

EAST RENFREWSHIRE COUNCILCOUNCIL26 June 2019Report by Deputy Chief ExecutiveSTRATEGIC END YEAR COUNCIL PERFORMANCE REPORT 2018-19**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Council performance at end-year 2018-19 based on performance indicators in the [Outcome Delivery Plan \(ODP\) 2018-21](#). An end-year complaints report is also attached at Annex 2.

**RECOMMENDATIONS**

2. It is recommended that Council:
- (a) Scrutinises and comments on the summary of the Council's performance at end-year 2018-19 at Annex 1 and;
  - (b) Scrutinises and notes the end-year complaints report attached at Annex 2.

**BACKGROUND AND CONTEXT**

3. The Council sets out its contribution to the partnership outcomes in the [Community Plan](#) through the content of the Outcome Delivery Plan (ODP). The ODP is a three year plan, updated annually which sets out the Council's critical activities, performance measures and targets for the 3 year period 2018-21. It conveys what the Council is doing to contribute to the delivery of the agreed Community Planning local outcomes. The Council is responsible for ensuring that the money we spend contributes towards achieving these outcomes and we work in partnership with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust to deliver our outcomes.

4. Indicators included in Annex 1 have a latest data update that has not been previously reported, for most this will be for end-year 2018-19. Occasionally some health indicators have a time lag and the latest data will be more historic. Education data for the academic year 2017-18 was reported at mid-year point to Cabinet in December in the [Strategic Mid-Year Council Performance Report 2018-19](#).

**OTHER STATUTORY REPORTING**

5. We have a statutory duty to report on complaints and an end-year summary report on complaints is attached at Annex 2.

6. We have a statutory duty to report on a suite of benchmarking indicators that make up the national Local Government Benchmarking Framework (LGBF), to enable comparative performance analysis with other local authorities. LGBF data for 17/18 was reported to Cabinet in March 2019.

7. The Community Plan performance is reported at the Community Planning Partnership's Performance and Accountability Review and an update is provided in a separate paper on the agenda for Council.

8. As part of the requirements within the 2010 Equality Act we report performance on equalities. A progress report on the Councils' Equality and Human Rights Mainstreaming and Outcomes Programme 2017-21 was reported to Cabinet in April 2019.

## COUNCIL PERFORMANCE

9. East Renfrewshire Council continues to achieve excellent performance results across many areas including responding to noise complaints, street cleanliness, and supporting local businesses through economic development activities. Excellent household waste recycling rates continue to be maintained with 2018-19 rates to be verified by Scottish Environment Protection Agency (SEPA) in September 2019. In the social health care Talking Points survey, that asks if people's needs are being met, 92% of respondents felt they were living where or as they wanted to live.

10. Education results reported to Cabinet in December 2018 showed continued excellent results in educational attainment, primary school exclusion rates, and the number of awards achieved by young people participating in school and community based targeted programmes.

11. Attendances at both indoor sports and leisure facilities and libraries reached 86% of target, mainly attributed to the refurbishment of the swimming pool at Barrhead Foundry.

12. 39 units were added to the affordable housing supply in 2018-19 (cumulative target of 225 by 2020), however all data is not yet available for year-end regarding acquisitions and non-new build Scottish Government schemes.

13. The autumn 2018 Citizens' Panel survey showed 72% of respondents were satisfied with council services. This was a 5% decrease from the previous year and below the target of 75% however this perception measure has fluctuated between 72% and 79%.

14. Sickness absence across the Council increased to 10.1 days per FTE, against a target of 9.2 days, and can be attributed to both long and short term absence.

15. There is no data available at this time for the indicator on *% of identified Young Carers with a Young Carers' Statement*. The Carers (Scotland) Act 2016 came into effect in April 2018. The Council has planned critical activities in the Outcome Delivery Plan to develop and implement Young Carer Statements for all identified young carers. As part of this work, a Young Carers' School Group has been established to pilot a process for identifying young carers and supporting them through Young Carer Statements; a small number of Young Carers have already been identified through the work of this group. Good practice will be shared and rolled out across all establishments by June 2019 to ensure all young carers have a statement by 2020.

16. The Council is performing well across the majority of the ODP indicators. In the remaining areas where there is further scope for improvement, there is a clear understanding of reasons for performance levels and departments are closely monitoring progress and taking action.

## COMPLAINTS

17. All Scottish councils are required to assess and monitor their complaints handling performance quarterly against a number of high level performance indicators identified by Scottish Public Services

Ombudsman (SPSO) from 2018-19. A report on our performance against these indicators at end-year point is attached as Annex 2.

18. The volume of complaints received has dropped significantly from the corresponding period in 2017-18. This can be explained to some extent by the continued efforts of services to distinguish between complaints and service requests. The Council continues to meet SPSO targets for responding to both frontline and investigation stage complaints. There is also evidence that the Council is continuing to use complaints information to inform service improvements, e.g. in Planning, Education, Customer Services and Creditors.

## **PUBLICATION OF END YEAR PERFORMANCE INFORMATION**

19. 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.

## **ODP 2019-22**

20. The ODP 2019-22 was approved at Cabinet on 2 May and remitted for Council approval as part of the agenda for this meeting on 26 June 2019.

## **FINANCE & EFFICIENCY**

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

## **CONSULTATION**

22. There have been various consultations in 2018-19 and services across the Council continue to consult with customers and communities as part of service delivery and service redesign.

## **PARTNERSHIP WORKING**

23. This report summarises performance of the Council towards the outcomes within the Community Plan. Results could not have been achieved without continued excellent partnership working, including with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust.

## **IMPLICATIONS OF REPORT**

24. 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**

25. This report details the performance of the Council at end-year 2018-19. The Council is performing well across the majority of the ODP indicators. The Council continues to work towards the aim of making people's lives better by delivering highly valued services and achieving positive outcomes for our communities.

**RECOMMENDATIONS**

26. It is recommended that Council:

- (a) Scrutinises and comments on a summary of the Council's performance at end-year 2018-19 (Annex 1) and;
- (b) Scrutinises and notes the end-year complaints report attached at Annex 2.

