

EAST RENFREWSHIRE COUNCILCOUNCIL14 December 2016Report by Deputy Chief ExecutiveSTRATEGIC MID YEAR PERFORMANCE REPORT 2016-17
COMMUNITY PLANNING PARTNERSHIP AND COUNCIL PERFORMANCE**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Community Planning Partnership and Council mid-year performance in 2016-17 based on performance indicators in the Single Outcome Agreement and Outcome Delivery Plan. The report highlights areas of very good performance as well as those indicators that are off target.
2. Improvement actions arising from the latest Performance and Accountability Review (PAR) are also detailed at Annex 3 and a mid-year complaints report is attached at Annex 4.

RECOMMENDATIONS

3. It is recommended that Council:
 - (a) Scrutinises and comments on the summary of the Community Planning Partnership and Council's mid-year performance for 2016-17 (Annexes 1 and 2).
 - (b) Notes the Advice Note at Annex 3 on the focus and priorities of the Performance and Accountability Review following its discussion of Community Planning Partnership Performance at the meeting on 8 November 2016.
 - (c) Notes the mid-year complaints report attached at Annex 4.

BACKGROUND AND CONTEXT

4. The Community Planning Partnership (CPP) has agreed a high level Single Outcome Agreement (SOA) which sets out what we will work to achieve for local people. From October 2017 this will be replaced with a Local Outcome Improvement Plan (LOIP). The Council sets out its contribution to the SOA through the content of the Outcome Delivery Plan (ODP). Annex 1 lists updated performance data against targets in the Community Planning Partnership's SOA and the Council's ODP. In Annex 1 the sections titled 'SOA' relate to performance which reflects the performance priorities of the CPP, and those titled 'ODP' show Council performance.
5. Indicators with no new data to report are listed under Annex 2, such as some Police data and service cost data that are not yet available. These will be reported at end year.
6. Mid-year point is the first time that the new streamlined ODP 2016-19 has been reported on. ODP indicators only are included in this report. Updates on other performance indicators and activities are also covered in department reports at end year. Local Government Benchmarking Framework (LGBF) for 2015/16 will be reported in early 2017.

7. As part of the requirements within the 2010 Equality Act we report performance on equalities. The performance information contained within the annexes demonstrates progress on equalities, with some indicators highlighting the differences between the wider population and more deprived areas.

8. This report focuses on highlighting areas for discussion where performance has been very good as well as indicators that are off target. This is denoted by indicators in Annex 1 that are shaded either green or red.

9. Indicators included in Annex 1 have a latest data update that has not been previously reported, for most this will be for mid-year 2016-17, for some this may be an end year 2015-16 update that was not available at year end. Occasionally some health indicators have a time lag and the latest data will be more historic. The 2016-17 target displayed is for end-year 2016-17.

COMMUNITY PLANNING PARTNERSHIP PERFORMANCE

10. The East Renfrewshire Performance and Accountability Review (PAR) oversee the Community Planning Partnership's performance against SOA outcomes and, in particular, will focus in on areas where there is evidence of a decline in performance. Community Planning Partners present at the meeting discussed performance against SOA targets at mid-year. Almost three quarters of all indicators are on target at mid-year. There was a discussion around indicators which are performing less well than desired or expected. The PAR has agreed an action to undertake further work to understand the underlying factors related to a slight increase in the child poverty and 16-24 claimant count figures for East Renfrewshire. An advice note to Council on the focus and priorities of the PAR is attached at Annex 3.

COUNCIL PERFORMANCE

11. East Renfrewshire Council continues to achieve excellent performance results across many areas including educational attainment, primary exclusion rates, household waste recycled, and availability of kerbside recycling services. The Council also performs consistently well in other areas such as supporting people in to employment, affordable housing provision, reducing Council carbon emissions, and the number of awards achieved by young people. Sickness absence figures have improved since 2014/15 however it is recognised that improvement work will be ongoing in this area to ensure improved performance continues.

12. The Council is performing well across the majority of the ODP indicators. Overall, of the updated ODP indicators at mid-year point 2016-17 with targets set, the Council's performance is meeting target for over 80% of the indicators. In the remaining areas where there is scope for improvement there is a clear understanding of reasons for performance levels and departments are closely monitoring progress.

PUBLICATION OF MID YEAR PERFORMANCE INFORMATION

13. Information in this report will be published on the [Council's website](#) where additional performance information can also be found, including departmental and benchmarking reports.

FINANCE & EFFICIENCY

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

CONSULTATION

15. There have been various consultations in the past six months both internally and externally, for example the school admissions consultation.

PARTNERSHIP WORKING

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

IMPLICATIONS OF REPORT

17. 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

18. This is the first report of the new ODP and details the performance of East Renfrewshire Community Planning Partnership and the Council at mid-year 2016-17. The information presented here shows an overall positive picture. The Council continues to respond well to a range of challenging circumstances, while striving to deliver highly valued services and achieve positive outcomes for our local residents.

RECOMMENDATIONS

19. It is recommended that Council:

- (a) Scrutinises and comments on a summary of the Community Planning Partnership and Council's mid-year performance for 2016-17 (Annexes 1 and 2).
- (b) Notes the Advice Note in Annex 3 on the focus and priorities of the Performance and Accountability Review following its discussion of Community Planning Partnership Performance at the meeting on 8 November 2016.
- (c) Notes the mid-year complaints report attached at Annex 4.

REPORT AUTHOR

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Caroline Innes, Deputy Chief Executive

BACKGROUND PAPERS

- Strategic End-Year Performance Report 2015-16 and Performance Presentation, Cabinet 15 June 2016
- Strategic Mid-Year Performance Report 2015-16, Cabinet 4 December 2015
- Outcome Delivery Plan 2016-2019, Cabinet 1 June 2016

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



East
Renfrewshire
Community
Planning
Partnership

Strategic Mid-Year Performance Report 2016-17

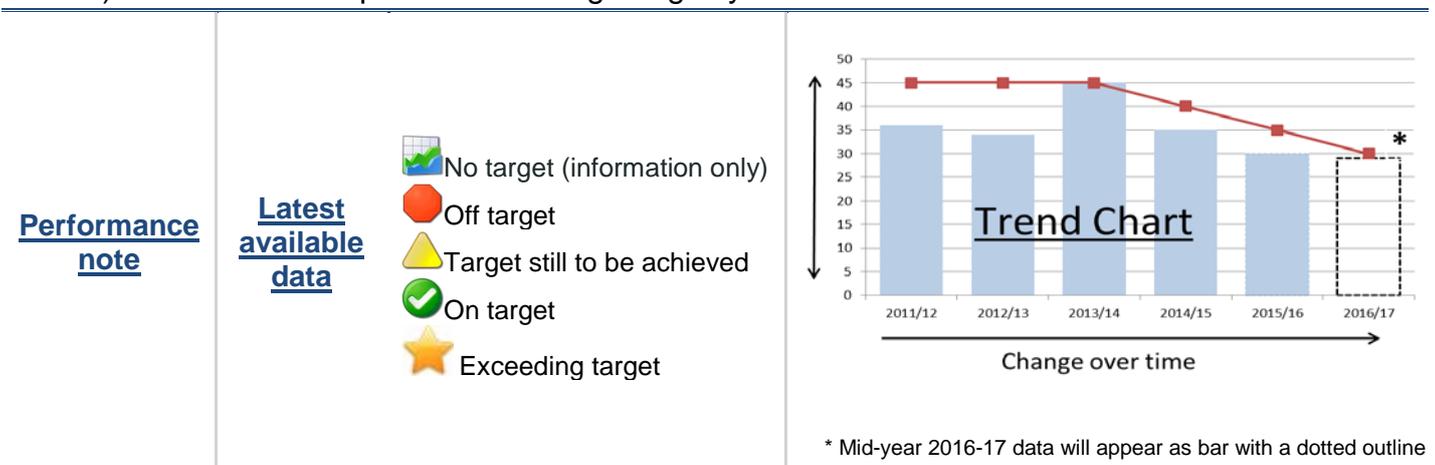
The enclosed provides an update of Council and Community Planning Partnership (CPP) performance data at mid-year point in 2016-17. The information contained in this report includes indicators in the Single Outcome Agreement (SOA) and Outcome Delivery Plan (ODP). The sections titled 'SOA' relate to performance which reflects the performance priorities of the CPP. Those titled 'ODP' show Council performance – this is the Council's contribution to the SOA.

Data note

The data shown in the column beside the status symbol denotes the **latest available data**. Indicators included in Annex 1 have a latest data update that has not been previously reported, for some this will be for **mid-year 2016-17** for others this may be an **end year 2015-16** update that was not available at year end. Occasionally some health indicators have a time lag and the latest data will be more historic.

The target value for 2016-17 in the graphs shows the **annual 2016-17 target**.

Some indicators will not have targets displayed either because there is no target (baseline data or counts) or it is an end of period future target e.g. 'by 2018'.



Key

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

Performance areas for discussion

Indicators highlighted in green show where performance is very good.

Indicators highlighted in red show where performance is off target.

Indicators where there is no new data available at mid-year point are listed in Annex 2.

SOA 1 Performance

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

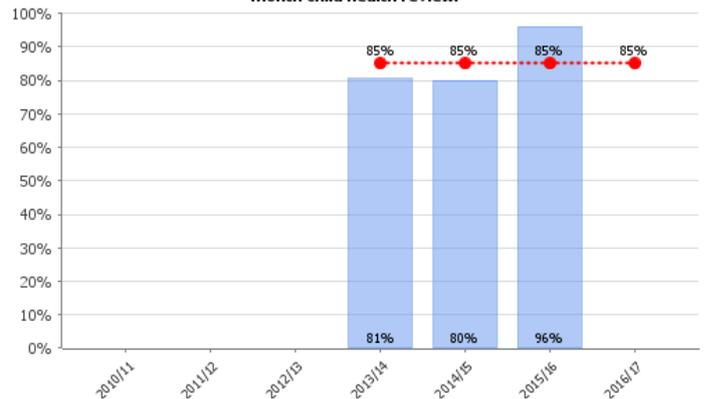
% of children reaching developmental milestones at the time of the child's 27-30 month child health review.

The 27-30 month review is universal and should be offered to every child reaching the appropriate age. Examples of information collected include: development (social, behavioural, communication, gross motor, vision, and hearing), physical measurements (height and weight) and diagnoses / issues.

96%



ECY 002 % of children reaching developmental milestones at the time of the child's 27-30 month child health review.



Percentage of obese children in primary 1

Update on data that was not available at end-year 2014/15 (data lags).

Latest data published by ISD corrects previously reported data from 2011/12. The data for 2014/15 comprises 2.0% obese and 1.1% severely obese children in Primary 1.

3.1%



SOA09PI - 004.2 Percentage of obese children in primary 1



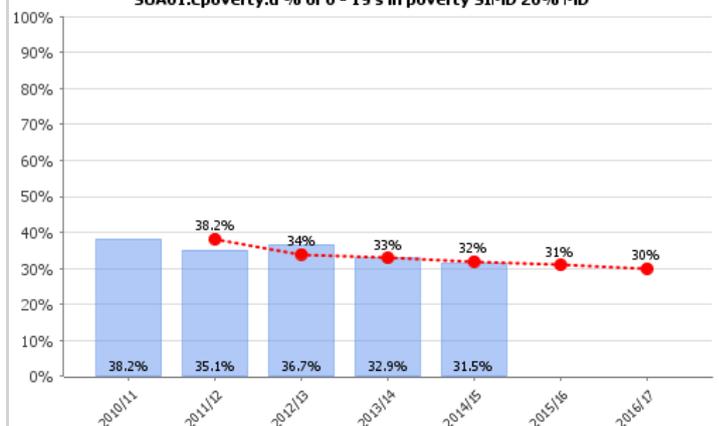
% of 0 - 19's in poverty SIMD 20%

500 children (0-19) in the 20% most deprived areas of Scotland within East Renfrewshire's boundary live in a low income household. 40.5% of 0-4 year olds (150 children) living in these 8 small area data zones live in a household on a low income.

