

Service Nominated PIs 2016-17

All Scottish councils are required to report on what are called Statutory Performance Indicators (SPIs) covered in this report. If you require further information on performance information generally, please contact – policyandimprovement@eastrenfrewshire.gov.uk or tel: 0141 577 3660.



Title
Service Nominated PIs 2016-17

Title
SPI 1: Achievement of Best Value

Title
a) Improving local public services (including with partners).

Description	2015/16	2016/17
	Value	Value
Delayed discharge: people waiting more than 3 days to be discharged from hospital into a more appropriate care setting	0	5
Delayed discharges (rate per 1,000 pop) bed days lost to delayed discharge for patients aged 75+ (incl AWI's)	209	1918
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days	51%	67%
Community Payback Orders - Percentage of unpaid work placement completions within Court timescales.	75%	96%
Number of people self directing their care through receiving direct payments and other forms of self-directed support.	442	364
Percentage of those whose care need has reduced following re-ablement.	70%	64.4%
Percentage of community alarm calls responded to and resolved on first point of contact.	100%	100%
Percentage of out of hours domestic noise complaints resolved by the Community Wardens at first point of contact.	96%	96%
Adult Support and Protection - Average time to enquiry completion	4.9	N/A
The length of paths newly created or managed (km).	2.3	N/A
Percentage of anti-social behaviour reports recorded as resolved by the Anti-Social Behaviour officer at first point of contact.	80%	80%
Missed collections per 100,000 collections. (APSE Indicator)	165.79	63.36
% reduction in Council controlled carbon emissions	2.9%	6.9%
The percentage of households offered kerbside recycling facilities.	98.5%	100%
Average time to decide a local planning application (In weeks)	6.9	7.1
Number of days from report of road defect to repair completion.	7	N/A
Length of paths newly created or managed in Greenspace (km)	1.8	9
The length of paths newly created or managed within the urban area.	2.3	0
% of Planning applications received online	56%	59%
Percentage of Building warrants received online.	24%	42%
Number of infrastructure improvements to bus stops.	22	16
% of online payments received for planning applications	25%	27%
% of online payments received by Building Standards	11%	22%
CM4: % of council buildings in which all public areas are suitable for and accessible to disabled people	85%	87%
Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours)	0.36	0.38

Description	2015/16	2016/17
	Value	Value
Percentage of building warrants responded to within 15 days	55.7%	50.3%
PS1: % of premises in the '12 months' category that were inspected on time	100%	100%
PS4: % of trading standards consumer complaints that were completed within 14 days	84.6%	79.9%
PS4: % of trading standards business advice requests that were completed within 14 days	100%	100%
Overall percentage of road network that should be considered for maintenance treatment	39.2%	39.2%
Homeless application - meet with trained officer	Yes	N/A
Planning - all planning applications on Councils website within 2 days of receipt	Yes	Yes
Roads and Transport - assess roads and footway resurfacing requests	Yes	Yes

Title
b) Improving local outcomes (including with partners).

Description	2015/16	2016/17
	Value	Value
Drug-related deaths per 100,000	8.7	5.4
Delayed discharge: people waiting more than 3 days to be discharged from hospital into a more appropriate care setting	0	5
Male Life expectancy at birth	80.1	N/A
Female life expectancy at birth	83.5	N/A
Number of suicides per 100,000 population.	8.6	8.5
Male life expectancy at birth in 15 per cent most deprived communities	73.9	N/A
Rate of alcohol related hospital stays per 100,000 population.	434	415
Female life expectancy at birth in 15 per cent most deprived communities	79.2	N/A
Community Payback Orders - Percentage of unpaid work placement completions within Court timescales.	75%	96%
Positive pregnancies - reduction of 15% in the rates of stillbirths.	4.6	N/A
Percentage of people with learning disabilities with an outcome-focused support plan	97.0%	N/A
Positive pregnancies - reduction of 15% in the rate of infant mortality	1.2	N/A
Percentage of those whose care need has reduced following re-ablement.	70%	64.4%
Percentage of time in the last six months of life spent at home or in a homely setting.	86%	85%
% of service users moving from drug treatment to recovery service	13%	9%
Percentage of people aged 65+ who live in housing rather than a care home or hospital	97.5%	96.8%
Percentage of newborn children exclusively breastfed at 6 - 8 weeks.	40.5%	38.8%
Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population	4,158	N/A
Breastfeeding at 6-8 weeks most deprived SIMD data zones	10.3%	13.6%
Percentage of children looked after away from home who experience 3 or more placement moves	1.1%	7.1%
Mental health hospital admissions (age standardised rate per 1,000 population)	3.1	1.5
Percentage of obese children in primary 1	3.2%	4.2%
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.	59.4%	61.9%
Percentage of pupils reporting that their school is helping them to become more	90%	84.1%