**18 June 2019**

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**BACKGROUND PAPERS**

- Strategic Mid-Year Performance Report 2018-19, Cabinet 6 December 2018
- Outcome Delivery Plan 2018-2021, Council 27 June 2018

Outcome Delivery Plan 2018 - 2021



**Strategic End-Year Performance Report 2018-19**

The following report provides an update of Council performance data at end-year 2018-19. The information contained in this report includes indicators in the Outcome Delivery Plan 2018-21.




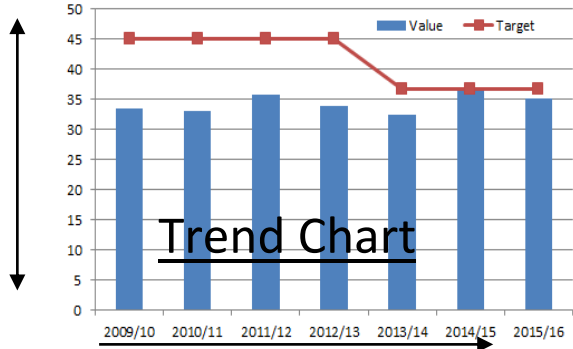
**Data notes**

Indicators included in Annex 1 have a latest data update that has not been previously reported. Occasionally some health indicators have a time lag and the latest data will not be the current year. Education data for the year was reported at mid-year point to Cabinet in December in the [Strategic Mid-Year Council Performance Report 2018-19](#).

**Key**

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

Indicators where there is no new data available at end-year point will be reported in December 2019.

<p><u>Performance note</u></p>	<p><u>Latest value</u></p> <ul style="list-style-type: none"> <li> Off target</li> <li> Target still to be achieved</li> <li> On target</li> </ul>	 <p style="text-align: center;">Trend Chart</p> <p style="text-align: center;">Change over time</p>
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## ODP 1 Council Performance

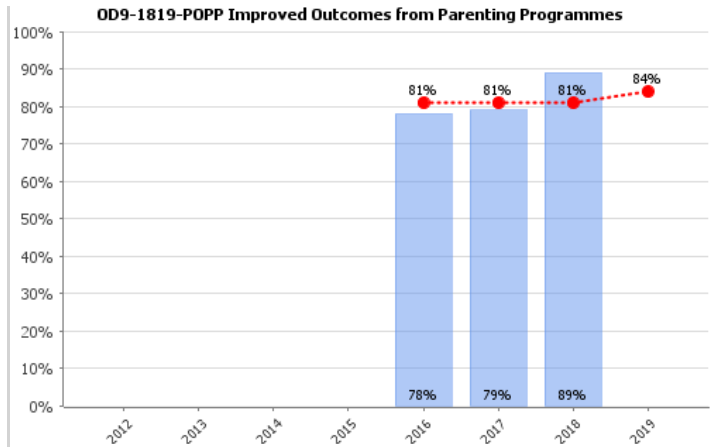


All children in East Renfrewshire experience a stable and secure childhood and succeed.

### Improved Outcomes from Parenting Programmes

Full data from calendar year 2018 now available. Cohorts for this year demonstrating a further increase as measured by SDQ (Strengths and Difficulties Questionnaire) of 89% (based on 45 children). National average 82%. 60% of parents/carers who start programme go on to complete (from 47). Again this is higher than national average of 53%.

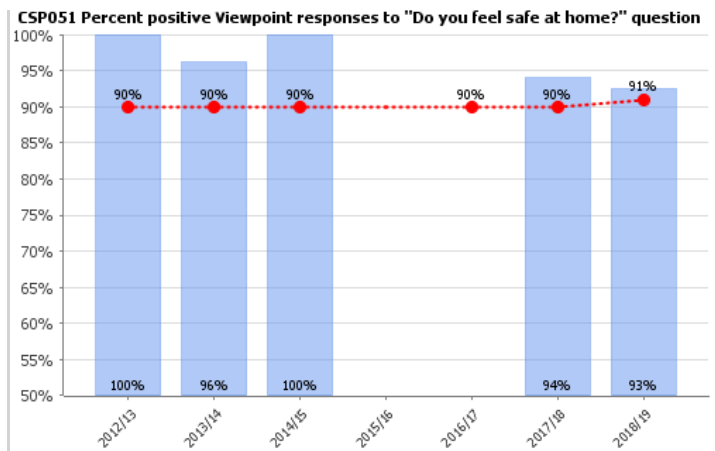
89%



### Percent positive Viewpoint responses to "Do you feel safe at home?" question.

End year (Apr-Mar 2018/19) figure from a total of fifty four responses. Viewpoint participation is a high priority for Children & Family Teams and support is being made available to increase take up. (Data not available in 2015-16 and 2016-17.)

93%



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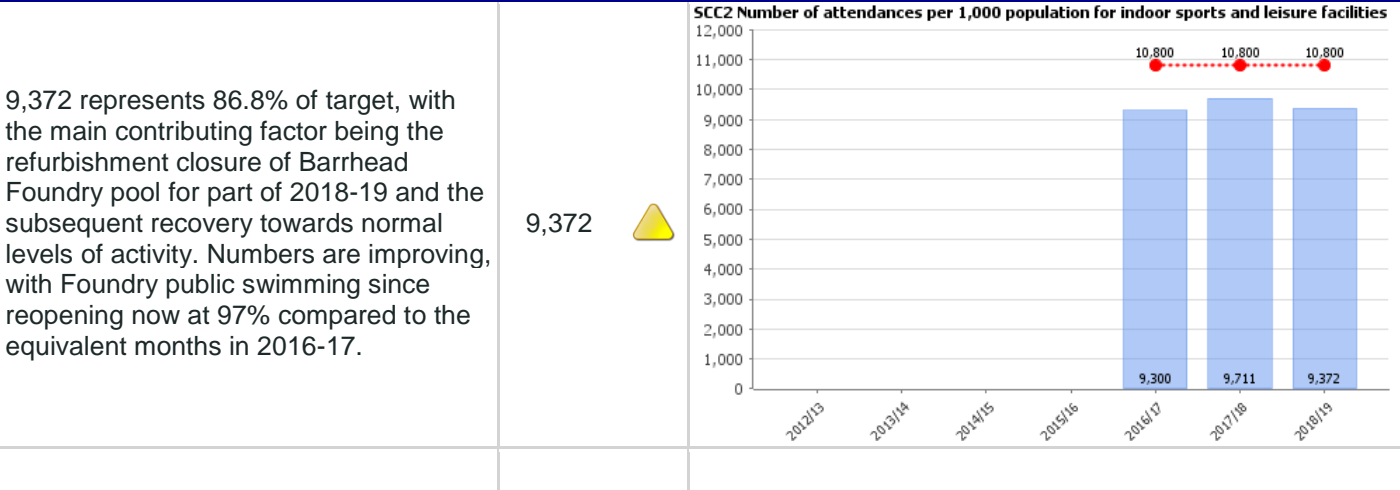