31.5%



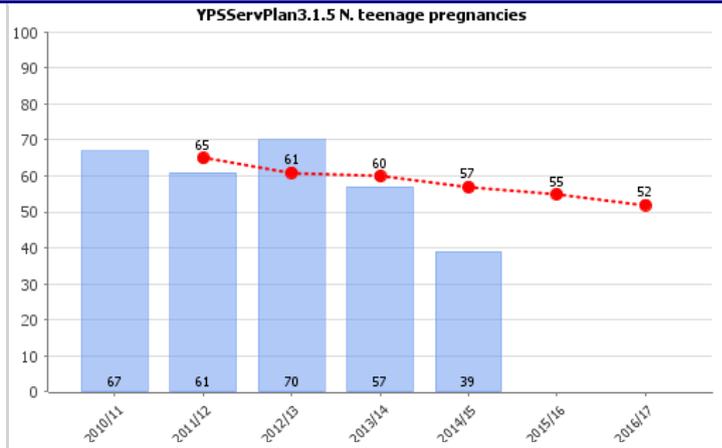
SOA01.Cpoverty.d % of 0 - 19's in poverty SIMD 20% MD



Number of teenage pregnancies

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

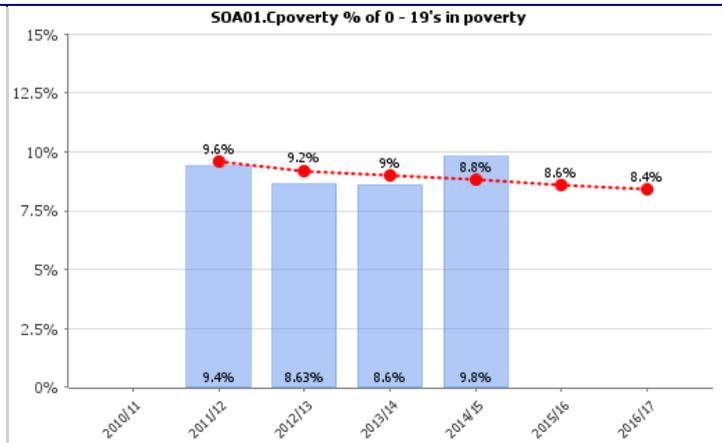
39



% of 0 - 19's in poverty

The percentage of children living in low income families has increased to 9.8%, up from 8.6% last year. This represents 1,885 children aged 0-19 in East Renfrewshire. However, this is still well below the Scottish average of 18.4%. More than a quarter of children in low income families (500) live in the 8 most deprived data zones in East Renfrewshire. However, for the most part, child poverty in these SIMD areas is decreasing when comparing 2014/15 to 2013/14 and further investigation of the data shows slight rises in other neighbourhoods across the authority. Benchmarking: East Renfrewshire 1st quintile, ranked 5th of 32. Shetland Islands lowest (6.9%) and Glasgow City highest at 30.8%.

9.8%



ODP 1 Council Performance



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

Number of Foster Carers

<p>In addition to the ten ERC Foster Carers at mid-year point there were also eight Agency Foster Carers.</p>	<p>10</p>		<p>OD8-HSCP-FOSTER Number of Foster</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Number of Foster Carers</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>0</td> </tr> <tr> <td>2013/14</td> <td>0</td> </tr> <tr> <td>2014/15</td> <td>0</td> </tr> <tr> <td>2015/16</td> <td>10</td> </tr> <tr> <td>2016/17</td> <td>11</td> </tr> </tbody> </table>	Year	Number of Foster Carers	2011/12	0	2012/13	0	2013/14	0	2014/15	0	2015/16	10	2016/17	11
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2016/17	11																

Number of Kinship Carers

<p>There were 25 Kinship Carers at mid-year point. (Kinship carers are relatives or carers known to the children).</p>	<p>25</p>		<p>OD8-HSCP-KINCARE Number of Kinship Carers</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Number of Kinship Carers</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>0</td> </tr> <tr> <td>2013/14</td> <td>0</td> </tr> <tr> <td>2014/15</td> <td>0</td> </tr> <tr> <td>2015/16</td> <td>22</td> </tr> <tr> <td>2016/17</td> <td>23</td> </tr> </tbody> </table>	Year	Number of Kinship Carers	2011/12	0	2012/13	0	2013/14	0	2014/15	0	2015/16	22	2016/17	23
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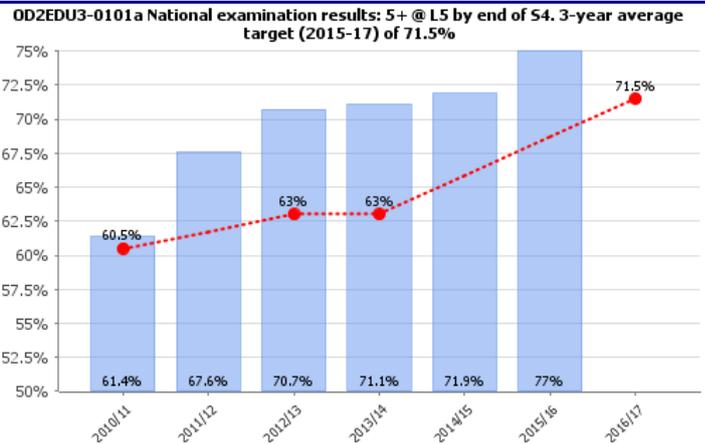
SOA 2 Performance

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

National examination results: 5+ @ L5 by end of S4. 3-year average target (2015-17) of 71.5%

In 2015-16 the Council achieved its best performance to date with 77% of S4 achieving 5+ at L5; this is an increase of 5.1% on 2014-15 and is considerably higher (22.3%) than the Council's virtual comparator of 54.7%. The Council is currently on course to achieve the 3-year average target (2015-17) of 71.5%.

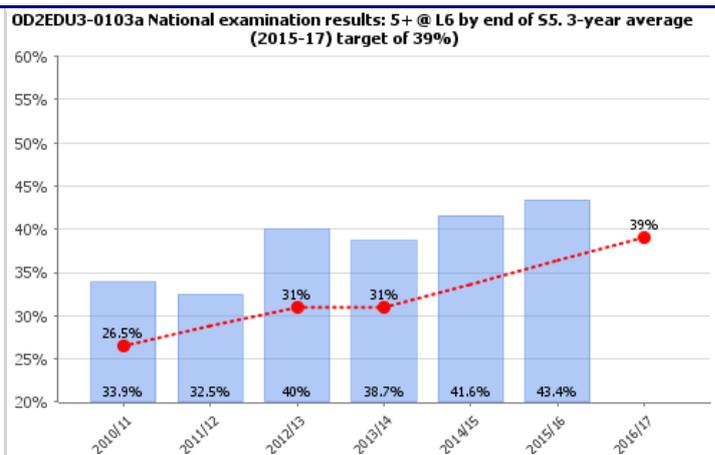
77%



National examination results: 5+ @ L6 by end of S5. 3-year average (2015-17) target of 39%

The proportion of S5 pupils achieving 5+ awards at level 6 or better has increased by 1.8%, the highest recorded. The Council's performance compares very favourably against the virtual comparator at 27.8% of S5 achieving 5+ at level 6. The Council is currently on target to achieve its 3-year target (2015-17) of 39%.

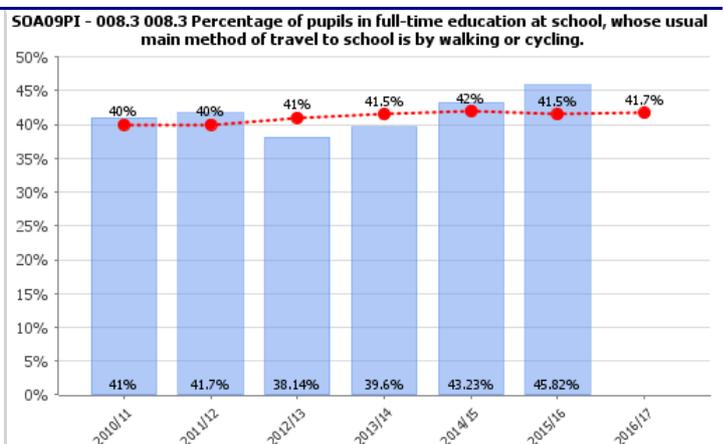
43.4%



Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling

Update on data that was not available at end-year 2015/16. The 2015 Hands Up Survey published in May 2016 showed that 45.8% of school pupils walk or cycle to school.

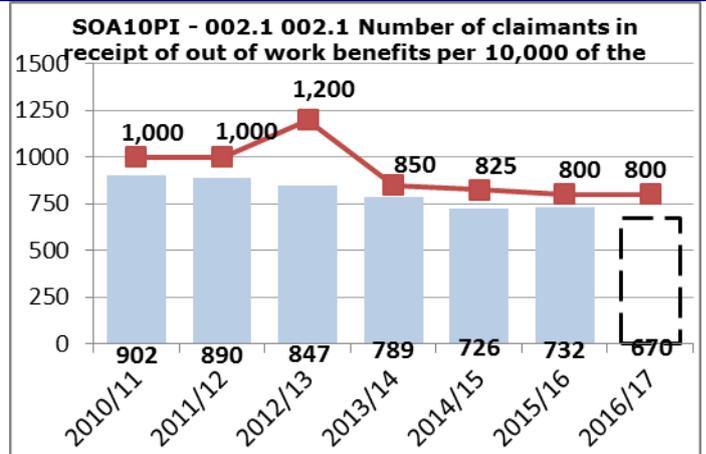
45.8%



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

670 claimants in receipt of out of work benefits.

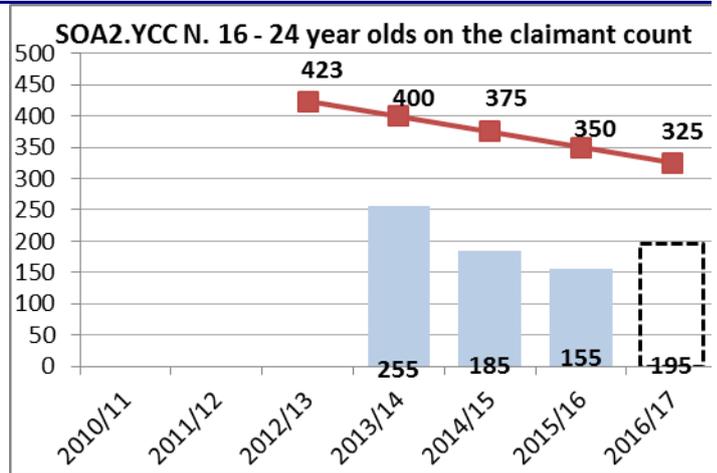
670



Number of 16 - 24 year olds on the claimant count

In August 2016 there were 195 claimants aged 16-24 which is a slight increase of 2.63% from August 2015. Reasons for increase vary including those recently finished further/higher education studies and still to find employment. This figure represents 2.5% of resident population of the same age, against 3.7% for Scotland as a whole.

195



ODP 2 Council Performance

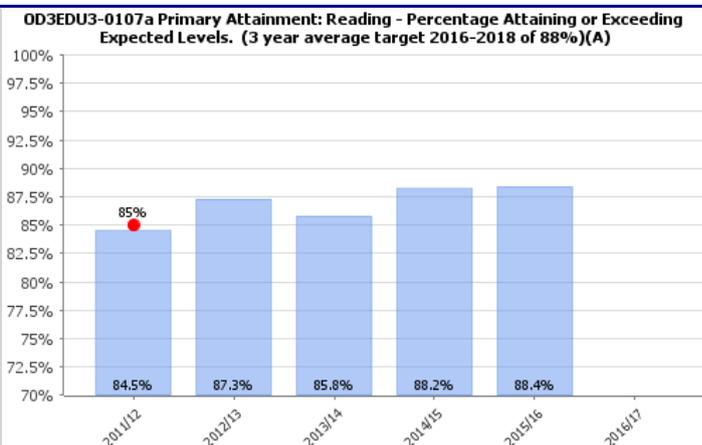
East Renfrewshire residents are fit and active and have the skills for learning, life and work.



Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels 3 year average target 2016-2018 of 88%

In 2015-16 the Council achieved its highest percentage of primary pupils achieving/exceeding expected Curriculum for Excellence (CfE) levels in reading with a council average of 88.4%; this was an increase of 0.2% on 2014-15. The Council has a new 3-year target for 2016-18 of 88% and is on target to achieve this.

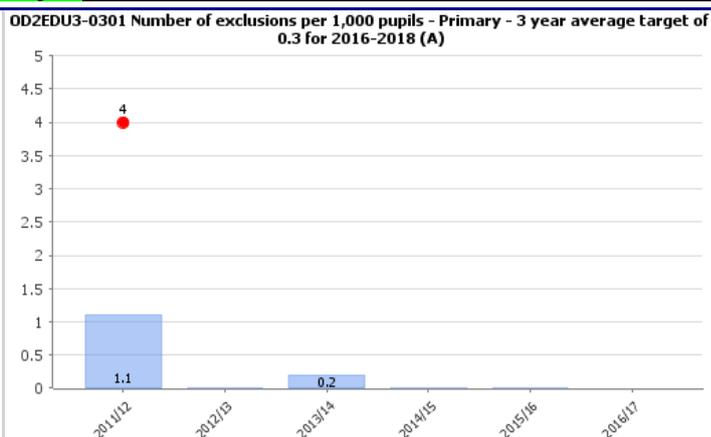
88.4%



Number of exclusions per 1,000 pupils - Primary - 3 year average target of 0.3 for 2016-2018

In 2015-16 there were no temporary exclusions within the primary sector. This compares very favourably with the national figure of 9 incidents per 1000 pupils (latest published data 2014-15). The Council has a three year average target of 0.3 incidents per 1000 pupils for 2016-18 and is on track to achieve this target.

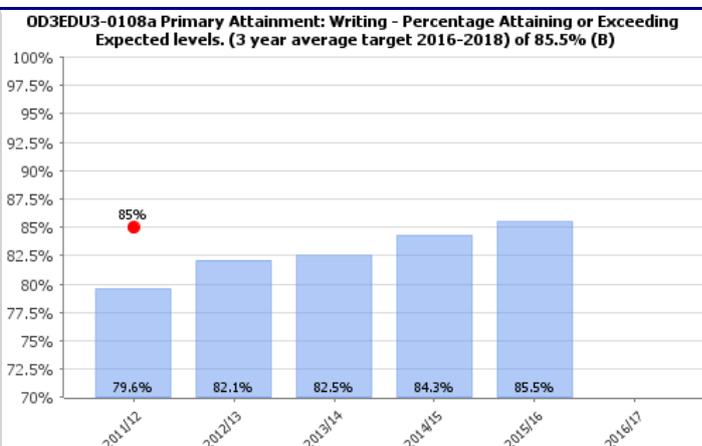
0



Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels 3 year average target 2016-2018 of 85.5%

In 2015-16 the Council achieved its highest percentage of primary pupils achieving/exceeding expected CfE levels in writing, with a council average of 85.5%; this was an increase 1.2% on 2014-15. The Council has a new 3-year average target for 2016-18 of 85.5% and is on target to achieve this.

85.5%



Number of exclusions per 1,000 pupils - Secondary

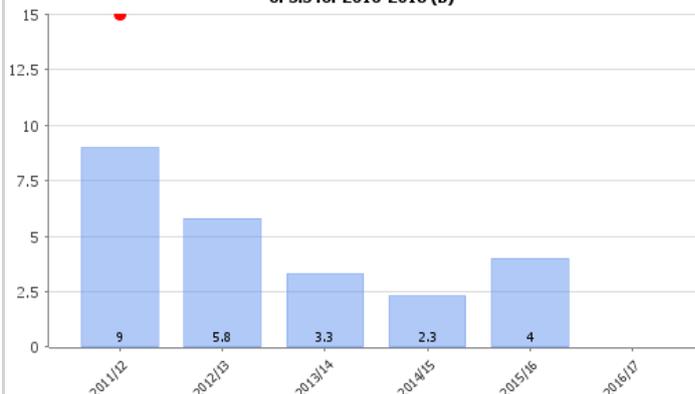
3 year average target of 3.3 for 2016-2018

The number of incidents of exclusion has decreased significantly since 2010-11 to the lowest recorded rate in 2014-15 of 2.3 incidents per 1000 pupils. This session, there has been a small increase to 4.0 incidents per 1000 pupils. This equates to 31 incidents of temporary exclusion in 2015-16. The 2015-16 result compares very well to the national figure of 49.6 per 1000 pupils (latest available data for 2014-15). The Council has set a challenging 3-year average target of 3.3 incidents per 1000 pupils for 2016-18; and is currently slightly above target.

4



OD2EDU3-0302 Number of exclusions per 1,000 pupils - Secondary - 3 year average target of 3.3 for 2016-2018 (B)



Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels.

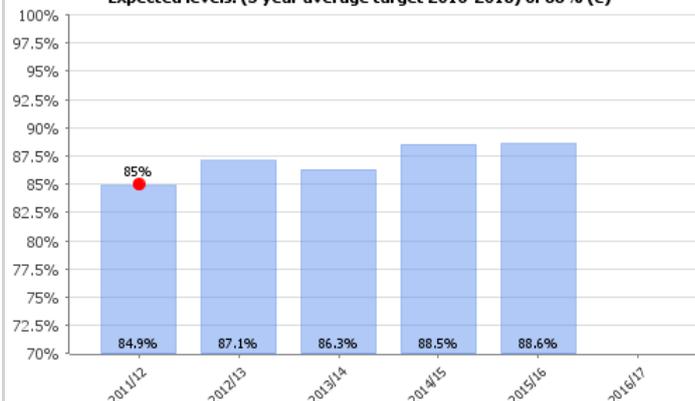
3 year average target 2016-2018 of 88%

In 2015-16 the Council achieved its highest percentage of primary pupils achieving/exceeding expected Curriculum for Excellence levels in mathematics with a council average of 88.6%; this was an increase of 0.1% on 2014-15. The Council has a new 3-year average target for 2016-18 of 88% and is on target to achieve this.

88.6%



OD3EDU3-0109a Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 88% (C)



Percentage attendance for Looked After Pupils (Primary and Secondary).

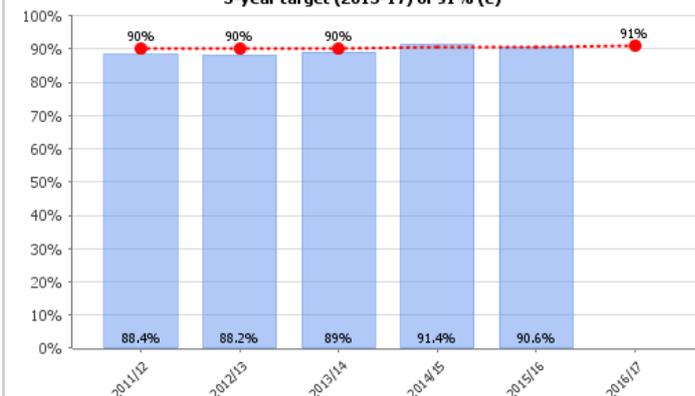
3-year target (2015-17) of 91%

The percentage attendance for Looked After pupils (Primary & Secondary) decreased slightly in 2015-16 by 0.8% from 91.4% in 2014-15. The Council is currently on target to achieve its 3-year average target (2015-17) of 91%.

90.6%



ODP4EDU4-0203 Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year target (2015-17) of 91% (C)



Number of awards achieved by young people participating in school and community based targeted programmes.

Target exceeded. 2015/16 is the latest available data, as data for this indicator is not collected until the end of the school term.

1,824



OD3CESOA301-01 Number of awards achieved by young people participating in school and community based targeted programmes. (Young Persons Services)



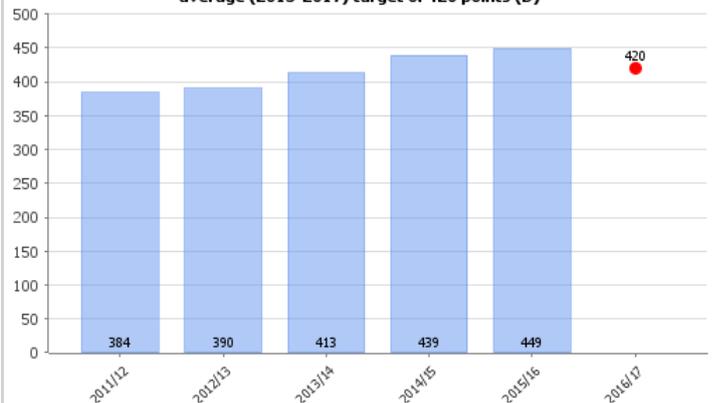
S4: Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points

Data added from Insight local measure. The average Insight points for S4 SIMD 1-3 pupils in 2015-16 increased by 10 points. In 2015-16 the average insight points for S4 pupils in SIMD 1-3 was 29 points above the three year average (2015-17) target of 420.

449



ODP7EDU02-0208 S4: Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points (D)



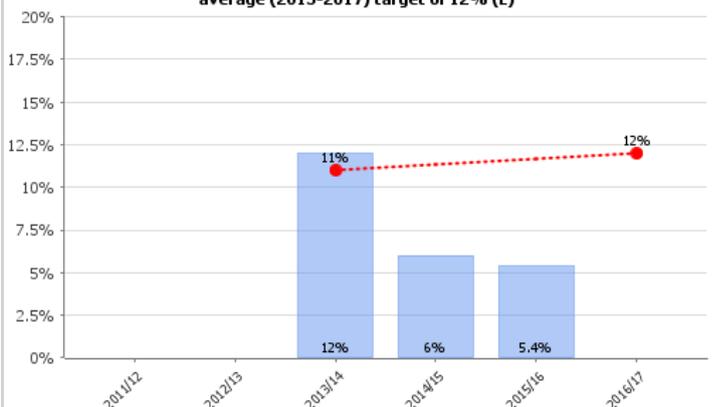
Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2015-2017) target of 12%

Data taken from Education Management Information System. The Council has reduced the proportion of young people achieving 263 points or less in each of the last three years. The 3-year average target for 2015-17 is 12% and the Council is on target to achieve this. (Aim to minimise target).

5.4%



ODP7EDU02-0209 Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2015-2017) target of 12% (E)



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

New indicator. Target exceeded. 340 participants supported in the first 6 months of the year. (Annual target 334).

340



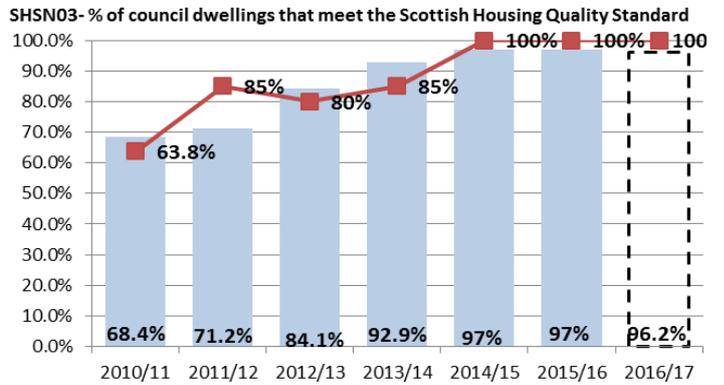
SOA 3 Performance

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

% of council dwellings that meet the Scottish Housing Quality Standard

On target. The SHQS has been achieved and maintained. The remaining 3.8% of properties are not included as owners or tenants have refused the works or the cost is not cost effective. There are 0% fails. The average % performance across Scottish Councils for 2015/16 was 93.3%

96.2%



ODP 3 Council Performance

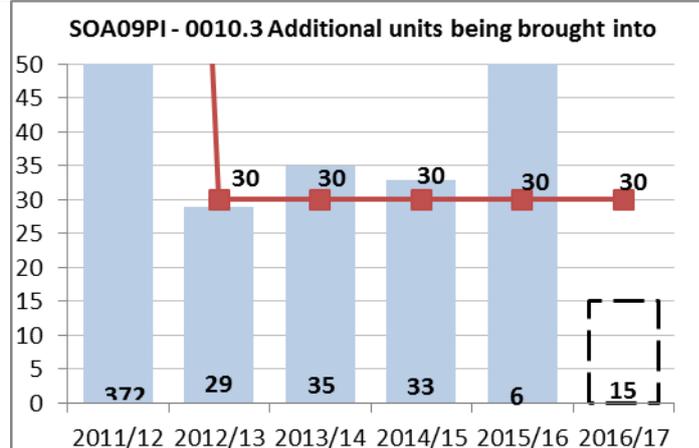
East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses to grow.



