

## Service Nominated PIs 2023-24 (SPIs)

Councils have a statutory duty to report on their performance and this is outlined in the Accounts Commission Direction:

-Statutory Performance Indicator 1: Improving local services and local outcomes

Performance in improving local public services, provided by both (i) the council itself and (ii) by the council in conjunction with its partners and communities

Progress against the desired outcomes agreed with its partners and communities. The Commission requires the council to report such information to allow comparison (i) over time and (ii) with other similar bodies. The Commission requires the council to report on information drawn from the Local Government Benchmarking Framework in particular and from other benchmarking activities.

-Statutory Performance Indicator 2: Demonstrating Best Value

The council's assessment of how it is performing against its duty of Best Value, and how it plans to improve against this assessment.

Audit assessments of its performance against its Best Value duty, and how it has responded to these assessments.

In particular, how it (in conjunction with its partners as appropriate) has engaged with and responded to its diverse communities.

Councils should also 'sign post' to other relevant information by including links to webpages for example where residents can find more information as to how we are delivering against these headings.

### SPI1 Improving local service and local outcomes

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

	2021/22	2022/23	2023/24
21biii) % of trading standards business advice requests that were dealt with in 14 days	100	100	100
%age of 16-19 year olds participating in learning, training or employment: SDS Annual Participation Measure Report 2020	97.2	97.0	97.7
%age of 3 & 4 year olds registered for funded early learning and childcare Dec 2021: Scottish Government Schools Statistics	100	101	100
%age uptake of free school meals at primary school (P1-P7): School healthy living survey 2022	88.0	90.1	89.4
Average time taken (in weeks) to decide a local planning application	15.6	15.8	10.3
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	91	86	88
City Deal Expenditure against approved Capital Plan (£m)	1.36	0.5	4.7
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days	61	86	83
Council revenue expenditure kept within agreed annual budget level. Target <100%	99.50	93.7	97.14
DECREASE -Delayed discharges bed days lost to delayed discharge rate per 1,000 for patients aged 75+	342	385	349
DECREASE - people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (PHS data) (All delay reasons)	12	11	15
Improvement in women's domestic abuse outcomes (% change in total outcomes which includes measuring specific outcome areas): East Renfrewshire Women's Aid Service	87	90	93
INCREASE - Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	80	83	89
INCREASE - Number of people self directing their care through receiving direct payments and other forms of self-directed support.	458	478	528
INCREASE - Percentage of those whose care need has reduced following re-ablement / rehabilitation	60	48	64
Number of ERC schools with Rights Respecting Gold Award	12	13	15
Number of families accessing MART financial wellbeing advice: Local data	1,232	1,227	1,728

	2021/22	2022/23	2023/24
Number of infrastructure improvements, including new shelters, raised kerbs or real time information display to bus stops.	10	18	9
% of customer contact made online (excluding payments)	34	30	31
% of S4 pupils with school meal entitlement that achieve 5 or more National 5 qualifications in S4	55	55	51
Park footfall	1,532,942	1,622,852	1,784,727
Percentage of all building warrants received online.	100	100	99
Percentage of Building Warrants issued a first report within 20 working days	80	77	54
Percentage of online payments received by Building Standards.	67.60	86	85
Percentage of online payments received for planning applications.	83	99	74
Percentage of planning applications received online.	98	99	98
Percentage of street lights which are LED	76.4	85.5	95
Premises within Group 1 and Group 2 inspected within their intervention frequency (Food Law Rating Scheme)	100	100	96
The number of confidence at home packages implemented by ERC Trading Standards: local data	936	1,141	1,450
The number of nuisance calls blocked by Confidence at home packages implemented by ERC Prevention Services: local data	937,134	1,035,089	1,074,604
The number of residents accessing digital support offered by East Renfrewshire Council: local data		572	655
The percentage of households offered kerbside recycling facilities.	100	100	100
The percentage of the road network that should be considered for maintenance treatment.	37.30	35.4	
% working age people claiming out of work benefits (NOMIS)	1.9	1.8	1.8

b) Improving local outcomes (including with partners).