## ODP 2 Council Performance

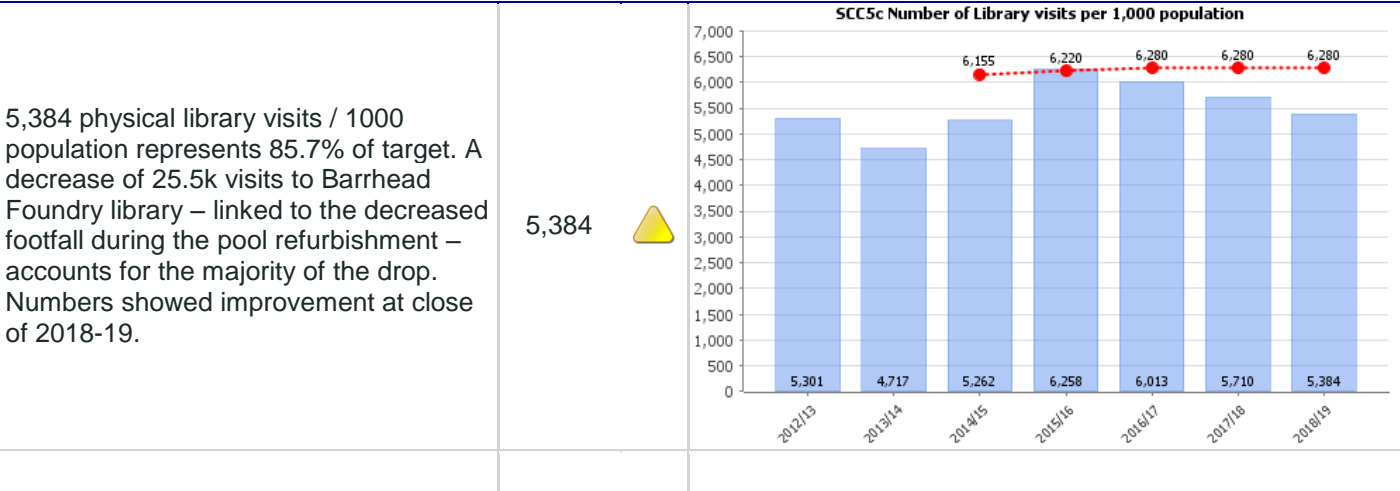
East Renfrewshire residents are healthy and active and have the skills for learning, life and work.



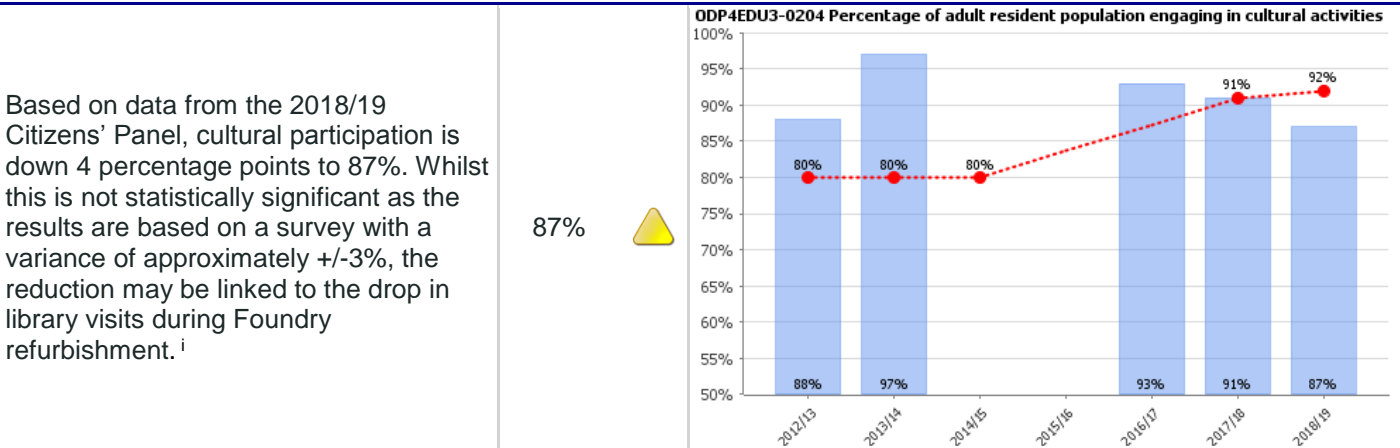
### Number of attendances per 1,000 population for indoor sports and leisure facilities