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

On target. 15 new homes built for social rent by Link Housing Association and occupied. Housing Services are currently consulting on a new Local Housing Strategy that will set the target for future years.

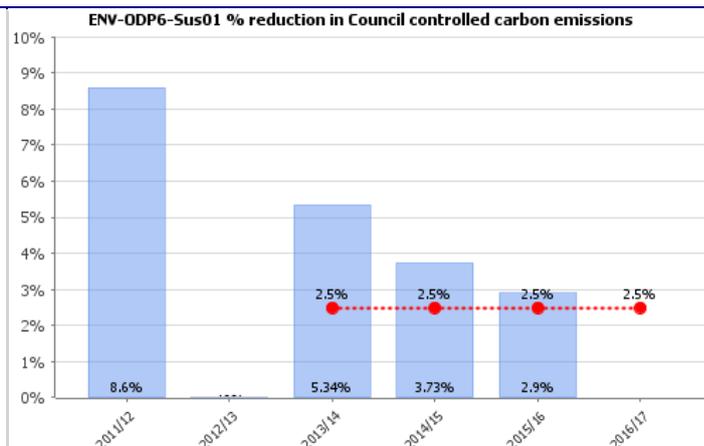
15



% reduction in Council controlled carbon emissions

Update on data that was not available at end-year 15/16. Target exceeded. A reduction of 2.9% was achieved in 2015/16.

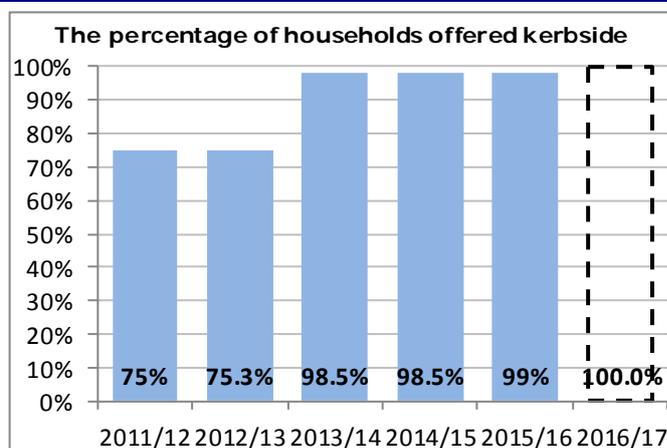
2.9%



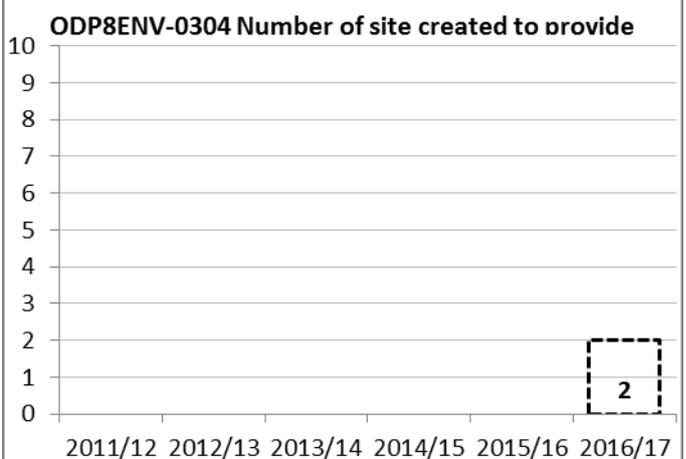
The percentage of households offered kerbside recycling facilities

All properties are offered kerbside recycling facilities. Rural properties which cannot be accessed by a bin lorry and properties with insufficient space for bins are offered boxes and bags for recycling as an alternative.

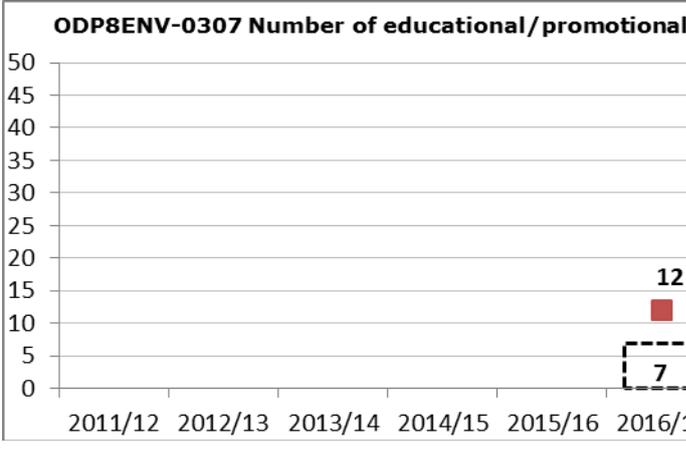
100%



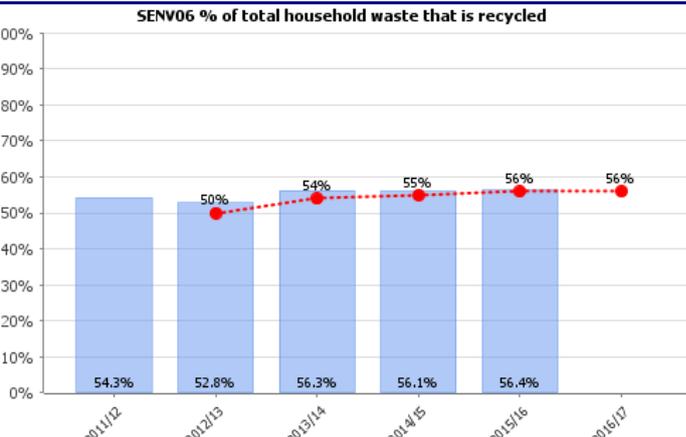
Number of sites created to provide employment opportunities

<p>New indicator. 2 sites created. The former Nestle site has been remediated and is now ready for development with a preferred developer appointed. A plot within Crossmill Business Park has been developed with 10 commercial units, a number of which are already being occupied by local businesses.</p>	<p>2 </p>	<p>ODP8ENV-0304 Number of site created to provide</p>  <table border="1"> <caption>ODP8ENV-0304 Data</caption> <thead> <tr> <th>Year</th> <th>Number of sites</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>0</td> </tr> <tr> <td>2013/14</td> <td>0</td> </tr> <tr> <td>2014/15</td> <td>0</td> </tr> <tr> <td>2015/16</td> <td>0</td> </tr> <tr> <td>2016/17</td> <td>2</td> </tr> </tbody> </table>	Year	Number of sites	2011/12	0	2012/13	0	2013/14	0	2014/15	0	2015/16	0	2016/17	2
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2013/14	0															
2014/15	0															
2015/16	0															
2016/17	2															

Number of educational/promotional events per annum to encourage waste minimisation and recycling

<p>New indicator. Mid-year target exceeded. 7 roadshows held in April 2016 to announce the introduction of recycling bins. Estimated engagement - 1500 residents.</p>	<p>7 </p>	<p>ODP8ENV-0307 Number of educational / promotional</p>  <table border="1"> <caption>ODP8ENV-0307 Data</caption> <thead> <tr> <th>Year</th> <th>Number of events</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>0</td> </tr> <tr> <td>2013/14</td> <td>0</td> </tr> <tr> <td>2014/15</td> <td>0</td> </tr> <tr> <td>2015/16</td> <td>0</td> </tr> <tr> <td>2016/17</td> <td>7</td> </tr> </tbody> </table>	Year	Number of events	2011/12	0	2012/13	0	2013/14	0	2014/15	0	2015/16	0	2016/17	7
Year	Number of events															
2011/12	0															
2012/13	0															
2013/14	0															
2014/15	0															
2015/16	0															
2016/17	7															

% of total household waste that is recycled

<p>Update on data that was not available at end-year 15/16. Target exceeded. 56.4% of household waste was recycled.</p>	<p>56.4% </p>	<p>SENV06 % of total household waste that is recycled</p>  <table border="1"> <caption>SENV06 Data</caption> <thead> <tr> <th>Year</th> <th>% of household waste recycled</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>56.3%</td> </tr> <tr> <td>2014/15</td> <td>56.1%</td> </tr> <tr> <td>2015/16</td> <td>56.4%</td> </tr> <tr> <td>2016/17</td> <td>56%</td> </tr> </tbody> </table>	Year	% of household waste recycled	2011/12	54.3%	2012/13	52.8%	2013/14	56.3%	2014/15	56.1%	2015/16	56.4%	2016/17	56%
Year	% of household waste recycled															
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2014/15	56.1%															
2015/16	56.4%															
2016/17	56%															

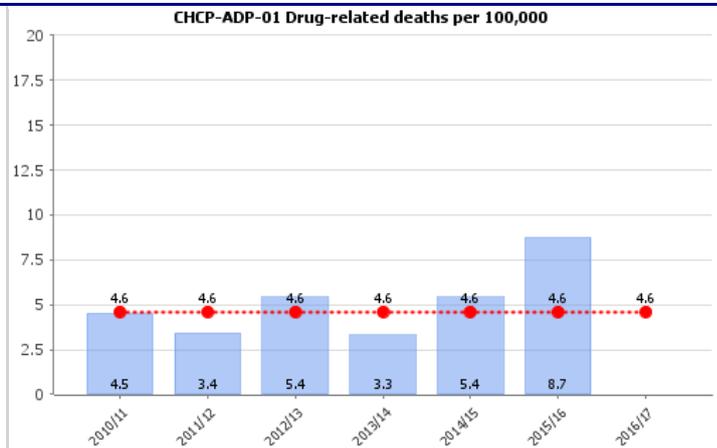
SOA 4 Performance

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

Drug-related deaths per 100,000

The most recent data shows there were 8.7 deaths per 100,000 population in 2015. In comparison the NHS GGC figure was 19.4 deaths and East Dunbartonshire was 8.5 deaths.

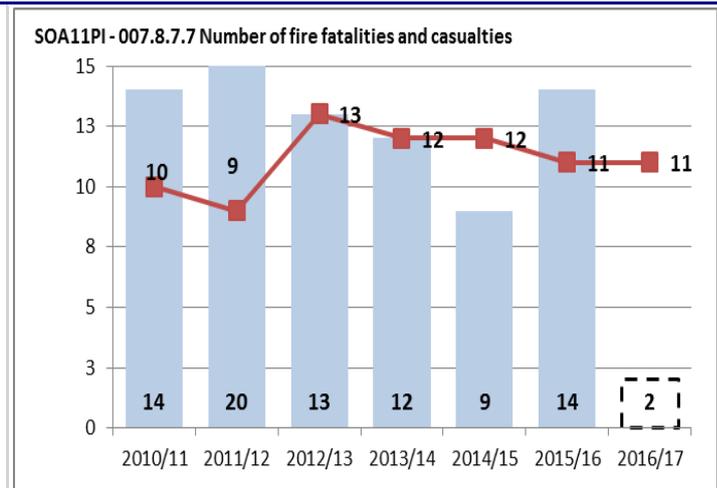
8.7



Number of fire fatalities and casualties

There was a substantial reduction in the number of fire fatalities and casualties during the first six months of this year compared to the same period the previous year. This year there were no fatalities and only two casualties - a 75% reduction - on target.

