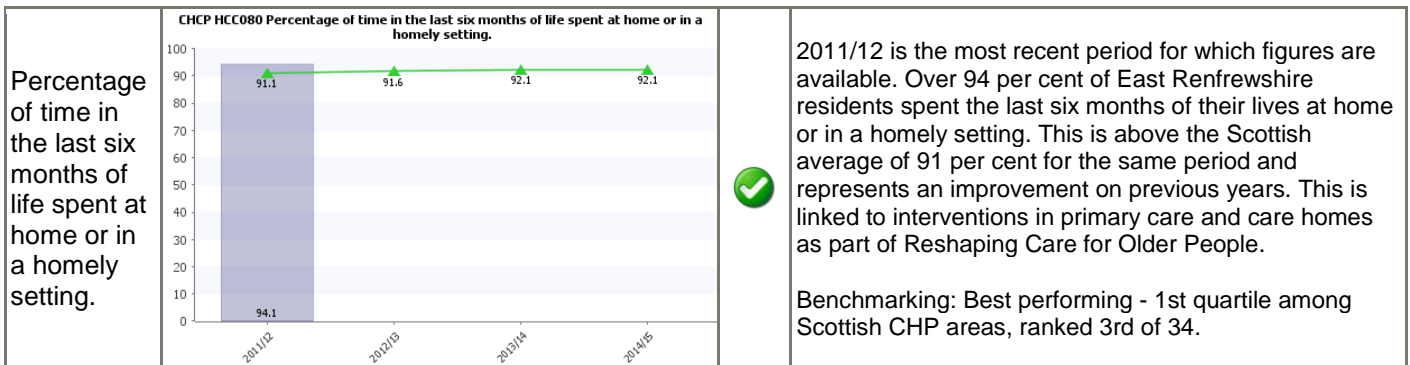
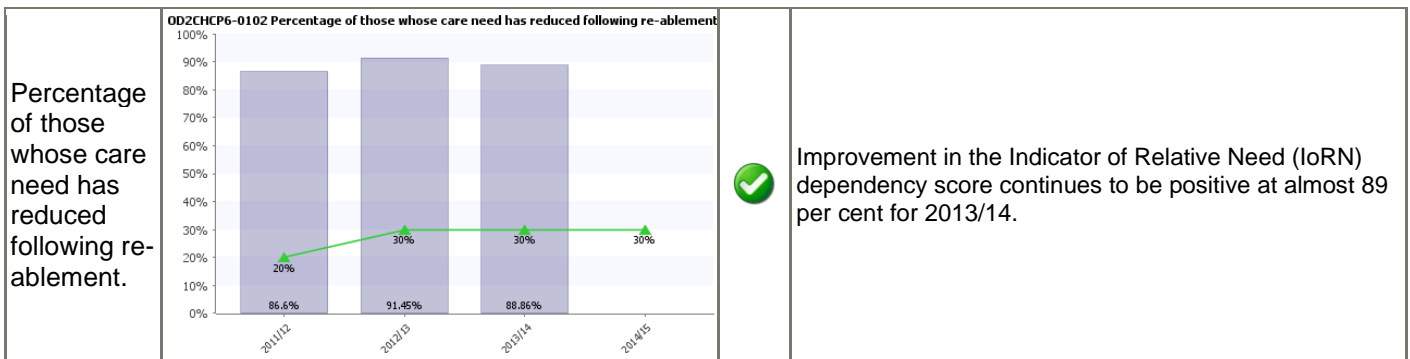
PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
% of service users moving from treatment to recovery service	10.3%	11.9%	11%		Baseline position established for first full year of operation of recovery service with 10.3% moving from treatment to recovery service. Target for performance in future years agreed during 2013/14 with expected increase to 14 per cent by 2016. Current performance is 11.9% of people moving from drug treatment to recovery and this has exceeded the target for 2013/14 of 11%.

**SOA5 Older people in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives for longer.**  13  0  1

Meeting the needs of East Renfrewshire's ageing population continues to present us and our partners with challenges. A key focus is 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 make sure that residents have choice and control over their care and support and are offered a range of self directed support options. More of our residents have control over the care they receive though we aim to further increase the take-up of self directed support options. The proportion of our residents with intensive support needs who receive care at home is also high. We have in place a Reshaping Care for Older People Change Plan and are committed to supporting our older population. We are developing our approach to self directed support which allows our residents to enjoy a better quality of life and live as independently as possible.