confident (Target of 93% by 2017-18) (D)		
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2016-2018 of 88%)(A)	88.4%	89.2%
Number of businesses which have grown through targeted business support.	41	32
Percentage of adults reporting that the learning has improved their ability to obtain, improve or sustain their employment.	96%	98%
% of primary schools being awarded the 'Family Friendly' accreditation	68%	87%
% of establishments being awarded silver level 'Family Friendly' accreditation	81%	81%
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 150 by 2017).	62	79
Citizens' Panel - Public parks and open spaces % of SERVICE USERS rating service as very good/good	93%	96%
% of Telecare clients stating Telecare has made them feel safer at home.	91.4%	94.3%
Number of exclusions per 1,000 pupils - Primary - 3 year average target of 0.3 for 2016-2018 (A)	0	0.1
Number of individuals entering employment, training or education as a result of training and employability services.	253	474
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 85.5% (B)	85.5%	86.5%
Number of attendances per 1,000 population to all pools	3,080	N/A
Number of exclusions per 1,000 pupils - Secondary - 3 year average target of 3.3 for 2016-2018 (B)	4	6.7
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 88% (C)	88.6%	90.3%
Number of attendances per 1,000 population for indoor sports and leisure facilities	5,534	N/A
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	59.5%	61%
Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year target (2015-17) of 91% (C)	90.6%	89.6%
Number of Library visits per 1,000 population	6,258	N/A
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	55%	57%
Number of social enterprise organisations with earned income in excess of £100,000 employing more than five people.	28	N/A
Number of events which encourage residents which promote health and wellbeing	191	273
Percentage of pupils in P6-S6 taking part in volunteering activities	58%	62%
Number of schools maintaining Eco-schools Green Flag status	31	30
Number of awards achieved by young people participating in school and community based targeted programmes. (Young Persons Services)	1,824	1,911
Citizens' Panel - Education for children with additional support needs (formerly Special need education) % of service users rating service as very good/good	61%	N/A
Citizens' Panel - Nursery education % of service users rating service as very good/good	86%	N/A
Citizens' Panel - Primary education % of service users rating service as very good/good	96%	N/A
Citizens' Panel - Secondary education % of service users rating service as very good/good	96%	N/A
% Change in individual recovery Outcome Score	N/A	17%
% Change in women's domestic abuse outcomes	87%	66%
Number of visitors to the Pavilion at Rouken Glen Park (Note - this is the numbers that pass through the pavilion rather than unique visitors).	89,859	106,719
Percentage of Licensed Premises passing Challenge 25 Integrity Test - Level 1	72%	86%
% of children reaching developmental milestones at 27-30 month child health review.	83%	N/A