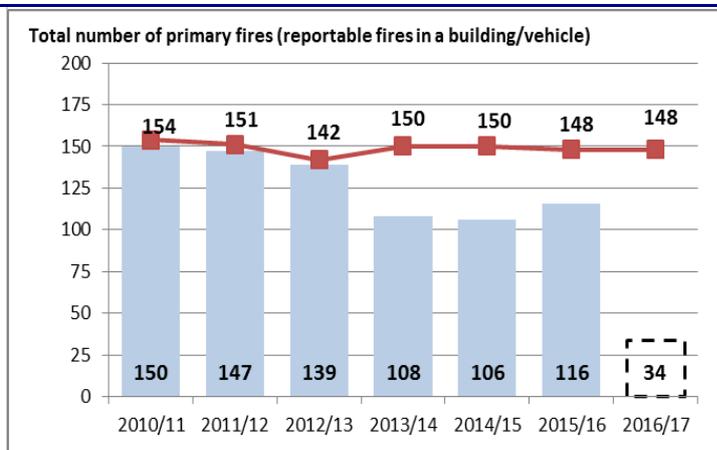
2



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

At mid-year point there have been 34 Primary Fires. This figure is 29% lower than last year and on target.

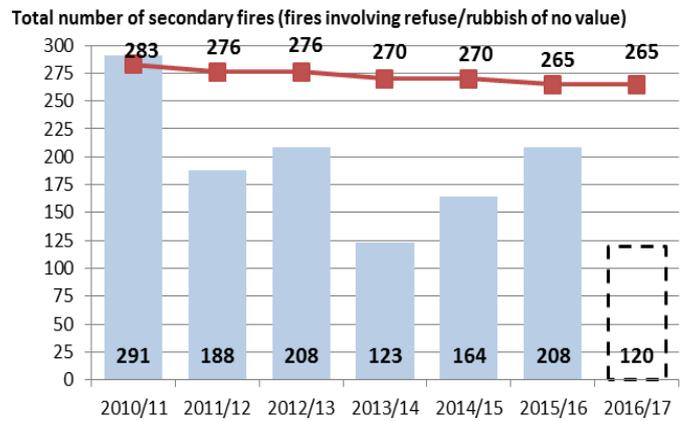
34



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

During the first half of this year there were 120 secondary fires, although an increase of 25% compared to the first half of 2015/16, still on target.

120

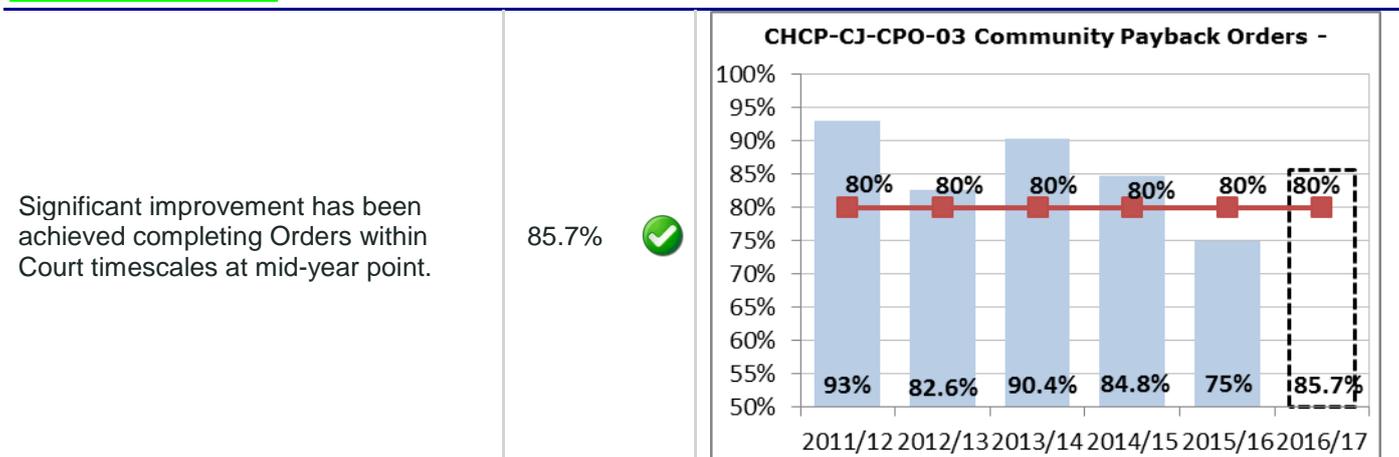


ODP 4 Council Performance

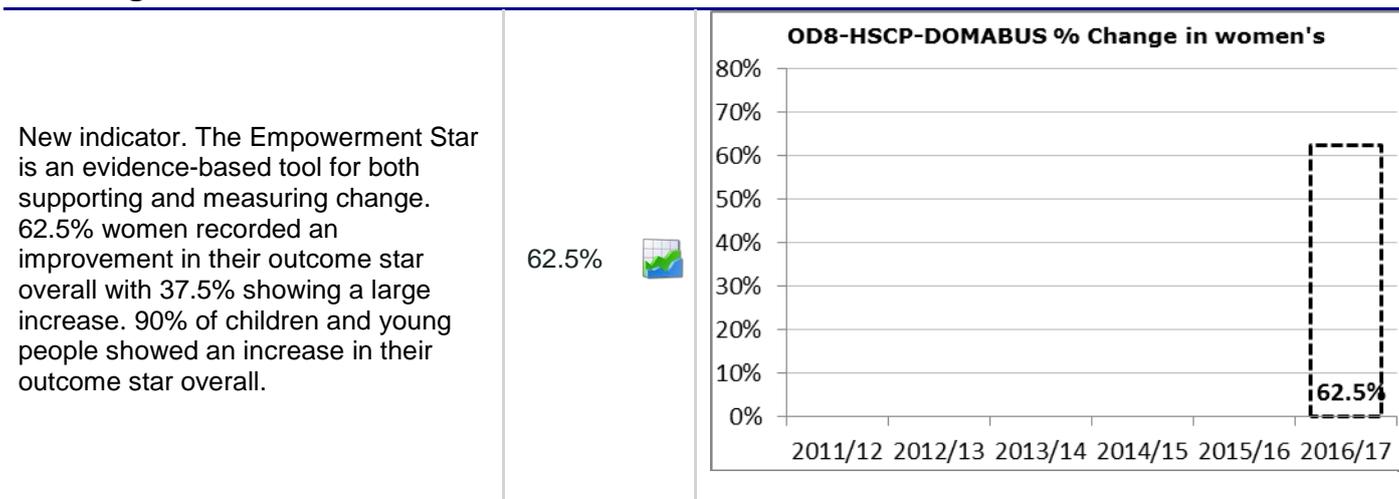
East Renfrewshire residents are safe and supported in their communities and homes.



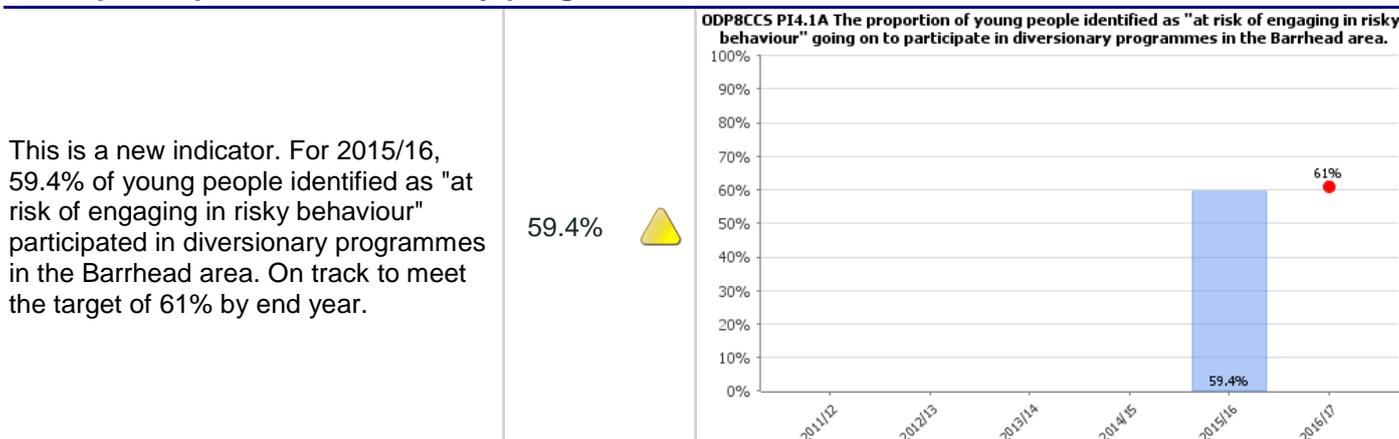
Community Payback Orders - Percentage of unpaid work placement completions within Court timescales.



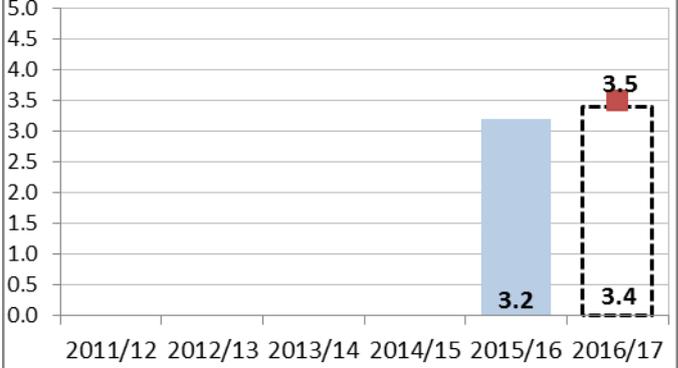
% Change in women's domestic abuse outcomes



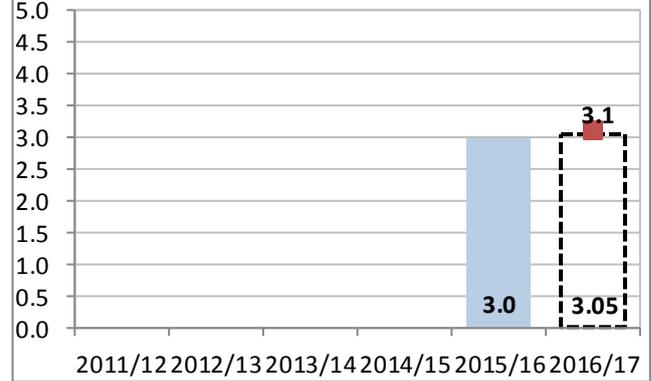
The proportion of young people identified as "at risk of engaging in risky behaviour" going on to participate in diversionary programmes in the Barrhead area.



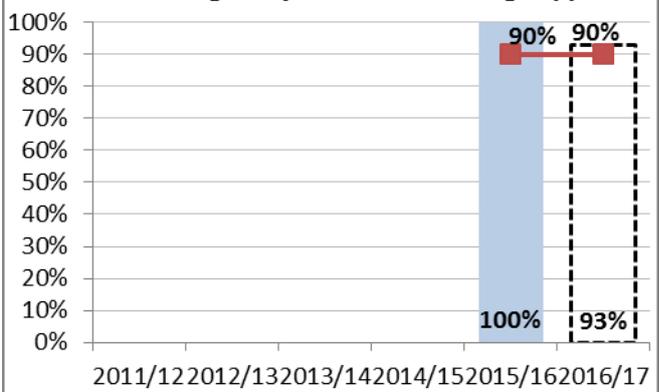
Increase in number of infant and parent support groups per 100 families (children aged 0-4 years) in Barrhead.