	2021/22	2022/23	2023/24
12a) Number of Library visits per 1000 population	1,999	4,787	5,603
Additional homes being brought into affordable housing supply	92	132	69
Attainment of all children at S6 (subject to change to align with new measure from Senior Phase Benchmarking Tool)	70	70	73
Breastfeeding at 6-8 weeks in 20% most deprived (SIMD 1) data zones.	17.9	19.2	13.1
Children have reached all of the expected developmental milestones by 27-30 month child health review.	83.6	83	

	2021/22	2022/23	2023/24
Citizens' Panel - Nursery education % of service users rating service as very good/good		87	90
Citizens' Panel - Primary education % of service users rating service as very good/good		91	92
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good		92	88
Citizens' Panel - Secondary education % of service users rating service as very good/good		94	90
DECREASE - Mental health hospital admissions (age standardised rate per 1,000 population)	1.2	1.24	1.26
DECREASE - Number of claimants in receipt of out of work benefits per 10,000 of the working age population	195	182	172
DECREASE - people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (PHS data) (All delay reasons)	12	11	15
DECREASE - Percentage of children looked after away from home who experience 3 or more placement moves	1.80	0	0
Drug-related deaths per 100,000	6	7	7
Health and Social Care Integration - Core Suite of Indicators NI-18: The number of adults (18+) receiving personal care at home or direct payments for personal care, as a percentage of the total number of adults needing care.	65	64.4	62.5
INCREASE - Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	80	83	89
INCREASE - Criminal Justice Feedback Survey - Did your Order help you look at how to stop offending?	100	100	83
INCREASE - Domestic abuse - % change/improvement in women's safety and wellbeing outcomes	87	90	93
INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-2: Percentage of adults supported at home who agreed that they are supported to live as independently as possible.	80.4		80.4
INCREASE - Number of new business births per 10,000 resident (16+) adult population	44.2	57.01	57.4
INCREASE - People agreed to be at risk of harm and requiring a protection plan have one in place	100	100	100
INCREASE - People reporting 'living where you/as you want to live' needs met (%)	89	89	91
INCREASE - People reporting 'quality of life for carers' needs fully met (%)	92	80	84.5
INCREASE - Percentage of children with child protection plans assessed by the multi-agency team as having an increase in their scaled level of safety at three monthly review periods	83.75	100	100
INCREASE - Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	67	63	65
INCREASE - Percentage of people aged 65+ who live in housing rather than a care home or hospital	96.8	97	96.8
INCREASE - Percentage of those whose care need has reduced following re-ablement / rehabilitation	60	48	64
INCREASE - The percentage of working age population in employment	78	76.9	77.6

	2021/22	2022/23	2023/24
Number of 16 - 24 year olds on the job seekers claimant count	425	165	175
Number of attendances for indoor sports and leisure facilities	3,785	7,930	8,565
Number of awards achieved by young people participating in school and community based targeted programmes (e.g. Youth Achievement Awards, ASDAN and Duke of Edinburgh)	473	1,443	1,562
Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.	30	71	99
Number of dwelling fires per 100,000 population	58	55.6	46.7
Number of unemployed and inactive participants entering employment including self-employment	153	220	251
Number of unemployed and inactive participants with multiple barriers receiving employment support through our 5 stage pipeline.	529	543	650
% of additional homes brought into the affordable housing supply (cumulative over 5 years) which are adapted or adaptable to lifetime needs or wheelchair adapted	17	13	17
% of respondents who agree/strongly agree that they feel a strong sense of belonging to their local community (used for the Community Involvement Index)	49	53	60
% of service users moving from treatment to recovery service.	9	5	4
% of total complaints reporting anti social behaviour which has recurred	10.40	9.7	8.9
Participation rate for 16-19 year olds (per 100)	97.0	97.2	96.9
Percentage attendance for Looked After Pupils (Primary and Secondary)	88.3	88.1	84.5
Percentage of adult population participating in physical activity (including walking) for exercise	0	75	71
Percentage of adult resident population engaging in cultural activities	0	90	91
Percentage of primary 1 children at risk of overweight and obesity (decrease)	18.5	16.4	17
Percentage of S4 roll with Insight points of 263 or fewer.	7.10	4.8	8.4
% population who are economically active	78.0	79.6	79.2
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels.	89.60	91.2	92.1
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels	89.2	91	92.6
Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels	93.2	93.9	94.9
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels.	87.40	89.5	90.6
Proportion of P1 children who have reached all of the expected milestones on entry to school.	82.0	82.7	80.0

