

SPIs: Mandatory and Non Mandatory

All Scottish councils are required to report on what are called statutory performance indicators (SPIs) covered in this report.



We must report a range of information sufficient to demonstrate we are securing Best Value in relation to:

- Corporate management (SPI 1) and;
- Service performance (SPI 2).

We also have to report on the Local Government Benchmarking Framework (LGBF) (SPI 3). *Note some indicators are not available until Spring. Data listed is most up to date as at March 2016.*

This is only a **summary** of the range of performance information East Renfrewshire Council monitors and reports. If you want further information on this please or links to a range of other performance data please visit

<http://www.eastrenfrewshire.gov.uk/performance>;

or contact policyandimprovement@eastrenfrewshire.gov.uk/ 0141 577 3660.

Title
Service Nominated PIs 2014-15

Title
SPI 1: Corporate Management

Title
a) Responsiveness to its communities

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
The average time in working days to respond to complaints at stage one (national target).	3.5	4.1
The average time in working days to respond to complaints at stage two (national target).	11.1	15.7
The average time in working days to respond to complaints after escalation (national target).	10.3	14.5
People reporting 'having things to do' needs fully met (%)	71.0%	66.0%
Citizens' Panel - Percentage of Citizen's Panel respondents who believe the Council is efficient.	77%	73%
The total number of complaints received.	1,648	1,579
People reporting 'staying as well as you can' needs fully met (%)	78.1%	79.0%
People reporting 'feeling safe' needs fully met (%)	98.1%	80.4%
People reporting 'seeing people' needs fully met (%)	81.9%	75.4%
People reporting 'living where you want to live' needs fully met (%)	94.5%	76.6%
People reporting 'being respected' needs fully met (%)	96.4%	95.4%
Citizens' Panel % agree that their community supports older people	53%	55%

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
% East Renfrewshire area covered by an active Community Council	100%	100%
% of parents reporting they are happy with their child's school	97%	97%
Citizens' Panel - Percentage of Citizen's Panel respondents who believe the Council is customer focused.	78%	74%
Citizens' Panel - are you given enough performance information YES	44%	53%
Group Sustainability	100%	90%
Influencing local decision making	41%	41%
Citizens Panel - Satisfaction with East Renfrewshire as a place to live.	95%	91%
ICT Serv Plan Customer - star rating for council website	4	4
% of telephone calls between 8am and 6pm answered on first call	85%	86%
% of all customer requests which are dealt with at the first point of contact by Customer First.	91%	91%
Number of complaints upheld or partially upheld by Scottish Public Service Ombudsman.	1	0
The total number of complaints received.	1648	1579

Title

b) Revenues and service costs

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Nil qualifications on the accounts given by External Audit	Yes	Yes
Cumulative recurring efficiency savings from PSE projects (£)	£4,103,000.00	£4,886,000.00

Title

c) Employees

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
% of ERC staff with active PRD in place	81%	80%
Total FTE employed by East Renfrewshire Council (including teachers).	3,795	3,802.2

Title

d) Assets

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Costs in £s from reduction in vandalism	£48,082.00	£52,677.00
% reduction in Council controlled carbon emissions	16,362	3.73%
Total building maintenance requirement (backlog) per square metre	£80.89	£76.90

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
of Gross Internal Area		
% planned maintenance against total maintenance spend	68%	64%

Title
e) Procurement

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Total efficiency savings (Procurement)	£734,400.00	N/A
% Procurement spend through collaborative contract	28%	20%
% Procurement spend with contracted suppliers	71%	68%
% of relevant procurement officers with professional qualification	57%	66%
% of relevant Procurement officers in training for qualification	29%	16.5%
Contracts notified electronically	65	49
Contracts notified electronically	100%	100%
Contracts awarded electronically	102	41
Contracts awarded electronically	100%	100%
Contracts through e-sourcing and e-tendering	88	62
Contracts through procurement through e-sourcing and e-tendering	100%	100%
Payments processed electronically	56,391	59,313
Number of supplier/community engagements carried out.	3	1
Procurement Serv Plan - strategic level - Efficiency - to achieve improved status (over 50%) in PCA Assessment	62%	62%
Awarded Quick Quote exercises conducted	472	408

Title
f) Sustainable development

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Number of businesses which have grown through targeted business support.	61	43
Citizens' Panel - Public parks and open spaces % of SERVICE USERS rating service as very good/good	94%	94%
Number of individuals entering employment, training or education as a result of training and employability services.	346	316
Number of social enterprise organisations with earned income in excess of £100,000 employing more than five people.	27	29
Number of schools maintaining Eco-schools Green Flag status	31	30
Number of hectares of greenspace in East Renfrewshire improved/created.	2.75	0.5
001.1 Number of new business births per 10,000 resident (16+) population	49	49