**Partnership performance**

<p>People waiting more than 28 days to be discharged from hospital into a more appropriate care setting</p>	<p><b>CHCP HCC013a Delayed discharge: people waiting more than 28 days to be discharged from hospital into a more appropriate care setting</b></p> 	<p> As at Census point in February 2014 there were no East Renfrewshire residents experiencing a stay in hospital beyond 28 days once medically 'fit for discharge'.</p>
<p>People reporting 'having things to do' needs fully met (%)</p>	<p><b>CHCP HCC065 People reporting 'having things to do' needs fully met (%)</b></p> 	<p> 2013/14 has seen some improvement in the percentage of people with 'having things to do' personal outcomes fully met with this rising from just less than 68 to 71 per cent. This may be linked to work being taken forward across partners through Reshaping Care for Older People and the focus on developing community capacity and assets.</p>
<p>People reporting 'staying as well as you can' needs fully met (%)</p>	<p><b>CHCP HCC067 People reporting 'staying as well as you can' needs fully met (%)</b></p> 	<p> The percentage of people with their Talking Points - Personal Outcomes fully met in relation to the 'staying as well as you can' theme has remained relatively stable in 2013/14 with a slight increase from just over 77 to just under 78 per cent.</p>




## 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.




PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Delayed discharges bed days lost to delayed discharge	5,171	2,445	2,412		During 2013/14, delayed discharge bed days reduced by 49.4 per cent on the baseline year 2009/10 with a reduction from 4,829 to 2,445 (from 402 to 204 days per month).
People reporting 'seeing people' needs fully met (%)	77.5%	82.0%	73.5%		The 'seeing people' Talking Points - Personal Outcomes fully met measure has improved during 2013/14 rising from 77% in 2012/13 to 82%.
People reporting 'feeling safe' needs fully met (%)	94.6%	97.5%	94.0%		The 'feeling safe' Talking Points - Personal Outcomes measure shows improvement on last year rising from just under 95% in 2012/13 to over 97.5% in 2013/14.
People reporting 'living where you want to live' needs fully met (%)	89.3%	94.4%	87.5%		The Talking Points - Personal Outcomes measure for people 'living where they want to live' has improved on last year, rising from under 90% to 94% fully met.
People reporting 'being respected' needs fully met (%)	94.9%	96.2%	94.0%		The percentage of people reporting their Talking Points - Personal Outcomes being fully met in relation to 'being respected' has improved on last year rising from just under 95% to just over 96%.
Percentage of those whose care need has reduced following re-ablement.	91.5%	88.9%	30%		Improvement in the Indicator of Relative Need (IoRN) dependency score continues to be positive at almost 89% for 2013/14.

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











PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Citizens' Panel respondents reporting that we live in a community that supports older people.	52%	53%	N/A		This has increased slightly since 2012-13 and is further improvement on 2010-11 baseline figure of 51%.










## Section 2- Customer, Efficiency and People Outcomes

**Customer: Our residents are well informed, enabling them to access accountable and responsive services.**  13  1  2

We work to put the customer at the heart of everything we do and are committed to listening to the views of our residents. We carry out an annual Citizens' Panel survey, which includes a range of questions about satisfaction with Council services and current topical issues such as how the economy is affecting residents. We also ensure complaints about our services are responded to efficiently and effectively, and that we use this feedback to improve our services in the future. Our focus is on improving the experience of our customers by simplifying our processes and making more available online.

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Average time in working days to respond to complaints at stage one (frontline resolution).	N/A	3.5	5		We continue to perform well in relation to the handling of complaints and perform within the target timescales set by the SPSO (note when excluding extensions, this falls to 3.4 average days).
Average time in working days to respond to complaints at stage two (investigation).	N/A	11.1	20		We continue to perform well in relation to the handling of complaints and perform within the target timescales set by the SPSO (Note this falls to 10.9 when excluding extensions).
Average time in working days to respond to complaints after escalation (investigation).	N/A	10.3	20		We continue to perform well in relation to the handling of complaints and perform within the target timescales set by the SPSO (Note this falls to 9.8 when excluding extensions).
Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is efficient.	70%	77%	73%		There has been a marked increase in the proportion of residents who feel the council is efficient and target has been met.
Number of complaints received per 1,000 population.	N/A	18.1	N/A		There were 1,648 complaints received in total in 2013-14.
% of parents reporting they are happy with their child's school	N/A	97%	N/A		Questionnaires have been collated from 22 establishments. 956 questionnaires were completed by parents. Questionnaires will be completed in a further 7 establishments by the end of session 2013-14. 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	89%	94%	91%		Target exceeded. The results provided are based on the response of service users only. Previous results included the opinions of all respondents whether they had used the service or not.
Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is customer focused.	75%	78%	76%		Respondents who believe the council is customer focused has improved from last year and is now exceeding our target.
Citizens' Panel results - percentage who think the Council provides enough information on how services are performing?	42%	44%	50%		More panel members felt that the council provided enough information on its performance than last year, although target has not been met. A recent review and upgrade of performance related pages on the council's website was recently carried out and we would hope to see this indicator improve in future.
% of the 18 service standards that are achieving the set standard (council wide).	90.9%	83.3%	100%		Of 18 council wide service standards two were not met, and one partnership service standard applicable across three different services was only partially met. Improvement activity has been identified and the service standards are due for review in 2015.












PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Citizens' Panel: % of service users rating libraries service as very good/good	98%	90%	87%		Target achieved. The drop in satisfaction levels was expected in 2013/14 due to the closure of Barrhead library in June and Giffnock library in August. Both were replaced with much smaller temporary libraries. Giffnock library has now reopened. The temporary Barrhead library will be in place until early 2015 when the Barrhead Foundry opens. It is anticipated that satisfaction levels will increase over the next 2-3 years.
Citizens' Panel: % of service users rating sport and leisure facilities as very good/good	79%	85%	76%		The re-opening of a redeveloped sports facility in Eastwood High School will have contributed to a positive result.
Citizens' Panel results - Percentage of all respondents rating wheeled bin refuse collection as very good/good	88%	82%	85%		Target narrowly missed. To improve, Managed Weekly Collections (Phase 2) was completed in January 2014. A project is also underway in 2014/15 to review route efficiencies for waste and recycling collection, taking into account data collected from the new customer complaints process.
Citizens' Panel results - Percentage of all respondents rating street cleaning and litter patrol as very good/good	61%	64%	56%		Target exceeded. A target project in 2013/14 has seen improved perception of the service and a significant reduction in customer complaints.
Star rating for council website (SOCITM)	2	4	3		SOCITM report was received during qtr 4 and our score has risen from 2 stars to a 4 star website which is the highest score that can be achieved. ERC was also highlighted for having several areas of best practice.
Number of complaints upheld or partially upheld by Scottish Public Service Ombudsman.	1	1	0		SPSO made a recommendation in respect of this complaint.
% of council buildings in which all public areas are suitable for and accessible to disabled people	85.1%	83%	85%		Complete for 2013/14. Total number of properties has reduced to 86 causing the percentage dip.

**Efficiency**  17  1  2











We are committed to delivering services that are best value for money and since the Public Service Excellence programme was established in 2009, over 50 projects have been deployed and it is anticipated that cumulative recurring savings of £4.2 million will have been realised by the end of 2013/14.










The new forward plan for change will highlight the importance of projects and programmes aimed at modernising the way we work across the Council. This will involve a challenging transition to agile working; growing the business skill set of existing staff; further simplification and standardisation of processes; and making better use of technology so that we work smarter and services are quicker, cheaper and easier for customers to access. Increased skills in project and programme management throughout the Council, and strengthened governance, will be fundamental to our future success. These projects are crucial in our aim to protect frontline services and minimize the impact of savings on the public. Further detail will be brought forward in the Annual Efficiency Statement in August.










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




PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
% of telephone calls to Customer First between 8am and 6pm answered on first call.	84%	85%	85%		Managed to maintain target in spite of seasonal variations.
% of all customer requests which are dealt with at the first point of contact by Customer First.	86%	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. Three CSOs can now carry out registrations.
Percentage of planning applications received online.	37.39%	42.7%	40%		Target exceeded. A total of 859 planning applications were received of which 367 were received online
Average time between time of noise complaint and attendance on site (hours)	0.7	0.78	1		Target exceeded. Slight increase from previous year but target still achieved, average response time under 1 hour.
Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours)	0.79	0.36	1		Target exceeded. Significant improvement on 2012/13 results.
Percentage of income due from council tax received by the end of the year %	97.6%	97.85%	97.7%		East Renfrewshire Council ranked 4th best position for council tax income collection. Council Tax collection levels have improved again during 2013/14 and it is anticipated that the level of 97.85% will be one of the highest in the country for this year.
Percentage of invoices sampled that were paid within 30 days %	80.1%	79.5%	83%		The performance indicator excludes housing benefit payments and school invoices. A review of creditors is underway and will be completed Summer 2014.
Current tenants' arrears as a percentage of total rent due %	9.5%	9.76%	9%		Rent arrears at 31 March 2014 were 9.76% with under occupancy charge arrears accounting for around 0.7% of the arrears.
% of council rent that was lost due to houses remaining empty	1.8%	1.3%	1.3%		Target met.
% of repairs completed by the council within target time	87.4%	93%	92%		Target exceeded.
% of trading standards business advice requests that were dealt with in 14 days	100%	100%	100%		Target met. All 306 business advice requests were dealt with within 14 working days.