### Number of Library visits per 1,000 population



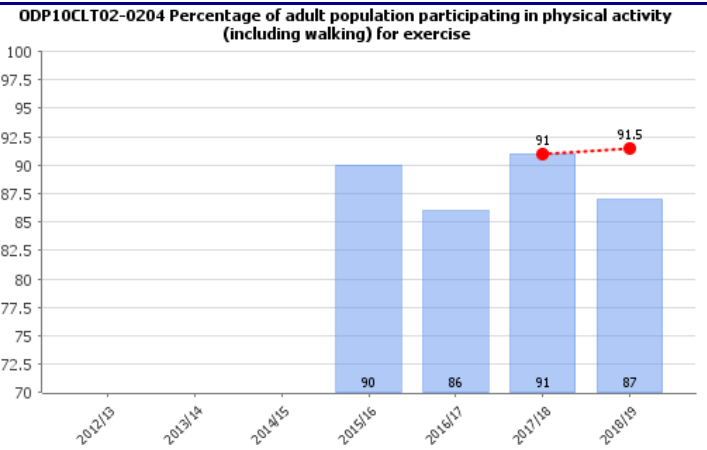
### Percentage of adult resident population engaging in cultural activities (Citizens' Panel)



**Percentage of adult population participating in physical activity (including walking) for exercise (Citizens' Panel)**

Based on data from 2018/19 Citizens' Panel, Physical Activity down 4 percentage points to 87%. Whilst this is not statistically significant as the results are based on a survey with a variance of approximately +/-3%, the reduction may be linked to the drop in visits during the Foundry refurbishment. <sup>ii</sup>

87% 



## ODP 3 Council Performance

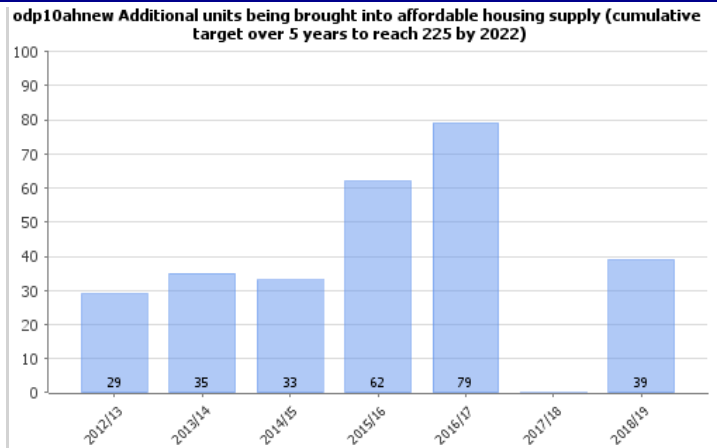
East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents



### Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022).

All data not yet available for year-end regarding acquisitions and non-new build Scottish Government schemes. New build completions of affordable housing is 39 units (8 Link HA, 12 Cube HA, 19 Council House Build Programme - with a further 4 units handed over on 1st April. Provisional total for year = 39 units of affordable housing added to supply.

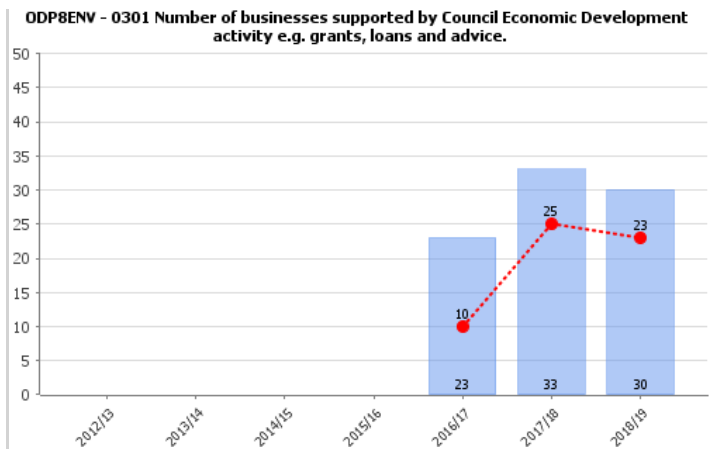
39



### Number of businesses supported by Council Economic Development activity e.g. grants, loans and advice.

Target exceeded. 30 businesses supported with information to access grants, loans and Business Gateway services. The Council's Grant team and Business Gateway services are currently working with 14 Early Years businesses to help prepare for growth due to Scottish Government Early Years agenda and increase in childcare provision.

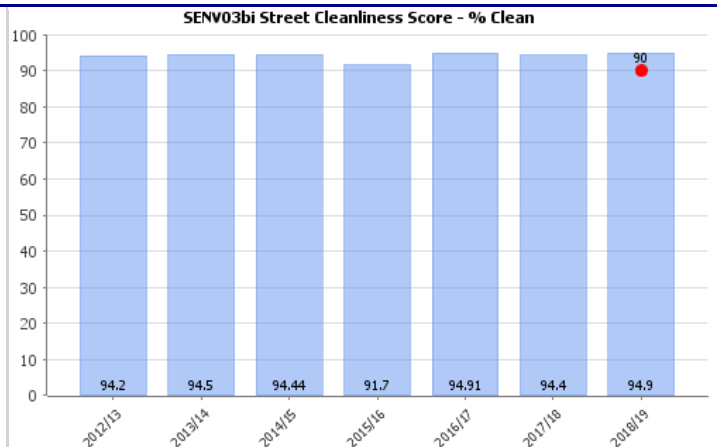
30



### Street Cleanliness Score - % Clean


After a minor drop in 2017/18 from 94.9% to 94.4%, the Cleanliness Score for 2018/19 is back to 94.9%.

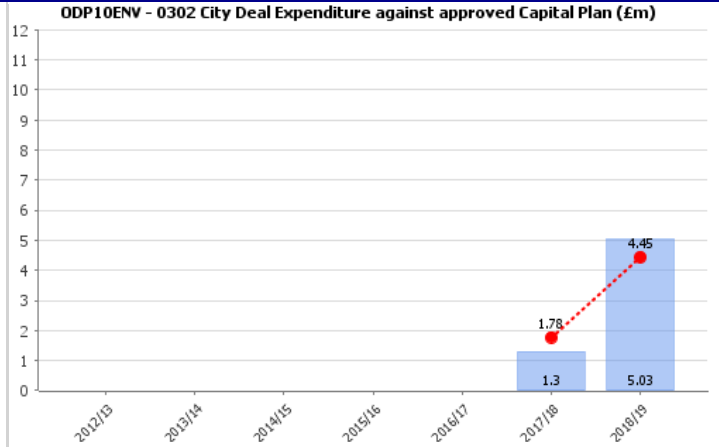
94.9



**City Deal Expenditure against approved Capital Plan (£m)**

Target exceeded. The majority of the financial year 2018/19 City Deal capital expenditure has been directed towards the creation of the Greenlaw Business Centre which was completed this year. However, we continued to develop a number of projects with detailed design progressing on both Balgraystone Road, which will commence on site in June 2019, and Aurs Road improvements due to tender during 2019.