People reporting 'quality of life for carers' needs fully met (%)	68.9%	69.8%
National examination results: 5+ @ L5 by end of S4. 3-year average target (2015-17) of 71.5%	77%	75.6%
National examination results: 5+ @ L6 by end of S5. 3-year average (2015-17) target of 39%	43.4%	43.8%
Number of Foster Carers	13	16
Number of people participating in community based health improvement programmes	405	462
Increase in referrals to Money Advice Team	N/A	398
Number of Kinship Carers	22	28
% Children within kinship care remaining in their community.	N/A	100%
Proportion of P1 children who have reached all of the expected milestones on entry to school.	74%	82%
Percentage of children 8 years and under accessing sport through Sports Development and Sports Facilities activities.	32.7%	N/A
Percentage of children 8 years and under who are active library members	30.2%	N/A
Number of attendances per 1,000 population to Eastwood Park Theatre	506	N/A
Sports Development usage per head of population	1.76	N/A
S4: Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points (D)	456	482
Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2015-2017) target of 12% (E)	5.4%	6.1%
Number of individuals sustaining employment or training six months after leaving WorkER.	106	N/A
Number of day and overnight visits to East Renfrewshire, maximising the opportunities for local spend (000s)	1,029.98	N/A
Increase in number of infant and parent support groups per 100 families (children aged 0-4 years) in Barrhead.	N/A	3
Increase in number of older people's groups per 1000 pop (65 years and older) across East Renfrewshire	3	3.1
2 year olds in Barrhead offered a nursery place	N/A	100%
Number of unemployed and inactive participants with multiple barriers receiving employment support through our 5 stage pipeline	N/A	604
Alignment of the local workforce to job creation from City Deal and Local Development Plan	N/A	7
Number of businesses growing after receiving support from Council operated / funded business development programmes	N/A	23
Increased investment in the local economy	N/A	22
Number of sites created to provide employment opportunities	N/A	2
% of pupils entering positive destinations	96.6%	N/A
Adult participation in sports: Percentage of adults taking part in sport at least once a week (figures includes walking 2+ miles)	90%	N/A
Volume and rate of violent crimes, including sexual crimes, per 10,000 population	8.1	N/A
Rates of domestic abuse incidents per 10,000 population	53	N/A
Number of people killed or seriously injured (KSI) in road accidents	14	16
Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.	45.82%	42.49%
The volume and rate of domestic housebreaking per 10,000 population.	23.9	N/A
Number of new business births per 10,000 resident (16+) population	46	45.6
Number of claimants in receipt of out of work benefits per 10,000 of the working age population	732	893
Working age in employment	75%	77.4%
Low birth weight live singleton births as a % of total live singleton births	4.7%	N/A

Number of fire fatalities and casualties	14	5
Total Number of Primary Fires (reportable fires in a building/vehicle)	116	106
Total Number of Secondary Fires (fires involving refuse/rubbish of no financial value)	208	153
No of 16 - 24 year olds on the claimant count	155	200
No of teenage pregnancies	45	N/A

Title
c) Engaging with communities and service users, and responding to their views and concerns

Description	2015/16	2016/17
	Value	Value
The total number of complaints received per 1,000 population	18.2	17.9
The average time in working days to respond to complaints at stage one (national target).	3.6	4.9
The average time in working days to respond to complaints at stage two (national target).	14.1	14.8
The average time in working days to respond to complaints after escalation (national target).	14.6	13.1
Citizens' Panel - Percentage of Citizen's Panel respondents who believe the Council is efficient.	73%	76%
The total number of complaints received.	1,677	1,598
Citizens' Panel % agree that their community supports older people	65%	57%
Percentage of pupils reporting that their school is helping them to become more confident (Target of 93% by 2017-18) (D)	90%	84.1%
% East Renfrewshire area covered by an active Community Council	64%	73%
% of parents reporting they are happy with their child's school	97%	91.4%
Citizens' Panel - Percentage of Citizen's Panel respondents who believe the Council is customer focused.	70%	75%
Citizens' Panel - are you given enough performance information YES	52%	58%
Influencing local decision making	37%	32%
Citizens Panel - Satisfaction with East Renfrewshire as a place to live. (CORE)	94%	93%
Citizens Panel - Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	74%	79%
Citizens' Panel - Homecare services % of service users rating service as very good/good	100%	78%
Citizens' Panel - Health and social care for adults % of service users rating service as very good/good	92%	77%
People reporting 'having things to do' needs fully met (%)	61.7%	66.1%
People reporting 'being as well/staying as well as you can' needs fully met (%)	76.9%	76.4%
People reporting 'feeling safe' needs fully met (%)	82.0%	85.1%
People reporting 'seeing people' needs fully met (%)	73.7%	76.3%
People reporting 'living where you/as you want to live' needs fully met (%)	78%	79%
People reporting 'being respected' needs fully met (%)	95.8%	95.5%
People reporting 'quality of life for carers' needs fully met (%)	68.9%	69.8%
ICT Serv Plan Customer - star rating for council website	4	4
% of telephone calls to Customer Services between 8:45am and 4:45pm answered on first call	87%	82%
% of all customer requests which are dealt with at the first point of contact by Customer Services.	90%	87%
% of community groups who are self-sustaining one year after receiving support from the Community Planning team, on a rolling 3 year basis	100%	95%