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

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
Community Payback Orders - Percentage of new disposal reports allocated within 24 hours	100%	100%	100%		On average 250 reports per annum. All reports allocated to timescale for period.
Total building maintenance requirement (backlog) per square metre of Gross Internal Area.	£88.23	£80.89	£91.53		Completed for 2013/14.
Nil qualifications on the accounts given by External Audit	Yes	N/A	Yes		The Annual Accounts for 2012/13 were audited with nil qualifications. The outcome of the 2013/14 accounts will not be available until Sept 2014.
Percentage of services covered by an internal and/or external self-assessment model including How Good Is Our Service (HGIOS)	98%	98%	100%		All assessments for 2013/14 HGIOS programme are completed, Business Support and Community Facilities were excluded due to service reviews and restructures.
Cost per attendance at sports facilities £	£7.44				Costs are high in comparison to the national average of £3.82. However nationally different models of service delivery operate, including the use of leisure trusts. In ERC leisure facilities are operated by the council and costs indicators reflect full operational costs. 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. Extensive work is underway to review how our sports facilities/services are operated and to reduce costs.
Cost per library visit £	£3.88				Whilst there continues to be a downward trend, costs remain relatively high when compared to the national average of £3.31. Further work is being done to review and reduce operating costs. Whilst there has been some disruption associated with development works, the resulting improved facilities should increase visitor numbers without a significant corresponding cost increase.
Cost of parks & open spaces per 1,000 population £	£20,960.00	N/A			Figures not available until June 2014.
Cost per primary school pupil £	£4,647.00				The marginal increase in costs since 2011/12 reflects relative budget protection afforded to schools during this period. Our costs are lower than the national average of £4,752 reflecting the efficient use of resources to achieve our outcomes.
Cost per secondary school pupil £	£6,435.00				The marginal increase in costs since 2011/12 reflects relative budget protection afforded to schools during this period. Our costs are around the national average of £6,427 reflecting the efficient use of resources to achieve our outcomes.
Cost per pre-school place £	£4,249.00				Costs are high in comparison to the national average of £3,106. This reflects investment in this area to give children a good start in life e.g. all children in pre5 establishments have access to teachers and Child Development Officers to help provide quality learning experiences.






The gross cost of "children looked after" in residential based services per child per week £	£6,455.00				Increased cost in residential provision has meant our ranking on this measure fell from 20th to 30th. 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. Across Scotland the average is £2,928. Our benchmarking family group equivalent for 2012/13 is £3,807 - although two of our comparators had no provision for that year and this will affect unit costs.
The gross cost of "children looked after" in a community setting per child per week £	£108.00				We have substantially improved upon our position relative in Scotland between 2011/12 and 2012/13 moving from 20th to 30th in ranking. Overall the unit cost for looked after children in community settings per week in Scotland is £250 for 2012/13. Our local position is £108 while the family group average is £294. This reflects our positive balance of care with 95 per cent looked after in community settings.
Balance of Care for looked after children: % of children being looked after in the Community	95%				Our balance of care for looked after children is extremely positive with 95 per cent of children being looked after at home. On this measure we rank first in Scotland where the average across all areas is 91 per cent. Our family group comparators have a looked after in the community percentage of 88.
Support services as a % of total gross expenditure	5%				The most recent information for this indicator is for 2012-13. Our relative position to other Scottish councils has improved 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.
Corporate and democratic core costs per 1,000 population	£29,100.00				The most recent information for this indicator is for 2012-13. Our costs have reduced and we have progressed to the second quartile when compared across Scotland.
Cost of collecting council tax per dwelling £	£7.01	N/A	£10.00		The information for cost of collecting council tax will be available July 2014.  East Renfrewshire Council Ranked 2nd cheapest for cost of collecting council tax in 2012/13. East Renfrewshire £7.01 (South Lanarkshire £16.75 Inverclyde £14.86 Renfrewshire £13.40 North Lanarkshire £13.95 )
Proportion of operational buildings that are suitable for their current use %	78.6%	79.5%	77%		Completed for 2013/14. Benchmarking: not available for 13/14 data. For 12/13 = 3rd quartile 23 of 32, Scottish national average = 75.9%
Proportion of internal floor area of operational buildings in satisfactory condition %	75.7%	79%	77%		Completed for 2013/14. Benchmarking: not available for 13/14 data. For 12/13 = 4th quartile, 26 of 32, Scottish national average = 75.7%
Local developments - Average time (weeks) to deal with applications	8.3	7.2	8.4		Target exceeded.