£5.03m 



# ODP 4 Council Performance

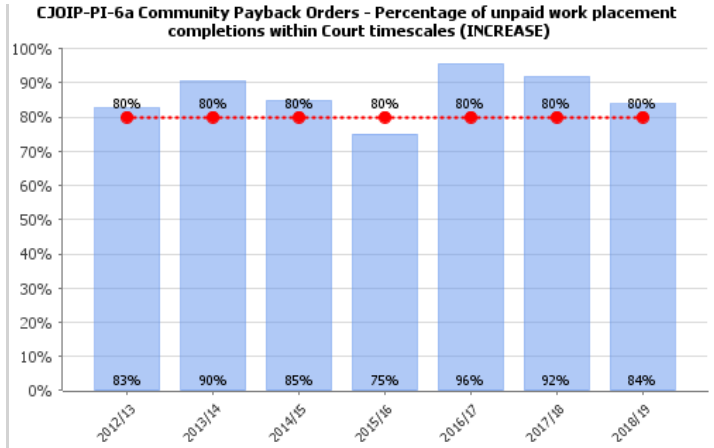
East Renfrewshire residents are safe and live in supportive communities



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

Sixty of a total seventy two Orders were completed within timescales set by the Courts in 2018/19.

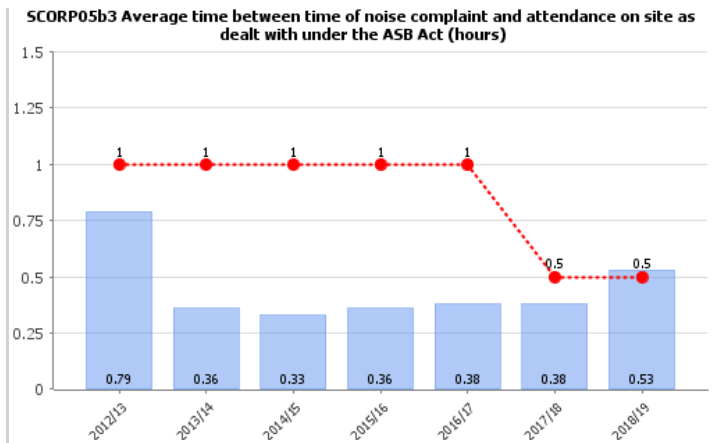
84%



## Average time between time of noise complaint and attendance on site as dealt with under the Anti-Social Behaviour Act (Scotland) 2004 (hours)

The anti-social behaviour investigation service has been redesigned, with all frontline complaints now handled by community wardens, enabling a quick response time. The community warden team operates 7 days a week and in 2018/9 responded to 1839 anti-social behaviour calls - an 18% increase from the previous year. Despite this increase in calls handled, the average time between receiving a noise complaint call and community wardens arriving on site remained on target, at an average 32 minutes.

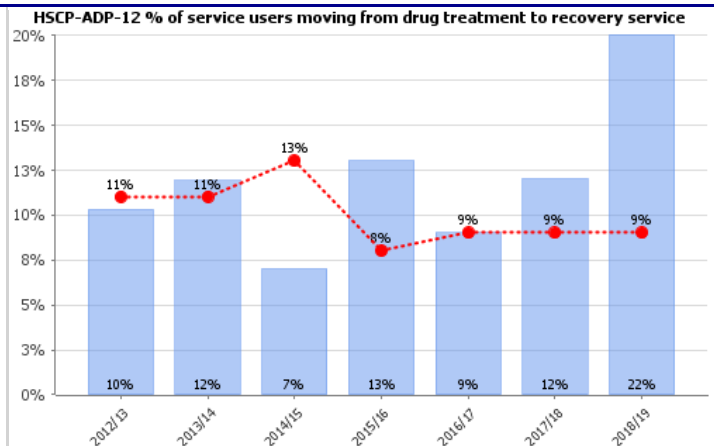
0.53



## % of service users moving from drug treatment to recovery service

There was an increase in the percentage of people moving from treatment to recovery from 12% in 2017/18 to 22% in 2018/19. 364 service users. Current target achieved.

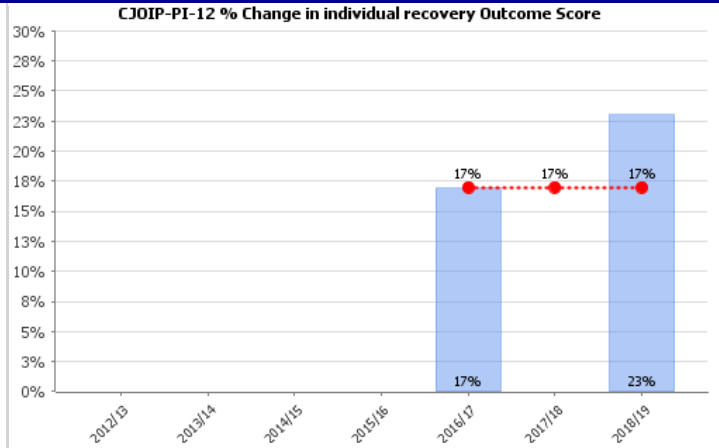
22%



**% Change in individual recovery Outcome Score**

Of the 40 service users participating in the outcome tool, 9 showed improvement in scoring at subsequent reviews (there were 121 clients in total, with 40 having follow up reviews and hence scoring). This is a local figure. Discussions are ongoing at a national level regarding validation and implementation of the tool. (No data available for 2017/18).

