

EAST RENFREWSHIRE COUNCILCABINET30 November 2017Report by Deputy Chief ExecutiveSTRATEGIC MID YEAR PERFORMANCE REPORT 2017-18
COMMUNITY PLANNING PARTNERSHIP AND COUNCIL PERFORMANCE**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Community Planning Partnership (CPP) and Council mid-year performance in 2017-18 based on performance indicators in the Single Outcome Agreement (SOA) and [Outcome Delivery Plan](#) (ODP) 2017-120. 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 the Cabinet:
 - (a) Scrutinises and comments on the summary of the Community Planning Partnership and Council's mid-year performance for 2017-18 (Annex 1);
 - (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 2017; and
 - (c) Scrutinises and notes the mid-year complaints report attached at Annex 4.

BACKGROUND AND CONTEXT

4. The Community Planning Partnership (CPP) agreed a high level Single Outcome Agreement (SOA) which set out what we will work to achieve for local people. From October 2017 this has been replaced with Fairer East Ren - our Local Outcome Improvement Plan (LOIP), and a Community Plan is also in development.
5. The Council sets out its contribution to the SOA through the content of the Outcome Delivery Plan (ODP). The ODP is a three year plan, updated annually which sets out the Council's activities, performance measures and targets for a 3 year period. It conveys what the Council is doing to contribute to the delivery of the agreed local outcomes. The Council is responsible for ensuring that the money we spend achieves 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. An integrated strategic performance report including both CPP and Council performance is reported on a six monthly basis. Work is ongoing on the joint development of the new Outcome Delivery Plan, the new Community Plan and the Fairer Eastren Plan - our Local Outcome Improvement Plan, as well as the performance management framework to reflect these new plans.

6. 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 priorities.

7. Indicators with no new data to report are listed under Annex 2, such as financial data that is not yet available.

8. We have a statutory duty to report on complaints, and also 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 end year 2016-17 will be reported separately in early 2018 to Cabinet once verified by the Improvement Service. A mid-year summary report on complaints is attached at Annex 4.

9. 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.

10. 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.

11. Indicators included in Annex 1 have a latest data update that has not been previously reported, for most this will be for mid-year 2017-18, for some this may be an update that was not available for the previous reporting period; end year 2016-17. Occasionally some health indicators have a time lag and the latest data will be more historic.

COMMUNITY PLANNING PARTNERSHIP PERFORMANCE

12. The East Renfrewshire Performance and Accountability Review (PAR) oversee the Community Planning Partnership's (CPP) performance against SOA outcomes and, in particular, will focus 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. Over three quarters of all SOA indicators are on target at mid-year. An advice note to the CPP Board on the focus and priorities of the PAR is attached at Annex 3.

COUNCIL PERFORMANCE

13. East Renfrewshire Council continues to achieve excellent performance results across many areas including educational attainment and school exclusion rates, household waste recycled (top in Scotland), and supporting people in to employment. The Council also performs consistently well in other areas such as the number of awards achieved by young people and sustaining low levels of teenage pregnancy.

14. The Council is performing well across the majority of the ODP indicators. Overall, of the updated ODP indicators at mid-year point 2017-18 with targets set, the Council's performance is meeting target for over three quarters of the indicators. In the remaining areas where there is still further scope for improvement, there is a clear understanding of reasons for performance levels and departments are closely monitoring progress and taking action, for example, further reducing sickness absence levels.

COMPLAINTS

15. In April 2013, in line with statutory guidance issued by the Scottish Public Services Ombudsman (SPSO), we revised our complaints handling procedure moving to a two stage process. All Scottish councils are required to assess and monitor their complaints handling performance against a number of high level performance indicators. A report on our performance against these indicators at mid-year point is attached as Annex 4.

16. The volume of complaints received has dropped marginally from the same period in 2016-17 and 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.

PUBLICATION OF MID YEAR PERFORMANCE INFORMATION

17. 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

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

CONSULTATION

19. There have been various consultations over the last six months both internally and externally, for example the housing strategy consultation and an extensive budget setting consultation giving staff and the public the opportunity to comment on our proposals for the 2018-21 budget.

PARTNERSHIP WORKING

20. 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

21. 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

22. This report details the performance of East Renfrewshire Community Planning Partnership and the Council at mid-year 2017-18. The information presented here shows an overall positive picture. The Council continues to respond well to a range of challenging circumstances, while aiming to make people's lives better by delivering highly valued services and achieving positive outcomes for our communities.