Gross waste collection cost per premises £	£96.27	N/A			Data not available until June 2014.
Gross waste disposal cost per premises £	£77.00	N/A			Data not available until June 2014.
Cost of street cleaning per 1,000 population £	£7,327.00	N/A			Data not available at year end. Latest available data is for 2012/13.
Road cost per kilometre £	£18,646.00	N/A			Data not available at year end. Latest available data is for 2012/13. This indicator is part of the Local Government Benchmarking Framework. The indicator relates only to Revenue expenditure. As East Renfrewshire includes the majority of its resurfacing expenditure in the Revenue budget, with most other Councils denoting their resurfacing as Capital, a true comparison cannot be made. This indicator is being reviewed at present.
Cost of trading standards and environmental health per 1,000 population £	£14,105.24	N/A			Data not available at year end. Latest data available is for 2012/13. Increase in costs for 2012/13 can be attributed to re-allocation of £169k for Money Advice from Environment Support to operational costs within Trading Standards. £103k of contributions made by Chief Executives Community Resources to Citizens Advice Bureau was also moved to Trading Standards as per the requirements of the Local Financial Return guidance.
Cumulative recurring efficiency savings from PSE projects (£)	£3,433,000	£4,199,000	£4,074,000		Target has been exceeded.
Home care costs for people aged 65 or over per hour £	£9.77				At £9.77 we have the second lowest unit cost for home care in Scotland on this measure. This is against a national average of £20.41 and a maximum of £43.11. For our benchmarking 'family group' the average unit cost is £25.10. There are many factors that contribute to variance in unit cost for home care delivery, including rurality among some of our comparator areas.
Direct payments spend on adults 18+ as a % of total social work spend on adults 18+	2.4%				The Self Directed Support measure is presently limited to spending on Direct Payments only. This is recognised by the Improvement Service and it is expected that definitions will be revised in line with broader scope of options under new legislation. The current definition may lead to significant underreporting at local level, e.g., Independent Living Fund elements within packages. As context, it should be borne in mind that considerable progress has been made in increasing the number of people self-directing with an increase from 98 to 188 people between 2011/12 and 2012/13. This is an increase of almost 92%. The national increase over that period is 7%.
% of people aged 65 or over with intensive needs receiving care at home	40.9%				The data for home care refers to people receiving 'intensive home care' (i.e., 10 hours or more per week). This measures the proportion of service users with medium to high number of hours per week. The measure does not take into account current policy aimed at increasing the focus on prevention, rehabilitation and re-ablement. While the rank position on the measure is from 5th to 10th, the actual reduction in the proportion of people with intensive home care is from 42% to 40.9%. It should be noted that there has been no reduction in provision of home care which has kept pace with the population and the flexibility of service has been maintained.

People  0  0  2

We recognise the need to invest in our people, seek their feedback, and ensure they are able to work efficiently and effectively. We are focused on developing our workforce planning arrangements, in particular our plans to make the most of technology. This will further enable us to provide a more efficient service to local residents and more effectively meet our outcomes for the local area. We offer a comprehensive programme of in house training for staff to maximise their skills and capabilities to deliver effective, fair, efficient services. To ensure that staff are able to communicate their views on key issues affecting them the Council undertakes an annual Council wide employee survey to give all employees an opportunity to have their say on their work and working environment.

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

PI Description	2012/13	2013/14	2013/14	Status	Notes and benchmark
	Value	Value	Target		
% of ERC staff with a PRD in place	77%	81%	100%		Although the completion rate is disappointing it is an increase from the previous year and our best ever completion rate to date.
'I would recommend the Council as a good place to work' - Percentage of employees who agreed or strongly agreed.	78%	66%			There has been a reduction in the percentage of staff who recommend the Council as a good place to work. This is accounted for by an increase in the number of staff selecting neither/nor rather than a significant increase in those disagreeing. This figure will be monitored and more detailed departmental and service level data considered by managers to highlight any issues.
'I know my job contributes to the Council's objectives' - Percentage of employees who agreed or strongly agreed.	91%	83%			The decrease in this percentage is largely accounted for by an increase in the number of staff selecting neither/nor rather than an increase in those disagreeing. It is hoped that the launch of our new corporate statement and short film outlining how individual job roles contribute to the councils objectives will improve this figure in future.
'I have a clear understanding of the Council's objectives' - Percentage of employees who agreed or strongly agreed.	81%	80%			Results have remained broadly consistent over the last 3 years and show that around four out of five staff have a clear understanding of council objectives.
Sickness absence days per employee	9.5	10.4	8.5		This indicator is part of the Local Government Benchmarking Framework and we will be working to achieve our target.