<p>New indicator. On track. The number of infant and parent support groups in Barrhead has risen from 26 to 28 since March 2016, resulting in a ratio of 3.4 for every 100 families in Barrhead with at least one child aged 0-4. Community engagement officers are currently focusing on two potential new groups in the area which will enable target to be met.</p>	<p>3.4</p>		<p>ODP8CCS PI4.4A Increase in number of infant and</p>  <table border="1"> <caption>ODP8CCS PI4.4A Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>3.2</td> </tr> <tr> <td>2016/17</td> <td>3.4</td> </tr> <tr> <td>2016/17 (Target)</td> <td>3.5</td> </tr> </tbody> </table>	Year	Value	2015/16	3.2	2016/17	3.4	2016/17 (Target)	3.5
Year	Value										
2015/16	3.2										
2016/17	3.4										
2016/17 (Target)	3.5										

Increase in number of older people’s groups per 1000 pop (65 years and older) across East Renfrewshire

<p>New indicator. On track. There are currently 54 older people’s groups across East Renfrewshire, resulting in a ratio of 3.0 per 1000 over-65 population. There is a further potential group in the pipeline at the moment and work is ongoing to identify further opportunities.</p>	<p>3.05</p>		<p>ODP8CCS PI 4.4B Increase in number of older</p>  <table border="1"> <caption>ODP8CCS PI 4.4B Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>3.0</td> </tr> <tr> <td>2016/17</td> <td>3.05</td> </tr> <tr> <td>2016/17 (Target)</td> <td>3.1</td> </tr> </tbody> </table>	Year	Value	2015/16	3.0	2016/17	3.05	2016/17 (Target)	3.1
Year	Value										
2015/16	3.0										
2016/17	3.05										
2016/17 (Target)	3.1										

% of community groups who are self-sustaining one year after receiving support from the Community Planning team, on a rolling 3 year basis

<p>New indicator. On target. 10 of the 11 groups supported by the community planning team are still running one year on. One group folded due to participants going on to positive destinations such as further education.</p>	<p>93%</p>		<p>ODP8CCS PI4.4C % of community groups who are self-sustaining one year after receiving support</p>  <table border="1"> <caption>ODP8CCS PI4.4C Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>100%</td> </tr> <tr> <td>2016/17</td> <td>93%</td> </tr> <tr> <td>2016/17 (Target)</td> <td>90%</td> </tr> </tbody> </table>	Year	Value	2015/16	100%	2016/17	93%	2016/17 (Target)	90%
Year	Value										
2015/16	100%										
2016/17	93%										
2016/17 (Target)	90%										

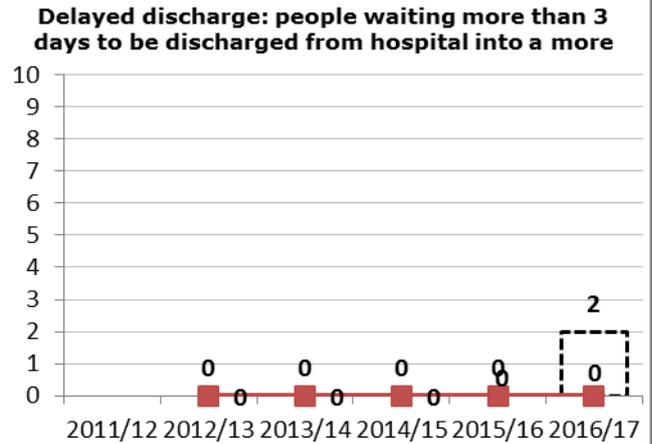
SOA 5 Performance

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

Delayed discharge: people waiting more than 3 days to be discharged from hospital into a more appropriate care setting

Indicator changed from people waiting in excess of 14 days to 3 days. Target is 0. This target is set by the NHS, not the Community Planning Partnership. From July 2016 the following patients are no longer recorded as delayed discharges: patients delayed for healthcare reasons or in non-hospital locations. Patients discharged within three days of the census date are included in the number of delays count which has been excluded from census figures since 2006.

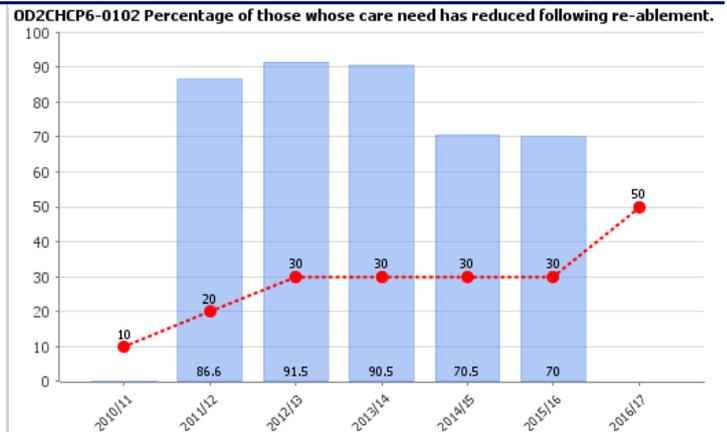
2



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

The reason for such a large value in comparison to target is that the service is still fairly small and it focuses on hospital discharge. The target for 2016/17 has been increased to 50%. As the service grows to include all referrals the number of people with reduced needs is anticipated to fall. The national average is currently estimated to be around 40%.

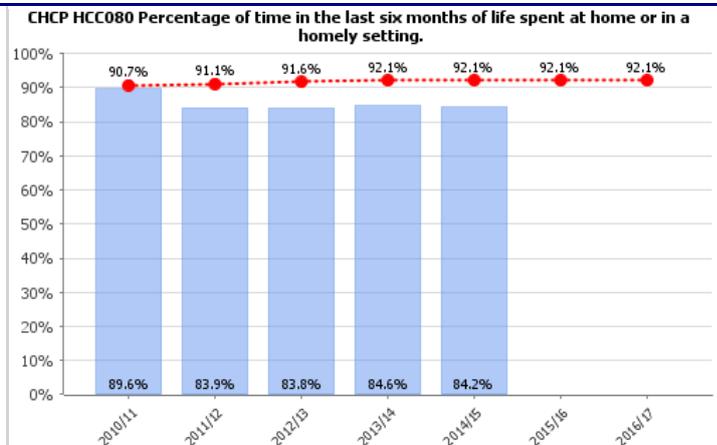
70%



Percentage of time in the last six months of life spent at home or in a homely setting.

The methodology on how the measure is calculated compared to previous years' has been revised (August 2016) and the data from 2011/12 to 2014/15 has been amended accordingly. Previously only time spent in major acute hospitals was counted under the revised methodology all bed days in acute and community hospitals, psychiatric hospitals and geriatric long stay facilities is counted.

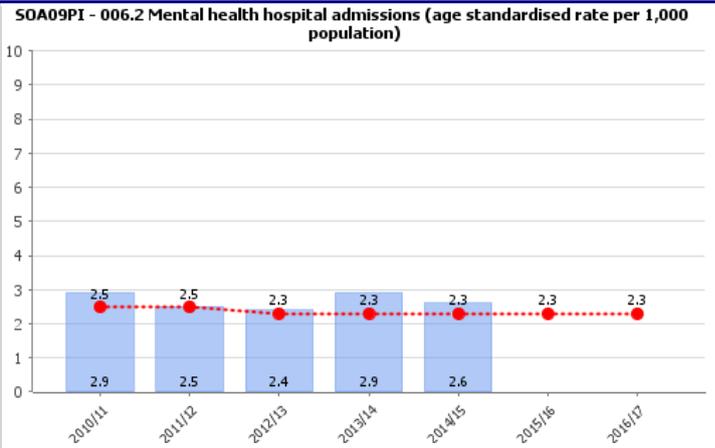
84.2%



Mental health hospital admissions (age standardised rate per 1,000 population)

Rates (age standardised) to March 2015 published May 2016. Data for 2015/16 not currently available. Latest data for 2014/15 corresponds to 256 hospital admissions during the year.

2.6



ODP 5 Council Performance

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



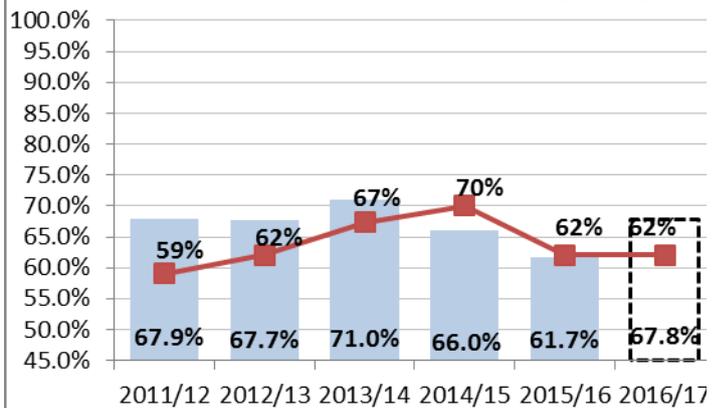
People reporting 'having things to do' needs fully met (%)

At mid-year point, of the total 214 valid responses, 145 reported their needs fully met with a further 57 reporting their needs partially met. Twelve (5.6%) responses reported unmet need in this regard.

67.8%



CHCP HCC065 People reporting 'having things



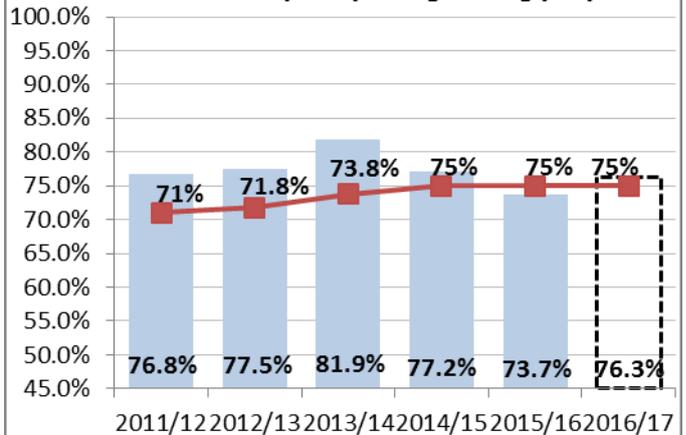
People reporting 'seeing people' needs fully met (%)

At mid-year point, of the total 211 valid responses, 161 reported their needs fully met with a further 44 reporting their needs partially met. Six (2.8%) responses reported unmet need in this regard.

76.3%



CHCP HCC066 People reporting 'seeing people'



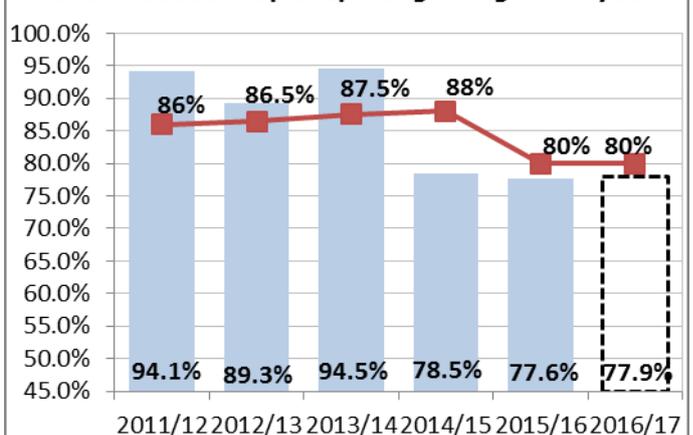
People reporting 'living where you want to live' needs fully met (%)

At mid-year point, of the total 208 valid responses, 162 reported their needs fully met with a further 40 reporting their needs partially met. Six (2.9%) responses reported unmet need in this regard.