	2021/22	2022/23	2023/24
Proportion of pupils with school meal entitlement that achieve 5 or more awards at SCQF Level 5 or better by the end of S4. 3 year average (2018-2020) target of 55%	57	55	50.7
Proportion of relevant roll attaining 1 or more awards at SCQF Level 7 by the end of S6	51	52	50.4
Proportion of relevant roll attaining 5 or more awards at SCQF Level 6 by the end of S6.	70	69.6	72.6
Proportion of relevant roll attaining Literacy at SCQF Level 5 or better by the end of S6	94.0	95.0	95.1
Proportion of relevant roll attaining Numeracy at SCQF Level 5 or better by the end of S6. 3 year average (2018-2020) target of 90%	89.00	90.7	91.3
Proportion of roll attaining 5 or more awards at SCQF Level 5 or better by the end of S4. 3-year average target (2018-20) of 76.5%	83.00	87.1	83.0
S4: reduce gap between most and least deprived achieving 5 or more awards at National 5	31.3	39.5	35.5
SCHN11: Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool)	98.5	98.7	98.2
SW03: Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.	64.35	62.5	59.9
To measure the proportion of children and young people subject to child protection who have been offered advocacy. Baseline is 74% for Q4 of 2019/20 (measure is FINANCIAL YEAR but baseline is ACADEMIC YEAR).	62	61	65

## SPI2 Demonstrating Best Value

### 01. Children's Services

	2021/22	2022/23	2023/24
Attainment of all children at S6 (subject to change to align with new measure from Senior Phase Benchmarking Tool)	70	70	73
% Child Protection Re-Registrations within 18 months	0	12.5	
Children have reached all of the expected developmental milestones by 27-30 month child health review.	83.6	83	
DECREASE - % Looked After Children with more than one placement within the last year (Aug-Jul). Data is taken from the LGBF annual return.	20.80	14.4	
Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	27.8	26.6	20.0
Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	25.2	22.4	13.3
% of funded early years provision which is graded good/better	91.2	94.1	94.4
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	85.8	87.6	89.4
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	89.6	91.2	92.1
Participation rate for 16-19 year olds (per 100)	97.0	97.2	96.9
Percentage attendance for Looked After Pupils (Primary and Secondary)	88.3	88.1	84.5

	2021/22	2022/23	2023/24
SCHN01: Cost per primary school pupil £	6,504	6,575	6,732
SCHN02: Cost per secondary school pupil £	8,774	8,772	8,860
SCHN04: Attainment of all Children in S4	89	89	89
SCHN06: Attainment at S4 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	73	65	66
SCHN07: Attainment at S6 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	49	38	47
SCHN08a: The gross cost of "children looked after" in residential based services per child per week £	9,983	9,227	
SCHN08b: The gross cost of "children looked after" in a community setting per child per week £	442	468	
SCHN09: Balance of Care for looked after children: % of children being looked after in the Community	92.7	92.2	
SCHN10: % of Adults Satisfied with local schools		79.0	75.7
SCHN11: Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool)	98.5	98.7	98.2
SCHN12a: Overall Average Total Tariff	1,461	1,456	1,441
SCHN12b: Average Total Tariff SIMD Quintile 1	1,006	1,050	1,024
SCHN12c: Average Total Tariff SIMD Quintile 2	1,245	1,158	1,214
SCHN12d: Average Total Tariff SIMD Quintile 3	1,264	1,296	1,247
SCHN12e: Average Total Tariff SIMD Quintile 4	1,492	1,413	1,393
SCHN12f: Average Total Tariff SIMD Quintile 5	1,590	1,623	1,597
SCHN24: % of children living in poverty (after housing costs)	14.4	14.0	
School attendance rates		93.0	93.1
School exclusion rates (per 1,000 pupils)		3.2	