## Annex 2 - Annual Complaints Monitoring Report - 2013-14

### High level results

- From April 2013 all Scottish councils are required to monitor and report their performance against a suite of high level indicators to meet Scottish Public Services Ombudsman (SPSO) requirements.
- We received 1,648 complaints in 2013-14. This ranged from 1,238 (75%) in Environment Department to 49 (3%) in the former Finance Department (Note CHCP follow separate statutory complaints procedures currently under review and are not included in these figures).
- The majority of complaints were regarding standard/quality of service. The majority of complaints were responded to by providing more information.
- 94% 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.
- On average we are within SPSO timescales for resolving complaints (3.5 days at Frontline; 10.8 at Investigation).
- Majority of complaints responded to within timescales – 81% at Frontline Resolution and 93% at Investigation.
- A high proportion of complaints were upheld at Frontline Stage (63%) in particular. Training is planned to ensure consistency in data recording in this area.
- There has not been excessive use of extending response timescales with only nine extensions in 2013-14.
- Around a third of our complainants were satisfied with the complaints process and their experience of making a complaint according to a recent survey undertaken, 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 existing services as a result of the consideration of complaints, ranging from service redesign to small scale alterations to existing practice.
- Quarterly complaints reports on outcomes, trends and work being undertaken are evaluated by our Corporate Management Team and a selection of high level data posted on the Council website for customers every quarter. We will continue to monitor complaints data, and develop the recording and reporting of this to evaluate the key themes of our complaints and improve our services further.

#### Definitions:

**Stage 1** – complaints closed at stage 1 Frontline Resolution; **Stage 2 (direct)** – complaints that bypassed stage 1 and went directly to stage 2 Investigation (e.g. complex complaints); **Escalated** – complaints which were dealt with at stage 1 and were subsequently escalated to stage 2 investigation (e.g. because the customer remained dissatisfied); **Investigation** - stage 2 and escalated complaints combined

1 The total number of complaints received per 1000 of the population. (Note we must state how many of our total complaints related to specifically to housing to meet statutory requirements)

Description	2013/14
Number complaints received per 1,000	18.1
Number housing complaints received per 1,000	3.8
Total number complaints received	1,648
Number of housing complaints received	349

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

Description	2013/14
Number complaints closed at stage one as % of all complaints	94% (1,512)
Number complaints closed at stage two as % of all complaints	4% (63)
Number complaints closed at stage two after escalation as % of all complaints	2% (26)

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





Upheld	
Description	2013/14
Number of complaints upheld at stage one as % of all complaints closed at stage one	63% (945)
Number complaints upheld at stage two as % of complaints closed at stage two	25% (16)
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	38% (10)



Partially Upheld	
Description	2013/14
Number of complaints partially upheld at stage one as % of complaints closed at stage one	10% (156)
Number complaints partially upheld at stage two as % of complaints closed at stage two	25% (16)
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	8% (2)

Not upheld	
Description	2013/14
Number complaints not upheld at stage one as % of complaints closed at stage one	24% (358)
Number complaints not upheld at stage two as % of complaints closed at stage two	48% (30)
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	54% (14)

4 The average time in working days for a full response to complaints at each stage (*Note national targets: S1 = 5 working days; S2 (direct) = 20 working days; Escalated = 20 working days*).

Description	2013/14	Traffic Light Icon
Average time in working days to respond to complaints at stage one	3.5 (3.4 when excluding extensions)	
Average time in working days to respond to complaints at stage two	11.1 (10.9 when excluding extensions)	
Average time in working days to respond to complaints after escalation	10.3 (9.8 when excluding extensions)	
Average time in working days to respond to complaints at investigation (stage 2 and escalated combined)	10.8 (10.5 when excluding extensions)	

5 The number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days (*Note national targets: S1 = 5 working days; S2 (direct) = 20 working days; Escalated = 20 working days*).