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
002.5 Working age in employment	74.2%	75.1%

Title

g) Equalities and diversity

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
INCREASE - 005.1E Male life expectancy at birth in 15 per cent most deprived communities	71.9	N/A
INCREASE - 005.1B Female life expectancy at birth in 15 per cent most deprived communities	78.8	N/A
Citizens' Panel - Word or phrase to describe East Renfrewshire Council: Fair and provides equal opportunities	78%	76%
Percentage of people with learning disabilities with an outcome-focused support plan	86%	71%
Breastfeeding at 6-8 weeks most deprived SIMD data zones	20%	11.4%
Percentage of obese children in primary 1	3.5%	N/A
Child healthy weight interventions - no. completions	128	N/A
Percentage S4 non-white pupils attaining Scottish Credit and Qualifications Framework (SCQF) level 5 or better in English. 2012-2014 target of 51%.	73.6%	N/A
Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year target (2015-17)	89%	91.4%
Percentage of S4 non-white pupils attaining SCQF level 5 or better in Mathematics. 2012-2014 target of 59%.	78.1%	N/A
CM4: % of council buildings in which all public areas are suitable for and accessible to disabled people	83%	85%

Title

SPI 2: Service Performance

Title

a) Benefits administration

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Finance - Revenues and Benefits number of sanctions issued for benefit fraud.	10	12
002.1 Number of claimants in receipt of out of work benefits per 10,000 of the working age population	789	726

Title
b) Community care

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Delayed discharge: people waiting more than 14 days to be discharged from hospital into a more appropriate care setting	0	0
Delayed discharges bed days lost to delayed discharge	2,445	2,317
Percentage of people involved in Adult Support and Protection reporting reduced risk at review (from April 2012)	71.3	70.5
Number of people self directing their care through receiving direct payments and other forms of self-directed support.	280	279
People reporting 'quality of life for carers' needs fully met (%)	70.9%	74.6%
Percentage of those whose care need has reduced following re-ablement.	90.5	70.5
% of service users moving from drug treatment to recovery service	11.9%	7%
Percentage of time in the last six months of life spent at home or in a homely setting.	90.9	N/A
Percentage of people aged 65+ who live in housing rather than a care home or hospital	96.3	96.6
Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population	4,119	N/A
Percentage of community alarm calls responded to and resolved on first point of contact.	100%	100%
% of Telecare clients stating Telecare has made them feel safer at home.	94.7%	95.6%
Adult Support and Protection - Average time to enquiry completion	5	4.2
Citizens' Panel - Homecare services % of service users rating service as very good/good	89%	93%
Citizens' Panel - Health and social care for adults % of service users rating service as very good/good	89%	86%

Title
c) Criminal justice social work

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days - New Disposal baseline to be established in Y1.	88.38%	68.93%
Community Payback Orders - Percentage of unpaid work placement completions within 6 months - New Disposal baseline to be established in Y1.	90.4	84.8
007.4 Volume and rate of violent crimes, including sexual crimes, per 10,000 population	9.1	10.9
007.5. Rates of domestic abuse incidents per 10,000 population	50.5	58

Title		
d) Cultural and community services (sport & leisure, museums, arts & libraries)		

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Percentage of pupils taking part in sports activities at least once per week.	53.6%	54.2%
Percentage of adults reporting that the learning has improved their ability to obtain, improve or sustain their employment.	96%	96%
Number of tourist visits to East Renfrewshire (which includes day visitors)	500,000	N/A
Number of attendances per 1,000 population to all pools	2,582	2,969
Number of attendances per 1,000 population for indoor sports and leisure facilities	4,345	4,730
Number of Library visits per 1,000 population	4,717	5,262
Number of events which encourage residents which promote health and wellbeing	216	183
Percentage of adult resident population engaging in cultural activities	97%	N/A
Number of visitors to the Pavilion at Rouken Glen Park (Note - this is the numbers that pass through the pavilion rather than unique visitors).	21,922	122,874
Numbers of families engaged with Library & Information Services' parent/child activities and programmes	665	944
Percentage of children 8 years and under accessing sport through Sports Development and Sports Facilities activities.	36.3%	35.9%
Percentage of children 8 years and under who are active library members	29.8%	29.8%
Sports Development usage per head of population	1.44	1.56

Title		
e) Planning (environmental and development management)		