## 02. Corporate Services

	2021/22	2022/23	2023/24
1a) The average number of working days per employee lost through sickness absence for: b) teachers	4.6	5.53	5.8
1b) The average number of working days per employee lost through sickness absence for: a) local government employees and craft workers	11.2	14.2	13.9
Proportion of DHP Funding Spent	83.4	80.5	83.0
Proportion of SWF Budget Spent	98.9	129.9	138.6
Proportion of SWF Community Care Grants decisions within 15 days	99.5	99.0	98.8
Proportion of SWF crisis grant decisions within 1 day	97.8	99.3	99.3
SCORP01: Support services as a % of total gross expenditure	4.5	4.2	4.2
SCORP03b: The percentage of the highest paid 5% employees who are women	66	62.6	62.9
SCORP04: The cost per dwelling of collecting Council Tax	19.06	12.37	13.52
SCORP06: Sickness absence days per employee	8.86	11.15	11
SCORP07: Percentage of income due from council tax received by the end of the year %	96.76	97.6	97.6
SCORP08: Percentage of invoices sampled that were paid within 30 days %	86.60	89.3	89.5
SCORP3c: The Gender Pay Gap	5.71	4.60	4.9

03. Adult Social Care

	2021/22	2022/23	2023/24
DECREASE - Health and Social Care Integration - Core Suite of Indicators NI-14: Number of re-admissions to an acute hospital within 28 days of discharge per 1,000 admissions.	77	69	73.6
DECREASE - Health and Social Care Integration - Core Suite of Indicators NI-19: The number of bed days due to delay discharge that have been recorded for people aged 75+ resident within the Local Authority area, per 1,000 population in the area.	342	415	353
INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-17: Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	79	87	89.3
INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-2: Percentage of adults supported at home who agreed that they are supported to live as independently as possible.	80.4		80.4
INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-3: Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided	73.8		75
INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-8: Total combined % carers who feel supported to continue in their caring role.	28.4		28.4
SW01: Older Persons (Over65) Home Care Costs per Hour	32.81	33.21	39.23
SW02: Direct payments spend on adults 18+ as a % of total social work spend on adults 18+	8.86	9.3	9.0
SW03: Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.	64.35	62.5	59.9
SW04b: % of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	83.63		89.6
SW05: The Net Cost of Residential Care Services per Older Adult (+65) per Week	469	477	482

04. Culture and Leisure

	2021/22	2022/23	2023/24
SC&L01: Cost per attendance at Sports facilities	9.52	5.43	5.75
SC&L02(a): Cost Per Library Visit	13.14	5.11	3.56
SC&L04(a): Cost of Parks and Open Spaces per 1,000 of the Population	6,848	10,939	11,014
SC&L05a: % of adults satisfied with libraries	72.0	61.3	60.7
SC&L05b: % of adults satisfied with parks and open spaces	92.0	89.7	87.7
SC&L05d: % of adults satisfied with leisure facilities	71.3	64	60.3



05. Environmental Services

	2021/22	2022/23	2023/24
% of total household waste that is recycled	58.1	56.0	58.2
old original SENV05 (new SENV05a and SENV05b created): Cost of trading standards and environmental health per 1,000 population £	19,157	17,760	19,239
SENV02: Net waste disposal cost per premises	96.12	94.27	97.41
SENV03a: Cost of street cleaning per 1,000 population £	13,501.00	10,841.00	10,588.00
SENV04a(1): Cost of maintenance per kilometre of roads	31,592.00	26,406.00	34,354.00
SENV04b: % of Class A roads that should be considered for maintenance treatment 10-12	20.50	18.7	20.6
SENV04c: % of Class B roads that should be considered for maintenance treatment 10-12	23.80	21.8	23.1
SENV04d: % of Class C roads that should be considered for maintenance treatment 10-12	33.40	28.7	27.9
SENV04e: % of unclassified roads that should be considered for maintenance treatment	42.30	41.2	41.9
SENV05a: Cost of trading standards per 1,000 population £	9,808.00	9,461.00	10,822.00
SENV05b: Cost of environmental health per 1,000 population £	9,349.00	8,299.00	8,418.00
SENV07a: % of adults satisfied with refuse collection	82.3	81.0	77.7
SENV07b: % of adults satisfied with street cleaning	66.3	65.0	62.0
SENV1a: Net cost of Waste collection per premise	79.05	79.13	84.72
Street Cleanliness Score	89.8	89.9	95.7

06. Housing Services

	2021/22	2022/23	2023/24
HSN01b: Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	9.95	7.36	8.14
HSN04b: Average time taken to complete non-emergency repairs	8.3	7.1	7.9
SHSN02: Percentage of rent due lost through properties being empty during the last year.	1.4	1.0	0.96
SHSN03: Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	49.5	59.2	78.9