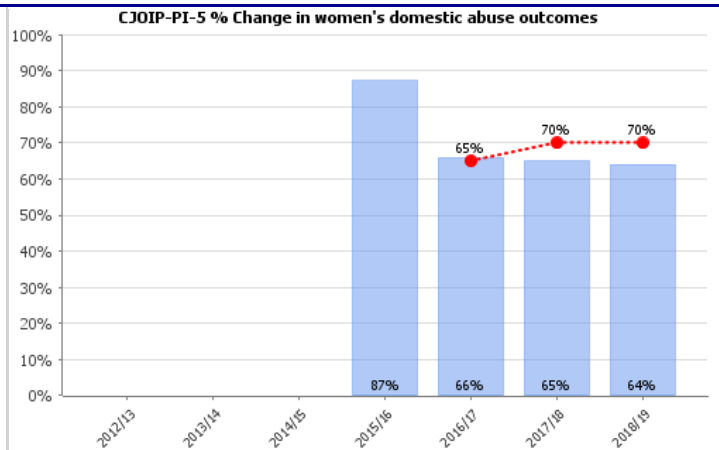
23%



**% Change in women's domestic abuse outcomes**

From April 2018 to March 2019, East Renfrewshire Women's Aid service reported a 64% improvement for women across all reported outcomes with safety, health & well-being, empowerment and self-esteem scoring highly. 113 women demonstrated improvement in their outcomes in 2018/19.

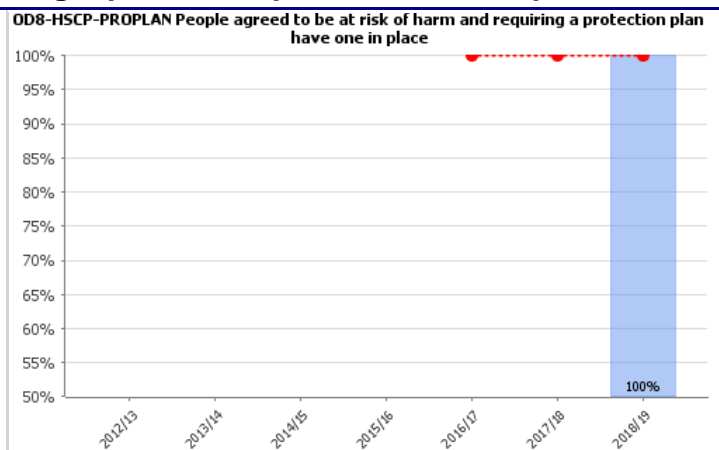
64%



**People agreed to be at risk of harm and requiring a protection plan have one in place**

All residents identified as at risk of harm by the HSCP now have a bespoke protection plan in place, this equates to 34 individuals. Target of 100% met.

100%



## ODP 5 Council Performance

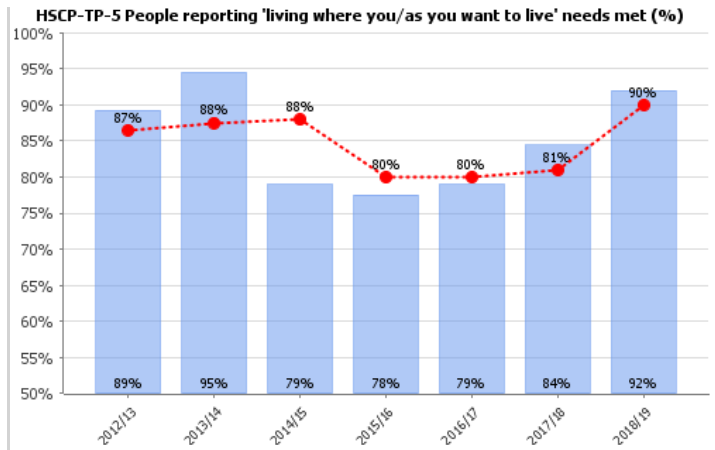
Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives



### People reporting 'living where you/as you want to live' needs met (%)

In 2018/19 of the 856 valid responses 766 respondents reported their needs met. Performance is up eight percentage points on last year in relation to this indicator.

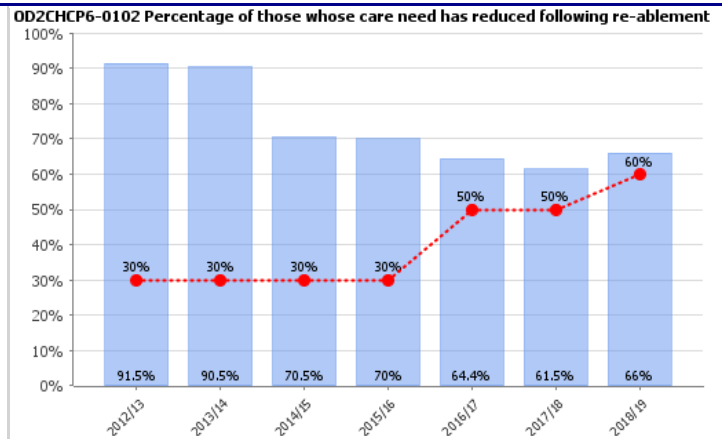
92%



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

Data relates to January to December 2018. In relation to re-ablement discharges (416), 43% (180) were discharged with no services and a further 23% (94) were discharged with reduced services.