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
The length of paths newly created or managed (km).	9.2	5.3
Average time to decide a local planning application (In weeks)	7.2	7
Length of paths newly created or managed in Greenspace (km)	8.4	5.3
The length of paths newly created or managed within the urban area.	0.8	0.3
% of Planning applications received online	42.7%	45%
% of online payments received by Building Standards	N/A	10%
Percentage of building warrants responded to within 15 days	80.95%	35.63%
Planning - all planning applications on Councils website within 2 days of receipt	Yes	Yes

Title
f) The education of children

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Percentage of pupils reporting that their school is helping them to become more confident.	92%	90%
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. 3-year average target (2013-15) of 87%	85.8%	88.2%
% of prefive establishments being awarded the 'Family Friendly' accreditation	0%	89%
Number of exclusions per 1,000 pupils - Primary. (3 year average target 2013-2015)	0.2	0
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. 3-year average target (2013-15) of 84%	82.5%	84.3%
Percentage of families completing family learning activities, reporting they are more able to support their child's learning	96%	96%
Number of exclusions per 1,000 pupils - Secondary. (3 year average target 2013-2015)	3.3	2.3
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. 3-year average target (2013-15) of 87%	86.3%	88.5%
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	61%	61.3%
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	55.4%	55.3%
Percentage of pupils in P6-S6 taking part in volunteering activities	51%	N/A
Number of awards achieved by young people participating in school and community based targeted programmes. (Young Persons Services)	1,228	1,420
Citizens' Panel – Education for children with additional support needs (formerly Special need education) % of service users rating service as very good/good	91%	58%
Citizens' Panel - Nursery education % of service users rating service as very good/good	93%	92%
Citizens' Panel - Primary education % of service users rating service as very good/good	98%	100%
Citizens' Panel - Secondary education % of service users rating service as very good/good	96%	98%
3 year average in national examination results: 5+ @ L5 by end of S4	71.1%	72.2%
3 year average in national examination results: 5+ @ L6 by end of S5	38.7%	41.6%
Proportion of P1 children who have reached all of the expected milestones on entry to school.	53%	69%
% of parents of prefive children reporting their child feels safe and cared for in nursery	98%	99%
Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.	39.6%	43.23%
% of school leavers going into employment, education or training	96%	N/A

Title
g) Child protection and children's social work

Short Name	2013-2015	
	2013/14 Value	2014/15 Value
Percentage of children looked after away from home who experience 3 or more placement moves	4.65%	4.05%
Percentage of child protection re-registrations within 12 months of de-registration.	12.5%	3.8%
Support for young families	25	127
Citizens' Panel - Health and social care services for children and young people % of service users rating service as very good/good	78%	69%

Title
h) Housing and homelessness

Short Name	2013-2015	
	2013/14 Value	2014/15 Value
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 150 by 2017).	35	33
% of council dwellings that meet the Scottish Housing Quality Standard	92.9%	97%
Homeless application - meet with trained officer	Yes	Yes

Title
i) Protective services (environmental health and trading standards)

Short Name	2013-2015	
	2013/14 Value	2014/15 Value
Prevention Team: Percentage of retail premises (not public houses) to be Dilligence Test Purchased for effective tobacco and alcohol age verification systems	100%	100%
Percentage of out of hours domestic noise complaints resolved by the Community Wardens at first point of contact.	95%	96%
Percentage of anti-social behaviour reports recorded as resolved by the Anti-Social Behaviour Team at first point of contact.	78%	78%
Antisocial behaviour incidents resolved to the satisfaction of complainant	95%	94%
Food business achieving Food Hygiene Information Scheme pass status.	92.3%	94.9%
*The number of complaints of noise received requiring attendance on site & not dealt with under the ASB Act	494	452
*The number of complaints of domestic noise received & settled without the need for attendance on site	214	187
Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours)	0.36	0.33
PS1: % of premises in the '12 months' category that were inspected on time	100%	100%

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
PS4: % of trading standards consumer complaints that were completed within 14 days	78.5%	84.4%
PS4: % of trading standards business advice requests that were completed within 14 days	100%	100%

Title
j) Roads and lighting

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Increase in cycling, measured by the number of cyclists passing through programme count sites over the count period.	N/A	3,795
Number of days from report of road defect to repair completion.	9.9	7
Number of infrastructure improvements to bus stops.	38	51
Overall percentage of road network that should be considered for maintenance treatment	43.5%	39.1%
Roads and Transport - assess roads and footway resurfacing requests	Yes	Yes

Title
k) Waste management services

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Citizens' Panel - Wheeled bin refuse collection % all respondents rating service as very good/good	82%	81%
Citizens' Panel - Street cleaning and litter patrols % all respondents rating service as very good/good	64%	61%
Citizens' Panel - Recycling % of service users rating service as very good/good	83%	89%
Missed collections per 100,000 collections. (APSE Indicator)	70.91	N/A
Street Cleanliness Score - % Clean	94.5	94.44
Environment: waste and recycling collections	Yes	Yes