Description	2013/14
Number complaints closed at stage one within 5 working days as % of stage one complaints	81% (1,226)
Number complaints closed at stage two within 20 working days as % of stage two complaints	94% (59)
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	92% (24)
Number complaints closed at investigation stage within 20 working days as % of investigation complaints (stage 2 and escalated combined)	93% (83)

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

Description	2013/14
% of complaints at stage one where extension was authorised	0.5% (7)
% of complaints at stage two where extension was authorised	1.6% (1)
% of escalated complaints where extension was authorised	3.8% (1)

## 7 Customer satisfaction with the complaints service provided

Scottish councils are required to assess satisfaction with the complaints service (as opposed to the outcome of the complaint). In March 2014 we surveyed a sample of complainants to establish our customers' satisfaction with the complaints process. The table below sets out some high level results.

Around a third surveyed (37) responded. Of this around a third were satisfied with the way their complaint was handled. However, satisfaction with the complaints process was strongly influenced by the outcome of the complaint. Of those who were satisfied with the outcome of their complaint 91% were satisfied with the process. A notably higher proportion was satisfied with how easy it was to make a complaint and how polite staff were; less so on being given a clear explanation of the reasons for the Council's decision and being kept up to date with the progress of complaints. As baseline information these figures will be monitored and used to improve the experience of the procedure for our customers.

Description	2013/14
% responding to complaints satisfaction survey	30.3%
% satisfied with way complaint was handled	37.1%
% satisfied with outcome of complaint	32.4%
% satisfied with how well staff understood your complaint	35.3%
% satisfied with how easy it was to make a complaint	75.0%
% satisfied with how polite staff were	47.1%
% satisfied with being given a clear explanation of the reasons for the Council's decision	26.5%
% satisfied with being kept up to date with the progress of your complaint	29.4%
% satisfied with time taken to deal with complaint from start to finish	40%

## 8 Changes or improvements to services or procedures as a result of the consideration of complaints

Complaints data is monitored and analysed to identify any issues and ensure we learn from complaints. The majority of complaints received in 2013-14 were due to standard/quality of service. The majority were resolved by providing more information. We have been using complaints data to make improvements to both our complaints process and services. Improvements so far have ranged from service redesign (e.g. street cleaning improvement project) to small scale alterations to existing practice (e.g. identification of IT/technical issues). A sample of improvement work undertaken and scheduled to be completed is provided below.

Improvement work undertaken	Latest Note
Review Planning Service pre-application consultation process.	A complaint regarding the Planning Service's Pre-Application consultation process was received and resulted in the process being revised and the amended procedures posted on the website. This was to ensure that applicants were made aware of the potential for temporary consents being granted at an early stage in the planning process.
Cleansing and Waste service litter management project.	Using complaints data these improvements included changing street sweeping routes to target high priority areas; introducing new technology to refine working patterns/profiles (scanners and vehicle tracker); and a system for supervisors to carry out on site monitoring periodically but also in response to complaints.
Online access to standard conditions used by the Planning Service.	The standard conditions used by the Planning Service have been posted online for prospective applicants to view.
Respond to complaints received about the time it takes to publish planning objections letters online.	Information published online to advise of the procedures involved. The formal acknowledgement letter sent back to every objector has also been amended to advise of the procedures.
Respond to complaints post implementation of the decriminalised parking regime. Review involves undertaking considerable consultation with all affected parties in response to complaints and comments on the new Decriminalised Parking Enforcement service. Continue process in Barrhead and eventually encompass all areas of East Renfrewshire.	Completed for Busby Road corridor. Actions undertaken include a public meeting in May 2013, July meeting with Clarkston BID, and wide ranging consultation between August and September 2013.