77.9%



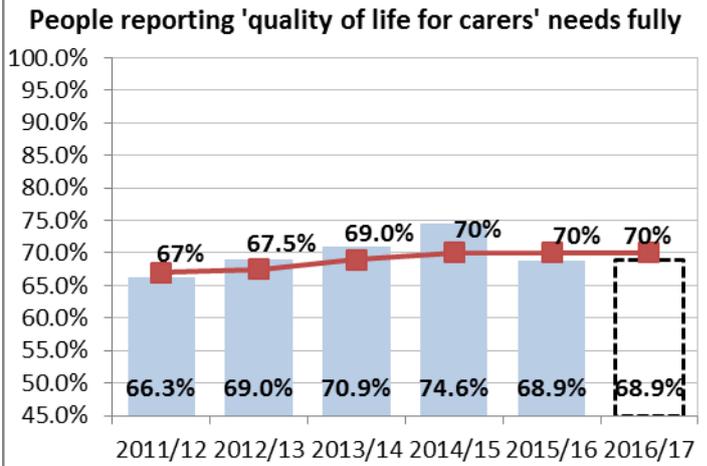
CHCP HCC068 People reporting 'living where you



People reporting 'quality of life for carers' needs fully met (%)

At mid-year point, of the total 167 valid responses, 115 reported their needs fully met with a further 43 reporting their needs partially met. Nine (5.4%) responses reported unmet need in this regard.

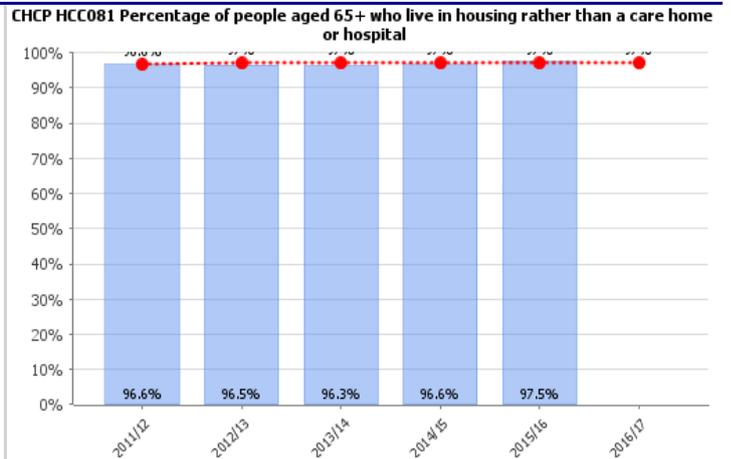
68.9%



Percentage of people aged 65+ who live in housing rather than a care home or hospital

Exceeding target of 97%. At September 2016 there were 625 East Renfrewshire residents (65 and over) living in care homes from a population of 17,000 (65 and over).

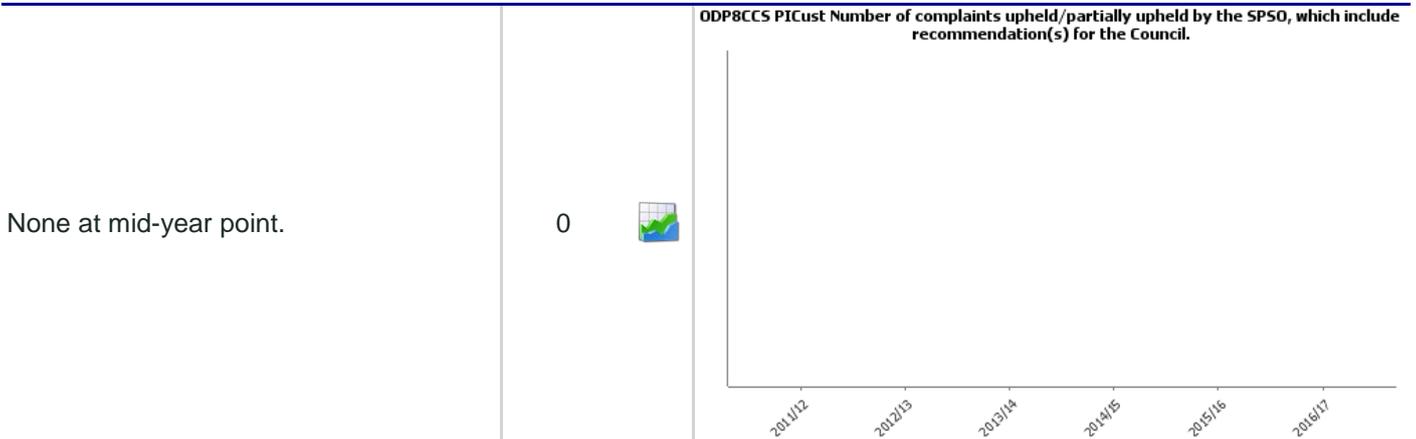
97.5%



Customer- Council Performance

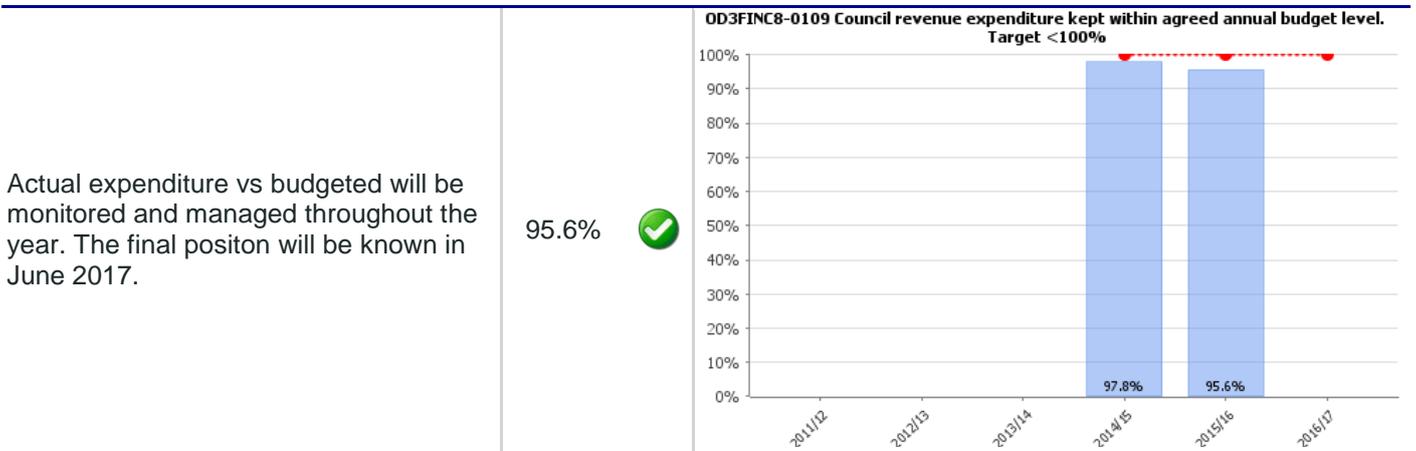


Number of complaints upheld/partially upheld by the SPSO, which include recommendation(s) for the Council.



Efficiency- Council Performance

Council revenue expenditure kept within agreed annual budget level. Target <100%



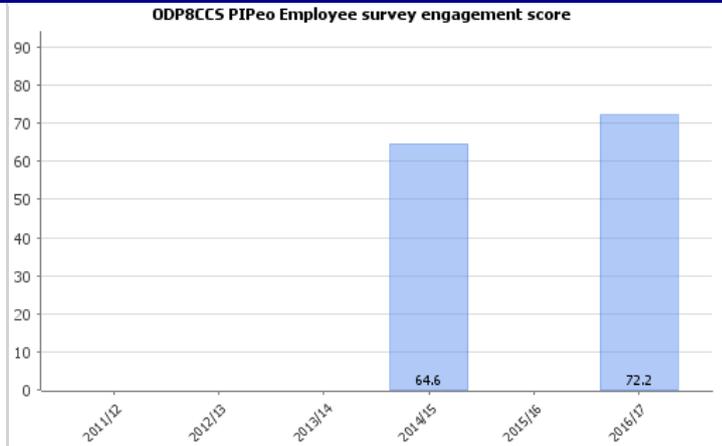
People- Council Performance



Employee survey engagement score

Score out of 100. This was calculated using all questions in the 2016 survey - so caution advised on any direct comparison with 2014 (which was based on a section (Engagement)).

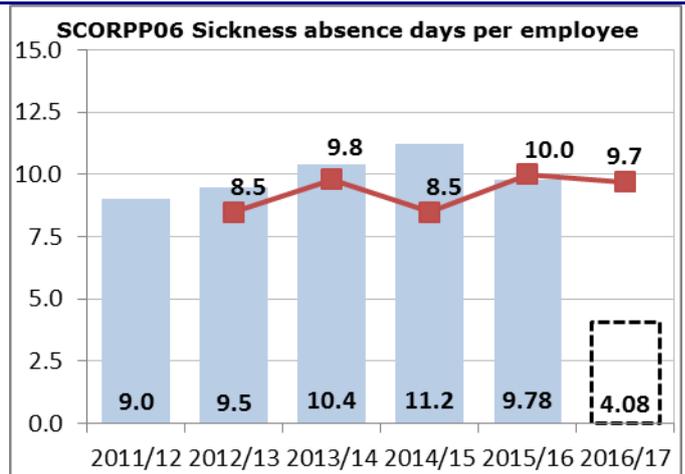
72.2



Sickness absence days per employee

Target met and improvement on mid-year point 2015-16. Significant improvement work undertaken has enabled sickness absence to reduce; work will be ongoing to ensure this continues.

4.08



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Annex 2 includes those indicators in the SOA and ODP that have no update at mid-year 2016-17.

Outcome 1

- Positive pregnancies -a reduction of 15% in the rates of stillbirths
- Positive pregnancies- a reduction of 15% in the rate of infant mortality
- Proportion of P1 children who have reached all of the expected milestones on entry to school
- Low birth weight live singleton births as a % of total live singleton births
- % of children looked after away from home who experience 3 or more placement moves
- Breastfeeding at 6-8 weeks most deprived SIMD data zones
- % of new born children exclusively breastfed at 6-8 weeks
- % of parents/carers offered income maximisation at first point of contact
- Children within kinship care remaining in their community
- Number of parents completing a targeted training programme
- % of 2 year olds in Barrhead offered a nursery place

Outcome 2

- Male Life expectancy at birth
- Female Life expectancy at birth
- Male life expectancy at birth in 15% most deprived communities
- Female life expectancy at birth in 15% most deprived communities
- Cumulative number of East Renfrewshire smokers living in the most deprived communities supported to successfully stop smoking
- % of adult population who smoke
- % of school leavers going into employment, education or training
- % of pupils reporting that their school is helping them to become more confident
- % of pupils reporting that they had opportunities to celebrate their personal achievements
- Alignment of the local workforce to job creation from City Deal and Local Development Plan
- % Unemployed People Assisted into work from Council operated / funded Employability Programmes
- Working age in employment
- Adult participation in sports: % of adults taking part in sport at least once a week
- Number of attendances per 1,000 population for indoor sports and leisure facilities
- Number of Library visits per 1,000 population
- Number of people participating in community based health improvement programmes
- Number of smokers supported to successfully stop smoking

Outcome 3

- Number of new business births per 10,000 resident (16+) population
- % of the businesses that survive for at least three years
- Citizens Panel - Satisfaction with East Renfrewshire as a place to live
- Number of businesses growing after receiving support from Council operated / funded business development programmes

Outcome 3 cont.