07. Economic Development

	2021/22	2022/23	2023/24
Claimant Count as a % of 16-24 Population	3.0	1.8	1.9
Claimant Count as a % of Working Age Population	2.6	1.7	1.8
Gross Value Added (GVA) per capita	11,203.00	11,472.00	
Investment in Economic Development & Tourism per 1000 population	33,014.00	57,898.00	43,519.00
Proportion of Properties receiving superfast broadband	96.5	97.2	98.0
SECON01: % Unemployed people accessing jobs via Council funded / operated employability programmes	17.54	17.0	41.5
SECON2: Cost of Planning & Building Standards per planning application	5,025.00	5,006.00	6,545.00
SECON3: Average Time taken to deliver a business and industry planning application	18.5	17.6	10.3
SECON4: % of procurement spent on local enterprises	13.7	11.9	11.4
SECON5: No of business gateway start-ups per 10,000 population	19.7	18.0	12.1
SLAED INDICATOR - OC8 Measure of vacant commercial units as a % of total units for the local authority's key town centres. This indicator does not include edge of town and out of town retails units	100.0	100.0	96.6
Town Vacancy Rates	4.5	8.8	4.6

08. Corporate Assets

	2021/22	2022/23	2023/24
SCORPAM01: Proportion of operational buildings that are suitable for their current use %	84.8	84.8	87.3
SCORPAM02: Proportion of internal floor area of operational buildings in satisfactory condition %	86.6	86.6	87.1

09. Tackling Climate Change

	2021/22	2022/23
CO2 emissions from electricity per capita (in tonnes) in the local authority area	45.80	39.85
CO2 emissions from Natural Gas per 1,000 population (Tonnes)	87.17	76.70
CO2 emissions from Transport per capita (in tonnes) in the local authority area	16.49	9.09
SCLIM01 - Local authority estimates of carbon dioxide emissions (in tonnes)	3.91	3.62
SCLIM02 - Local authority estimates of carbon dioxide emissions (in tonnes)	3.41	3.12

10. Financial Sustainability

	2021/22	2022/23	2023/24
SFINSUS01 - Total useable reserves as a % of council annual budgeted revenue	21.8	22.3	21.9
SFINSUS02 - Uncommitted General Fund Balance as a % of council annual budgeted net revenue	4.4	2.3	2.3
SFINSUS03 - Financing costs as a % of budget	7.2	7.2	6.6
SFINSUS04 - Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account	31.3	31.5	33.8
SFINSUS05 - Actual outturn as a percentage of budgeted expenditure	98.7	96.1	100.1

Achieving Best Value, including its use of performance benchmarking; options appraisal; and use of resources

	2021/22	2022/23	2023/24
Council revenue expenditure kept within agreed annual budget level. Target <100%	99.50	93.7	97.14
No qualifications on annual accounts	0	0	0

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

	2021/22	2022/23	2023/24
Average time in working days to respond to complaints after escalation (investigation).	21	23.88	22.51
Average time in working days to respond to complaints at stage one (frontline resolution).	6.2	7.16	5.66
Average time in working days to respond to complaints at stage two (investigation).	22	21.16	20.15
Citizens' Panel -Health and social care for adults % of service users rating service as very good/good	84	55	64
Citizens' Panel respondents reporting they live in a community that supports older people.		56	53
% Citizens' Panel respondents who strongly agree/agree that they can influence decisions affecting their local area		25	19
Citizens Panel - Satisfaction with East Renfrewshire as a place to live		85	82
INCREASE - People reporting 'living where you/as you want to live' needs met (%)	89	89	91
INCREASE - People reporting 'quality of life for carers' needs fully met (%)	92	80	84.5
INCREASE - Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	67	63	65
Number complaints received.	1,541	1,025	1,061
Number complaints received per 1,000 population	16.04	10.6	11.0
% of telephone calls to Customer Services between 8:45am and 4:45pm answered on first call.	73	79	80
People reporting 'being as well/staying as well as you can' needs met (%)	86	84	91
People reporting 'being respected' needs met (%)	98	97	99
People reporting 'feeling safe' needs met (%)	90	90	93
People reporting 'having things to do' needs met (%)	78	81	86
People reporting 'seeing people' needs met (%)	84	84	91