Improvement work undertaken	Latest Note
Improve money advice standard contact letters.	The money advice service changed their standard contact letter as there were complaints received that the information on the letters regarding appointments was not clear. The letters now advise the client that we want to make an appointment with them rather than simply asking them to contact us if they still wish assistance. Some clients felt that the original wording implied we had reason to believe they no longer required assistance when that was not the case.
Improve joined up financial assistance to customers.	Due to the increase in the number of customers who have approached ERC for assistance as a result of having been sanctioned by the Department of Work and Pensions, the money advice team and the welfare rights team decided to share the drop in sessions which were operating at both Barrhead and Eastwood. The teams staffed the drop in sessions on alternative weeks at both locations.
Improve the process for updating council tax and benefits systems regarding customer changes in circumstances.	The process of updating council tax and benefits systems in the event of a death has been improved to ensure both sections are informed. To ensure no correspondence or overpayments are made, the death certificate is scanned as soon as it is received in the revenues office and emailed out to the various teams of which Benefits are included. This means all systems are updated at the same time and less room for errors.
Improve reminders to customers regarding benefit verification information.	The benefits section often writes to clients to request supporting documentation to support their new or current benefit claims. There is a legal statutory obligation to wait one calendar month before terminating a claim if the claimant does not respond to this request. However this can cause dissatisfaction and delays if the client is still entitled to benefit. The benefits section will still continue to write to claimants to request this supporting documentation; however they will now increase the number of phone calls and also increase usage of media such as text and email to issue reminders.
Respond to complaints about the wheels only route at Electric Glen 2014.	We received 3 complaints about the wheels only route at Electric Glen 2014. In response, we refunded the ticket price and have asked each complainant if they would be prepared to work with us during the development stages of future events to ensure that we have the right facilities and access in place to support wheelchair users and their carers to maximise their enjoyment of our outdoor events.
Increase customer contact in dealing with rent arrears.	The rent team have increased the number of outgoing phone calls made to tenants, particularly in relation to missed payments where the tenant has entered into a repayment agreement for rent arrears. Tenants have complained previously about letters received and some prefer dealing with an officer. The team are also able to take card payments (when the tenant is able to meet the missed payment) to minimise the number of defaulted arrangements on their accounts.
Respond to complaints about preschool placement requests.	Following the complaints from parents not getting an ante pre-school place at their local nursery for their child, a proposal has been put forward to establish a new Family Centre in the Busby/Clarkston area. This will increase capacity in the area.

Future improvement work	Due Date
Manage the refurbishment projects during 2014/15 within community facilities taking into account the needs of our customers	31-Mar-2015
Improve the sports and libraries information available to customers on the Council website with regard to opening times and class availability	31-Mar-2015
Develop use of data on complaints and ensure this is embedded into performance management arrangements to assist departments in service improvement	31-Mar-2015
A protocol will be discussed with Customer First to enable the service to identify areas of repeated missed refuse collections and address the underlying problems	31-Mar-2015

**EAST RENFREWSHIRE COUNCIL  
COMMUNITY PLANNING PARTNERSHIP  
PERFORMANCE AND ACCOUNTABILITY REVIEW  
TUESDAY 27 MAY 2014**

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

The purpose of the meeting is to review the community planning partnerships performance against agreed targets, review strategic approaches to drive transformational social change and agree and monitor improvement actions

At the most recent meeting on the 27<sup>th</sup> May 2014, Community Planning Partners discussed performance against SOA targets at end year. All in attendance noted the excellent performance around each SOA outcome, and a positive report on how East Renfrewshire benchmarks against other local authorities.

The PAR group also considered progress of the CPP in developing a Model for Improvement approach to outcomes, with a presentation on work to reduce and prevent teenage pregnancy in the Auchenbach area of Barrhead as part of the Early Years Collaborative.

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

**Table 1:**

<b>Action</b>	<b>Due date</b>	<b>Responsibility</b>
Explore the potential for gathering benchmarking information on all SOA indicators from community planning partners where this data is not published nationally.	March 2015	Community Planning Team and SOA coordinators
Present a model for improvement update on the Early Years Collaborative at midyear meeting, including an update on breastfeeding and low birth weight indicators.	October – November 2014	Julie Murray, CHCP
Consider opportunities for linking and sharing service intelligence on individuals across CP Partners to ensure better life outcomes for at risk children.	November 2014	Jamie Reid, ERC Julie Murray, CHCP, Anne Kidd, Voluntary Action East Renfrewshire

Table 2 provides an update on previous actions agreed at the PAR in November 2013.

**Table 2:**

<b>Action</b>	<b>Update Note</b>
Map existing strategies and delivery groups to SOA outcome work streams.	Strategy map included within Council's Outcome Delivery Plan.
Present Strathclyde Passenger Transport's Transport Outcome Report (TOR) at a future Partnership Information and Consultation Session	Information and Consultation Session took place on 26 March 2014, and was well attended.
Organise an additional PAR meeting to discuss and progress Agreement on Joint Working in Community Planning and Resourcing, and to hear a progress report from the Early Years Collaborative	The PAR group met on 18 February to discuss joint resourcing issues, including sharing budget opportunities and challenges in each organisation and agreed that opportunities for joint resourcing would be explored through Model for Improvement work in the delivery of SOA outcomes.
Investigate availability of funding to support long term unemployed people into work – Help to Work scheme.	This was explored however there were limited opportunities for funding at the current time. DWP currently rolling out trial process in other areas for Local Support Services to assist claimants through the universal credit claims process, the CPP are awaiting the results of this trial.
Link WorkER / Place to Work activities and recruitment drives in the care sector to employment opportunities within CHCP services	This is being considered for future recruitment drives.