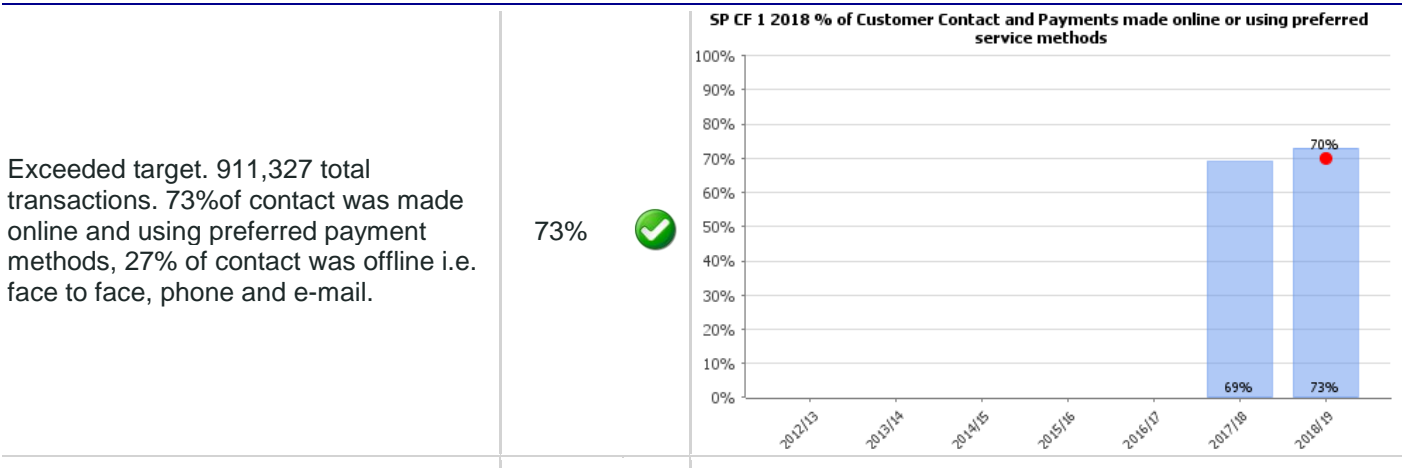
66%



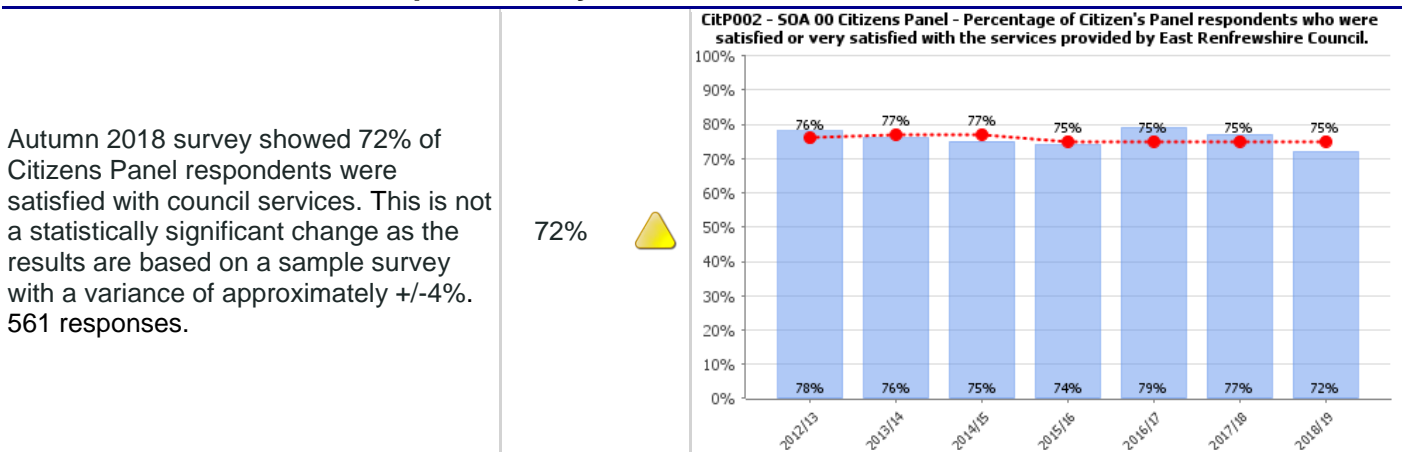
# Customer, Efficiency, People- Council Performance



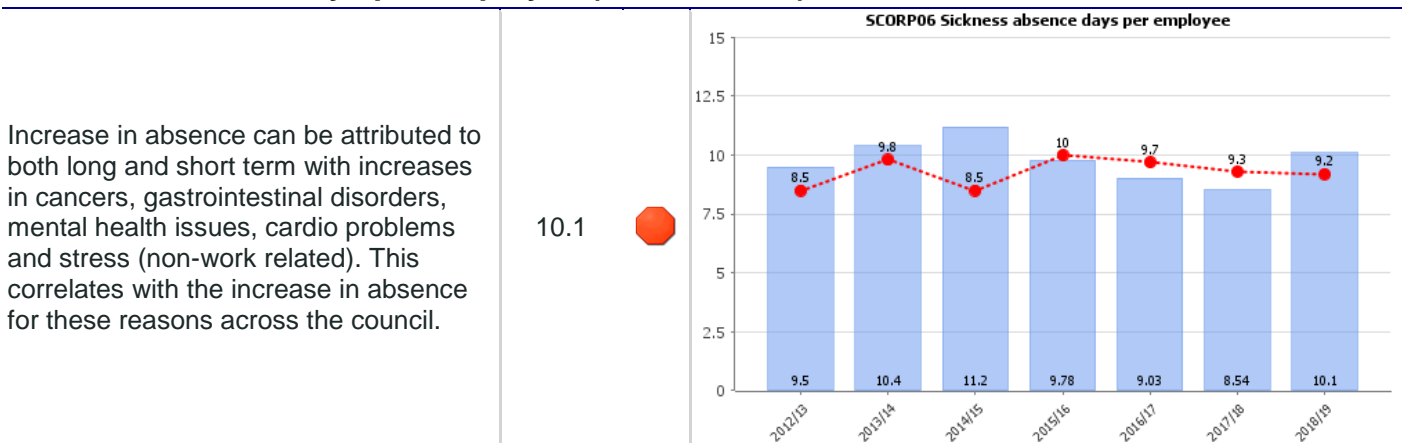
## % of Customer Contact and Payments made online or using preferred service methods (aim to increase)



## Citizens Panel - Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.



## Sickness absence days per employee (Council wide)





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<sup>i</sup> The statistical variance in Citizens' Panel results is based on two factors, firstly the number of respondents to each question (the base) and secondly the proportion of respondents answering in a particular way, e.g. satisfied/dissatisfied etc. The variation in results increases in relation to any drop in the response level, giving rise to marginally less reliable results.