- Increased investment in the local economy
- % City Deal projects delivered on time and within budget
- % of parks and greenspace improvement projects delivered on time and within budget
- Fulfilment of Town Centre Action Plans

Outcome 4

- Rate of alcohol related hospital admissions per 100,000 population
- Rate of common & serious assaults per 10,000 population
- Rate of antisocial behaviour complaints per 10,000 population
- Volume and rate of violent crimes, including sexual crimes, per 10,000 population
- Rates of domestic abuse incidents per 10,000 population
- The volume and rate of domestic housebreaking per 10,000 population
- Number of people killed or seriously injured (KSI) in road accidents
- Number of suicides per 100,000 population
- % of Licensed Premises passing Challenge 25 Diligence Test
- % offenders successfully completing community based sentences whose risk has reduced
- 100% people agreed to be at risk of harm and require a protection plan have one in place
- % of individuals moving from alcohol & drug treatment to recovery
- % change individual recovery Outcome Score

Outcome 5

- Citizens' Panel % agree that their community supports older people
- Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population
- % of people aged 65+ who live in housing rather than a care home or hospital
- Direct payments spend on adults 18+ as a % of total social work spend on adults 18+

Customer

- % of Citizens' Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council

Efficiency

- Financial savings delivered through the Modern Ambitious Programme (MAP)

**EAST RENFREWSHIRE COMMUNITY PLANNING PARTNERSHIP
PERFORMANCE AND ACCOUNTABILITY REVIEW
Advice Note to Council
Tuesday 8 November 2016**

East Renfrewshire Community Planning Partnership's Performance and Accountability Review takes place at least twice a year. This brings together senior representatives from community planning partner agencies:

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

Summary of PAR Discussion

A key focus of the meeting is to ensure the performance of the Community Planning Partnership (CPP) is on track to meet agreed targets, review strategic approaches to drive transformational change and agree and monitor improvement actions.

At the PAR in May and at the CPP Board meeting in June, it was agreed that the CPP should continue to work towards the Single Outcome Agreement outcomes. **Community Planning Partners discussed performance against SOA targets at mid-year.** Almost all the indicators are on target or have exceeded targets. There are a few indicators which are not performing as well as expected and the PAR had discussions around these and identified actions as appropriate.

SOA1

- Almost all targets have been met for SOA1, a particularly high performing measure is the number of children meeting their expected developmental milestones at their 27-30 month health review. This is at 96% and exceeds the target of 85%.
- Also meeting the target is the number of teenage pregnancies and for the 7th consecutive year, East Renfrewshire has the lowest rates of teenage pregnancy in Scotland.
- There has been a small increase in the number of children living in poverty in East Renfrewshire although East Renfrewshire is still within the 1st quintile when benchmarked with other local authorities. The PAR agreed to look at a range of data, including number of free school meals, benefit claims, NHS data and levels of employment among parents and carers to try to get an understanding of what is causing the rise. Notably there has not been a similar increase for those families that live within the 20% most deprived areas in Scotland.

SOA2

- East Renfrewshire school pupils achieved the best results to date on national examination results with 77% of S4 pupils achieving 5+ at L5. This is an increase of 5.1% on 2014/15 and is considerably higher (by 22.3%) than the Council's virtual comparator of 54.7%.
- The number of 16 – 24 year old on the claimant count is still within target but has seen a small rise which warrants investigation to establish the factors contributing to the increase and any further increase in claimants.

SOA3

- The target for the % of household waste that is recycled has exceeded target.

SOA4

- There has been a substantial decrease in the number of primary fires (fires within a building or vehicle) within the authority which is 29% lower than last year and well within target. Secondary fires (fires involving refuse/rubbish of no financial value) are also within target.
- Although this is not within target, there are still very small numbers of drug-related deaths and East Renfrewshire is comparable to similar local authorities when benchmarked.

SOA5

- The zero target set for the delayed discharge indicator is set at NHS level, rather than by the CPP. Although this has not been met, the number of delays is very small (2) and East Renfrewshire is the second best performing authority across Scotland for this measure.

The PAR discussed the **new statutory requirement for a Local Outcome Improvement Plan (which replaces the Single Outcome Agreement) and locality plans**. PAR members had a detailed and rich discussion around the approach to localities, including the need to be aware of existing arrangements such as HSCP localities and consideration of a phased approach to the preparation of locality plans, in recognition of the time and resource required to work with communities to prepare a locality plan that meets their needs.

The **Corporate Parenting Plan** was shared with partners and was widely praised. There was discussion around how partners could further input into the plan including closer links with Higher and Further Education institutions to allow looked after children to reach their full potential, and how the modern apprentice scheme could be utilised to support this group of young people.

Finally there was an **update on the CPP Board** which took place in June, particularly around the action agreed at the Board meeting to review CPP arrangements. This will ensure the current structure is fit for purpose following the Community Empowerment (Scotland) Act and there was a request for partners to fully participate in the review.

Actions

Table 1 contains a summary of the actions agreed at the PAR on 8 November 2016:

Table 1 (draft actions to be confirmed)

	Action		Due Date
1	Mid-Year Performance	Investigate reasons behind indicators performing below expectations including levels of child poverty and increase in 16-24 year olds on the claimant count (the latter is still within target but has risen slightly.)	PAR meeting May 2017
2	Information Sharing	Share 'near final' guidance from Scottish Government to support the Community Empowerment (Scotland) Act 2015 highlighting key changes. Share the minute from the CPP Board meeting in June 2016.	end of November

3	Community Empowerment Requirements	Progress plans for responding to requirements set out in statutory guidance for the development of the Local Outcome Improvement Plan and locality plans and bring a report to Cabinet at the appropriate point.	LOIP and locality plans to be in place by 1 October 2017
4	Corporate Parenting Plan	Review partner input and re-visit at May PAR.	May 2017

Table 2 provides an update on previous actions agreed at the PAR in May 2016.

Action	Update Note
To add evidence of work delivered in partnership and examples of community engagement/ participation to performance reporting at mid and end year and produce SOA summary of progress.	In progress. SOA progress report has been drafted and shared with theme leads for comment.
Submit a joint CPP response to the CE(S)A statutory guidance issued by Scottish Government. Partners will provide CP Team with any responses from national bodies.	Complete. Response submitted on behalf of East Renfrewshire CPP. Near final guidance has now been shared by SG.
Partners to identify training requirements for community engagement. CP Team to coordinate and deliver.	Complete. No training needs identified.
Set up a short-life Working Group to lead the implementation of CE(S)A with representation from (the local authority, HSCP, Police Scotland, Scottish Enterprise, Scottish Fire and Rescue Service and Voluntary Action East Renfrewshire. Report progress to PAR in November.	In progress. Locality Planning Working Group set up. Two meetings have been held so far. Progress to date and recommendations made to the PAR.
Invite representation from West College Scotland to attend the PAR.	Complete. Liz Connolly attended the PAR meeting on behalf of West College Scotland.
Continue Model for Improvement approaches under the three agreed stretch aims and report to the CPP Board in June 2016 and the PAR in November 2016.	Complete. Work towards stretch aims is ongoing.

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Mid-Year complaints 2016/2017

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. The data shows we continue to perform well in relation to the handling of complaints. In the first half of 2016/17 we received 772 complaints, which was a decrease compared with the previous midyear point (832 in 2015/16). There has been a small increase in the proportion of complaints dealt with within the response timescales set by the SPSO at the frontline stage (88% compared with 86% at mid-year 15/16). However, the average time to respond to complaints is currently above the 5 day target. At mid-year we have missed the 5 working day response target for Stage One (Frontline) complaints due to 3 complaints with unusually long timescales. The response times for these outliers ranged from 40 to 77 days. If we were to exclude these 3 complaints, the average response time for Stage One complaints would reduce to 3 days. We are also seeing continuing evidence of complaints information being used to inform service improvements. We will continue to develop and use complaints data to highlight key themes and issues, learn from complaints, and further improve services.

1 - The total number of complaints received per 1000 of the population.			
Indicator Description	Mid-Year 2015/16	Mid-Year 2016/17	Notes
Number complaints received per 1,000 population.	9.2	8.36	There were 772 complaints in the first half of 16-17, a decrease of 50 for the same period in 15-16. We also report specifically on our housing complaints, 120 of which related to housing, a decrease of 4 since 15/16.

2 - Complaints closed at stage one and stage two as a percentage of all complaints closed		
Indicator Description	Mid-Year 2015/16	Mid-Year 2016/17
Number complaints closed at stage one as % of all complaints	95.9% (802)	93.9% (726)
Number complaints closed at stage two as % of all complaints	1.3% (11)	2.8% (22)
Number complaints closed at stage two after escalation as % of all complaints	2.8% (23)	3.2% (25)

3 - The number of complaints upheld/ partially upheld/ not upheld at each stage as a percentage of complaints closed in full at each stage.		
Not upheld	Mid-Year 2015/16	Mid-Year 2016/17
Number complaints not upheld at stage one as % of complaints closed at stage one	33.8% (271)	40.1% (291)
Number complaints not upheld at stage two as % of complaints closed at stage two	36.4% (4)	54.5% (12)
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	65.2% (15)	70% (7)
Partially Upheld	Mid-Year 2015/16	Mid-Year 2016/17
Number of complaints partially upheld at stage one as % of complaints closed at stage one	7.2% (58)	10.5% (76)
Number complaints partially upheld at stage two as % of complaints closed at stage two	9.1% (1)	27.3% (6)
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	17.4% (4)	16% (6)
Upheld	Mid-Year 2015/16	Mid-Year 2016/17
Number of complaints upheld at stage one as % of all complaints closed at stage one	58.6% (470)	49% (353)
Number complaints upheld at stage two as % of complaints closed at stage two	54.5% (6)	18.2% (3)
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	17.4% (4)	0%

4 - The average time in working days for a full response to complaints at each stage.

Indicator Description	Mid-Year 2015/16	Mid-Year 2016/17	Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution).	3.5	6.1	5	
Average time in working days to respond to complaints at stage two (investigation).	13.3	15.1	20	
Average time in working days to respond to complaints after escalation (investigation).	14	13.3	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	13.8	14.2	20	

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.

Indicator Description	Mid-Year 2015/16	Mid-Year 2016/17
Number complaints closed at stage one within 5 working days as % of stage one complaints	86% (690)	88% (638)
Number complaints closed at stage two within 20 working days as % of stage two complaints	90.9% (10)	86.4% (19)
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	95.7% (22)	92% (23)
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	94.1% (32)	89.2% (42)

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

Indicator Description	Mid-Year 2015/16	Mid-Year 2016/17
% of complaints at stage one where extension was authorised	0.1% (8)	1.5% (11)
% of complaints at stage two where an extension was authorised.	0%	0%
% of escalated complaints where extension was authorised.	0%	4% (1)

7 - Customer Satisfaction Measures

To assess satisfaction with the complaints service we survey complainants throughout the year. Over a quarter of complainants (26.7% - n78) responded to our online survey. Across the high level indicators, customers were more satisfied with the complaints process than they had been at mid-year 2015/16. Forty-six per cent were satisfied with the way their complaint was handled, an increase from 45% in 2015/16. Complainants were most satisfied with how easy it was to make a complaint and how polite staff were. There was a slight drop in satisfaction with being given a clear explanation for the Council's decision, falling from 41% to 37%, although still a marked increase on the 23% satisfaction rating at mid-year 2014/15. The satisfaction data is used to improve the complaints procedure for our customers.

Indicator Description	Mid-Year 2015/16	Mid-Year 2016/17
% responding to complaints satisfaction survey.	24.4%	26.7%
% satisfied with way complaint was handled.	45.2%	46.2%
% satisfied with outcome of complaint.	35%	34.3%
% satisfied with how well staff understood your complaint.	39%	43%
% satisfied with how easy it was to make a complaint.	67.7%	69.2%
% satisfied with how polite staff were.	54.2%	65.7%
% satisfied with being given a clear explanation of the reasons for the Council's decision.	41%	37%
% satisfied with being kept up to date with the progress of your complaint.	24.6%	32.9%
% satisfied with time taken to deal with complaint from start to finish.	45.2%	47.4%

8 - Improvement Actions

Complaints data is closely monitored to ensure we learn from complaints and make service improvements. In the first half of 2016/17, these included:

- Reviewing the applications process for blue badges.
- Testing the microphones used for Council webcasting to ensure any amplification problems have been resolved.
- Re-routed Community Safety warden patrols and coordinating with Police Scotland to tackle problems with anti-social behaviour at a new cycle path development.
- Increasing the number of available pre-five places in Crookfur Nursery Class, with plans to further increase provision in the Newton Mearns area.
- Cleansing and recycling services have been piloting a new approach to complaints handling with a single nominated officer responsible for handling all complaints and enquires. This has resulted in a decrease in both the overall number of complaints and the average time to respond to complaints while the proportion of complaints not upheld has increased.

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