Number of complaints upheld/partially upheld by the SPSO, which include recommendation(s) for the Council.	2	1
Percentage of pupils reporting that they had opportunities to celebrate their personal achievements (F)	86	86
Number of educational/promotional events per annum to encourage waste minimisation and recycling	N/A	

Title		
d) Achieving Best Value, including its use of performance benchmarking; options appraisal; and use of resources		
Description	2015/16	2016/17
	Value	Value

Employee Survey - Good place to work - Council wide results	N/A	70%
Employee Survey - Recognition and Praise of my Performance	N/A	65%
Vision and aims	N/A	64%
Employee Survey - Expected at work	N/A	91%
% reduction in Council controlled carbon emissions	2.9%	6.9%
Total efficiency savings (Procurement)	£968,205.00	£855,000.00
% Procurement spend through collaborative contract	25.02%	11.05%
% Procurement spend with contracted suppliers	62.3%	59%
Contracts notified electronically	46	27
Contracts awarded electronically	52	43
Contracts Conducted through e-sourcing and e-tendering	81	45
Total FTE employed by East Renfrewshire Council (including teachers).	3,561.7	3,592.7
Total building maintenance requirement (backlog) per square metre of Gross Internal Area	£76.71	£72.10
Nil qualifications on the accounts given by External Audit	Yes	Yes
% planned maintenance against total maintenance spend	70%	66%
Council revenue expenditure kept within agreed annual budget level. Target <100%	95.6%	96.1%
Savings via the Modern Ambitious Programme (MAP) or 5 capabilities	N/A	N/A
Employee survey engagement score	N/A	72.2
Percentage of City Deal projects delivered on time and within budget	N/A	80%
Percentage of parks and greenspace improvement projects delivered on time and within budget	N/A	100%
Number of supplier/community engagements carried out.	5	4
Awarded Quick Quotes	264	106
Analysis of Quick Quote Awards: Micro suppliers	115	28
Analysis of Quick Quote Awards: Small suppliers	113	40
Analysis of Quick Quote Awards: Medium suppliers	66	26
Analysis of Quick Quote Awards: Large suppliers	32	12
Tender Awards Analysis: Micro suppliers	18	11
Tender Awards Analysis: Small suppliers	24	19
Tender Award Analysis: Medium suppliers	30	18
Tender Award Analysis: Large suppliers	26	32
Analysis of Local Supplier Awards for QQ and CAN.	26	3
Awarded Contracts Where Community Benefits have been agreed	N/A	15
Number Mini Competitions	12	22
Number of Direct Bids	7	20
Actual direct audit days as % of planned direct audit days per plan.	92.3%	N/A

Title		
SPI 2: Local Government Benchmarking Framework		

Title		
a) Children's Services		

Description	2015/16	2016/17
	Value	Value

Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year target (2015-17) of 91% (C)	90.6%	89.6%
% of children reaching developmental milestones at 27-30 month child health review.	83%	N/A
Cost per primary school pupil £	£4,518.44	£4,529.09
Cost per secondary school pupil £	£6,490.30	£6,558.02
Cost per pre-school place £	£4,596.44	£4,989.43
% of pupils gaining 5 + awards at level 5	82%	85%
% of pupils gaining 5+ awards at level 6	62%	63%
% pupils in 20% most deprived areas getting 5+ awards at level 5	53%	56%
% pupils in 20% most deprived areas getting 5+ awards at level 6	24%	30%
The gross cost of "children looked after" in residential based services per child per week £	£7776	N/A
The gross cost of "children looked after" in a community setting per child per week £	£191	N/A
Balance of Care for looked after children: % of children being looked after in the Community	95.4%	N/A
% of Adults Satisfied with local schools	84%	80.67%
% of pupils entering positive destinations	96.6%	N/A
Overall Average Total Tariff	1,313.5	1,350.95
Average Total Tariff SIMD Quintile 1	796	843
Average Total Tariff SIMD Quintile 2	1,157	1,216
Average Total Tariff SIMD Quintile 3	1,238	1,280
Average Total Tariff SIMD Quintile 4	1,331	1,368
Average Total Tariff SIMD Quintile 5	1,448	1,491
% of funded early years provision which is graded good/better	N/A	90%
School attendance rates	N/A	95.3
Participation rate for 16-19 year olds (per 100)	96.4	96.2
% Child Protection Re-Registrations within 18 months	17%	N/A
% Looked After Children with more than one placement within the last year	21.54	N/A