For the panel response to the question on adults engaging in cultural activities 527 responded (the base) with 87% participating. On this basis the variance is +/- 2.9% therefore the results could lie between 86.1% and 89.9%.

<sup>ii</sup> On panel response to the question on adults engaging in physical activities 523 responded (the base) with 87% participating. On this basis the variance is +/- 2.9% therefore the result could lie between 86.1% and 89.9%.

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## End-Year complaints 2018/2019

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. During 2018/19 we received 1,280 complaints, which represented a decrease of 17.2% on the previous end-year figure of 1,547. Most complaints continue to be received by Environment Department – 66%. The data shows that we continue to perform well in terms of processing frontline complaints with an average time to respond within the 5 day target at 3.5 days which represents an improvement on the corresponding end-year figure for 2017/18 of 4.1 days. The average time to respond to direct investigation complaints was on target at 20 days which is a slight increase on the figure of 16.5 days in 2017/18. As a result of complaints monitoring over the year a number of improvement actions have been implemented and additional resources have been put in place to help improve service delivery in the Corporate and Community Services, Education and Environment departments, as well as the HSCP.



**We received 1,280 complaints during the period 2018/19 or 13.5 complaints per 1,000 population**



**66% of complaints were received by Environment**



**17% of complaints were received by Housing**



**We continue to perform within the statutory target of 5 days working days for frontline complaints and 20 days for investigation complaints**



**36% of complaints related to the 'standard or quality of service'**



**Over 65% of cases were resolved by providing further advice or information**





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## End Year Complaints Report 2018/19<sup>1</sup>

Complaints Received per 1000 of the Population				
Description	2017/18	2018/19	Change	Notes
Number complaints received per 1,000 population.	16.5	13.5	-3	A total of 1,280 complaints were received in 2018/19, a decrease of 267 from 2017/18. We also report specifically on our Housing complaints; 221 of the complaints related to housing.

Complaints Closed at Stage one and Stage two			
Description	2017/18	2018/19	Change
Number complaints closed at stage one as % of all complaints	94% (1,413)	90% (1,100)	-4% pts
Number complaints closed at stage two as % of all complaints	4% (58)	6.2% (76)	+2.2% pts
Number complaints closed at stage two after escalation as % of all complaints	3% (39)	3.8% (46)	+0.8% pts

Complaints Not Upheld/ Partially Upheld/Upheld			
Not Upheld	2017/18	2018/19	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	50% (709)	51% (560)	+1% pt
Number complaints not upheld at stage two as % of complaints closed at stage two	50% (29)	47% (36)	-3% pts
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	64% (25)	54% (25)	-10% pts
Partially upheld	2017/18	2018/19	Change
Number of complaints partially upheld at stage one as % of complaints closed at stage one	9% (132)	12% (136)	+3% pts
Number complaints partially upheld at stage two as % of complaints closed at stage two	19% (11)	17% (13)	-2% pts
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	21% (8)	22% (10)	+1% pt
Upheld	2017/18	2018/19	Change
Number of complaints upheld at stage one as % of all complaints closed at stage one	40% (558)	37% (404)	-3% pts
Number complaints upheld at stage two as % of complaints closed at stage two	29% (17)	36% (27)	+7% pts
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	15% (6)	24% (11)	+9% pts

The average time in working days for a full response to complaints at each stage					
Description	2017/18	2018/19	Change	SPSO Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	4.1	3.5	-0.6	5	
Average time in working days to respond to complaints at stage two (investigation)	16.5	20.0	+3.5	20	
Average time in working days to respond to complaints after escalation (investigation)	16.7	20.4	+3.7	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	16.6	20.1	+3.5	20	

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

<b>Complaints at each stage closed within set timescales</b>			
<b>Description</b>	<b>2017/18</b>	<b>2018/19</b>	<b>Change</b>
Number complaints closed at stage one within 5 working days as % of stage one complaints	85.4% (1,207)	86.6% (953)	+1.2% pts
Number complaints closed at stage two within 20 working days as % of stage two complaints	82.8% (48)	64.5% (49)	-18.3% pts
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	79.5% (31)	78.3% (36)	-1.2% pts
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	81.4% (79)	69.7 (85)	-11.7% pts

<b>Where extensions to the 5 or 20 working day timeline were authorised</b>			
<b>Description</b>	<b>2017/18</b>	<b>2018/19</b>	<b>Change</b>
% of complaints at stage one where extension was authorised	1.1% (16)	1.9% (21)	+0.8% pts
% of complaints at stage two where an extension was authorised	0%	7.9% (6)	+7.9% pts
% of escalated complaints where extension was authorised	10.3% (4)	2.2% (1)	-8.1% pts

### **Customer Satisfaction Measures**

The Local Authority Complaint Handlers Network in collaboration with the Scottish Public Services Ombudsman (SPSO) is in the process of reviewing and developing a new set of core customer satisfaction questions in relation to complaints. The revised online survey will run on the Council's Citizens' Space platform from June 2019 with results produced annually to help ensure we have robust numbers for reporting purposes. This information will be used to help inform any improvements to the complaint handling procedure for our customers.

### **Improvement Actions 2018/19**

Complaints information is closely monitored to ensure we learn from complaints and make service improvements. In 2018/19, service improvement actions included the following:

- The online application form for the Blue Badge service was reviewed and the new simplified online form made available to speed up the process for the customer from February 2019.
- Staff training on effective complaints handling continues to take place within Customer Services.
- Procedures for the issue of pre-paid debit cards to customers who have been awarded a grant from the Scottish Welfare fund were improved.
- Education Business Support have improved the clarity of their written advice in relation to Free School Meals.
- Environment's new Customer Relations Team has compiled a detailed analysis of customer complaints. The analysis covers trends, volume, method of contact, timescales, upheld complaints and outcome actions and will be used to develop new solutions for identified issues.
- Customer First and Planning are now clearer on the distinction between customer complaints and planning enquiries ensuring that these are handled separately.