Title
SPI 3: SOLACE indicators

Title
a) Children's Services

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Cost per primary school pupil £	£4,580.36	£4,573.49
Cost per secondary school pupil £	£6,358.71	£6,420.72
Cost per pre-school place £	£3,960.13	£3,904.36
% of pupils gaining 5 + awards at level 5	N/A	N/A
% of pupils gaining 5+ awards at level 6	55.4%	57.64%
% pupils in 20% most deprived areas getting 5+ awards at level 5	N/A	N/A
% pupils in 20% most deprived areas getting 5+ awards at level 6	18.6%	22.14%
The gross cost of "children looked after" in residential based services per child per week £	£5,663.46	N/A
The gross cost of "children looked after" in a community setting per child per week £	£152.76	N/A
Balance of Care for looked after children: % of children being looked after in the Community	93%	N/A
% of Adults Satisfied with local schools	86%	85%
% of pupils entering positive destinations	96%	96.2%

Title
b) Corporate Services

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Absence (Council-wide): The average number of working days per employee lost through sickness absence for chief officers and LG employees (temporary indicator)	12.3	13.4
Absence (Council-wide): The average number of working days per employee lost through sickness absence for teachers (temporary indicator)	6.1	6.3
Support services as a % of total gross expenditure	6.2%	6.04%
Corporate and democratic core costs per 1,000 population	£30,524.59	£26,131.20
The percentage of the highest paid 5% employees who are women	50.9%	50%
Cost of collecting council tax per dwelling £	£6.06	£8.11
*Average time between time of noise complaint and attendance on site (hours)	0.78	0.48
Sickness absence days per employee	10.4	11.2
% of income due from council tax received by the end of the year	97.85%	97.98%
% of invoices sampled that were paid within 30 days	79.5%	84.6%

Title		
c) Adult Social Care		

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Home care costs for people aged 65 or over per hour £	£18.15	£21.73
Direct payments spend on adults 18+ as a % of total social work spend on adults 18+	2.9%	5.37%
% of people aged 65 or over with intensive needs receiving care at home	27.7%	22.01%
% of adults satisfied with social care or social work services	69%	49%
Net Cost of Residential Care Services per Older Adult (+65) per Week	£370.41	£363.66

Title		
d) Culture & Leisure Services		

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Cost per attendance at sports facilities, including pools (LGBF Indicator)	£8.33	£7.74
Cost per (physical) library visit (LGBF Indicator)	£3.97	£3.65
Cost of parks & open spaces per 1,000 population £	£26,207.65	£23,630.66
Percentage of adults satisfied with libraries (LGBF Indicator)	85%	77%
% of adults satisfied with parks and open spaces	90%	89%
Percentage of adults satisfied with leisure facilities (LGBF Indicator)	80%	69%

Title		
e) Environmental Services		

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Net waste collection cost per premises £	£64.96	£62.39
Net waste disposal cost per premises £	£74.02	£83.97
Cost of street cleaning per 1,000 population £	£7,289.62	£8,811.43
Street Cleanliness Score - % Clean	94.5	94.44
Road cost per kilometre £	£16,418.01	£15,332.63
% of Class A roads that should be considered for maintenance treatment 10-12	21.6%	23.9%
% of Class B roads that should be considered for maintenance treatment 10-12	28%	32.9%
% of Class C roads that should be considered for maintenance treatment 10-12	36.7%	36.2%
Cost of trading standards per 1,000 population £	£7,693.99	£8,086.17
Cost of environmental health per 1,000 population £	£7,180.33	£7,382.55
% of total household waste that is recycled	56.3%	56.1%

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
% of adults satisfied with refuse collection	76%	77%
% of adults satisfied with street cleaning	75%	64%
Percentage of unclassified roads that should be considered for maintenance treatment	50.3%	42.5%

Title
f) Housing Services

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	9.39%	9.9%
% of rent due lost though properties being empty during the last year.	1.3%	.8%
% of council dwellings that meet the Scottish Housing Quality Standard	92.9%	97%
Average time taken to complete non-emergency repairs	8.48	7
Percentage of council dwellings that are energy efficient	100%	99.9%

Title
g) Economic Development

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
% Unemployed People Assisted into work from Council operated / funded Employability Programmes	10.5%	11.91%

Title
h) Corporate Assets

Short Name	2013-2015	
	2013/14	2014/15
	Value	Value
Proportion of operational buildings that are suitable for their current use %	79.5%	77.9%
Proportion of internal floor area of operational buildings in satisfactory condition %	79.7%	79.9%