Title		
b) Corporate Services		

Description	2015/16	2016/17
	Value	Value

Support services as a % of total gross expenditure	5.7%	5.82%
Corporate and democratic core costs per 1,000 population	£27,081.99	N/A
The percentage of the highest paid 5% employees who are women	51.4%	52.27%
The gender pay gap	9.28	8.72
Cost of collecting council tax per dwelling £	£9.54	£8.95
*Average time between time of noise complaint and attendance on site (hours)	0.37	0.52

Absence (Council-wide): The average number of working days per employee lost through sickness absence for teachers	5.62	4.08
Absence (Council-wide): The average number of working days per employee lost through sickness absence for local government employees (excluding teachers)	11.83	11.54
% of income due from council tax received by the end of the year	97.64%	97.76%
% of invoices sampled that were paid within 30 days	57%	71%

Title		
c) Adult Social Care		

Description	2015/16	2016/17
	Value	Value
Home care costs for people aged 65 or over per hour £	£25	£23
Self Directed Support spend on adults 18+ as a % of total social work spend on adults 18+	5.67%	6.63%
% of people aged 65 or over with intensive needs receiving care at home (LGBF Indicator)	20.4%	23.2%
% of adults receiving any care or support who rate it as excellent or good.	83.3%	N/A
% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	83.3%	N/A
Net Cost of Residential Care Services per Older Adult (+65) per Week	£332	£242

Title		
d) Culture & Leisure Services		

Description	2015/16	2016/17
	Value	Value
Cost per attendance at Sports facilities	£4.31	£3.85
Net cost Per Library Visit	£4.13	£1.82
Net cost of parks & open spaces per 1,000 population £	£17,151.00	£15,180.00
Percentage of adults satisfied with libraries (LGBF Indicator)	76%	69.33%
% of adults satisfied with parks and open spaces	88.6%	85.67%
Percentage of adults satisfied with leisure facilities (LGBF Indicator)	72.7%	66%

Title		
e) Environmental Services		

Description	2015/16	2016/17
	Value	Value

Net waste collection cost per premises £	£64.40	£67.71
Net waste disposal cost per premises £	£90.33	£85.35
Cost of street cleaning per 1,000 population £	£8,909.00	£8,996.91
Street Cleanliness Score - % Clean	91.7	94.91
Road cost per kilometre £	£15,658.18	£16,776.14
% of Class A roads that should be considered for maintenance treatment 10-12	18.8%	16.26%
% of Class B roads that should be considered for maintenance treatment 10-12	31%	30.22%
% of Class C roads that should be considered for maintenance treatment 10-12	31.7%	32.75%
Cost of trading standards per 1,000 population £	£7,951.40	£7,024.84
Cost of environmental health per 1,000 population £	£7,403.00	£9,924.32

% of total household waste that is recycled	56.4%	60.8%
% of adults satisfied with refuse collection	75.3%	74.33%
% of adults satisfied with street cleaning	72%	72.33%
Percentage of unclassified roads that should be considered for maintenance treatment	44.7%	44.82%

Title		
f) Housing Services		

Description	2015/16	2016/17
	Value	Value

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	7.3%	6.68%
% of rent due lost though properties being empty during the last year.	.9%	.9%
% of council dwellings that meet the Scottish Housing Quality Standard	97%	97.17%
Average time taken to complete non-emergency housing repairs	5.2	5.43
Percentage of council dwellings that are energy efficient	99.9%	99.9%

Title		
g) Economic Development		

Description	2015/16	2016/17
	Value	Value

% Unemployed People Assisted into work from Council operated / funded Employability Programmes	13.4%	12.33%
Cost Per Planning Application	£4,485.00	£4,043.83
Average Time (Weeks) Per Commercial Planning Application	7.5	6.54
% of procurement spent on local small/medium enterprises	7.3%	22.08%
No of business gateway start-ups per 10,000 population	17.8	16.52

Title		
h) Corporate Assets		

Description	2015/16	2016/17
	Value	Value
Proportion of operational buildings that are suitable for their current use %	78.3%	80.7%
Proportion of internal floor area of operational buildings in satisfactory condition %	80%	80.25%