RECOMMENDATIONS

23. It is recommended that the Cabinet:

- (a) Scrutinises and comments on the summary of the Community Planning Partnership and Council's mid-year performance for 2017-18 (Annex 1);
- (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 2017; and
- (c) Scrutinises and notes the mid-year complaints report attached at Annex 4.

REPORT AUTHOR

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BACKGROUND PAPERS

- Strategic End-Year Performance Report 2016-17, Council 28 December 2016
- Strategic Mid-Year Performance Report 2016-17, Council 14 December 2016
- Outcome Delivery Plan 2017-2020, Council 28 June 2017

Single Outcome Agreement 2013 - 2016
 Outcome Delivery Plan 2017 - 2020



East
 Renfrewshire
 Community
 Planning
 Partnership

Strategic Mid-Year Performance Report 2016-17

The following provides an update of Council and Community Planning Partnership (CPP) performance data at mid-year point 2017-18. 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 partnership performance where accountability lies with the CPP. Those titled 'ODP' show Council performance – this is the Council's contribution to the SOA.

Data note

The data shown is the latest available data not previously reported.

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 be more historic. 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 details what each of the symbols mean within the report.

<p><u>Performance note</u></p>	<p><u>Latest value</u></p> <ul style="list-style-type: none"> No target (information only) Off target Target still to be achieved On target 	<p>Trend Chart</p> <p>Change over time</p>
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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.

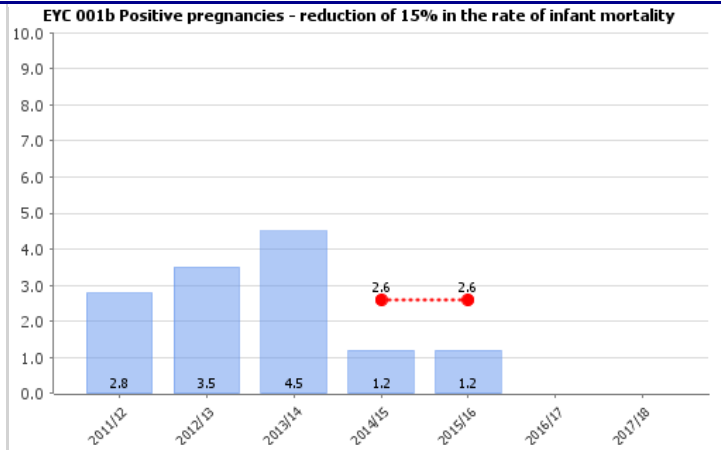
SOA 1 Performance

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

Positive pregnancies - reduction of 15% in the rate of infant mortality

Preliminary data from National Records of Scotland (March 2017) show the infant mortality rate for 2016 was 1.2 per 1,000 - this compares favourably to the Scottish national rate of 3.3 per 1,000.

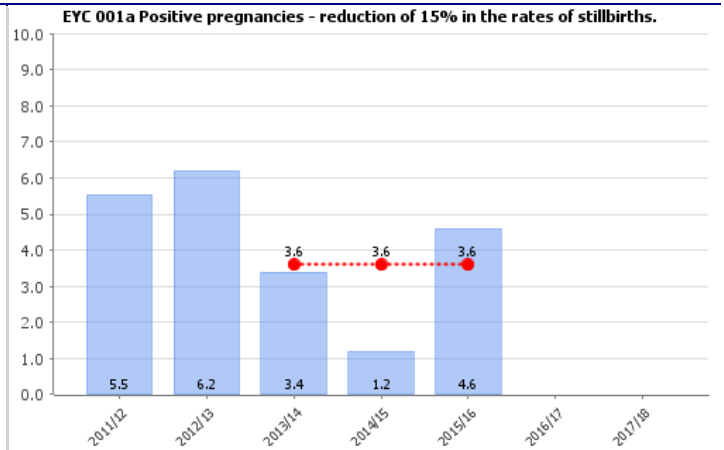
1.2



Positive pregnancies - reduction of 15% in the rates of stillbirths.

Preliminary figures from National Records of Scotland (March 2017) show the rate of still births for 2016 was 4.6 per 1,000. For Scotland the rate for 2016 is 4.3 per 1,000.

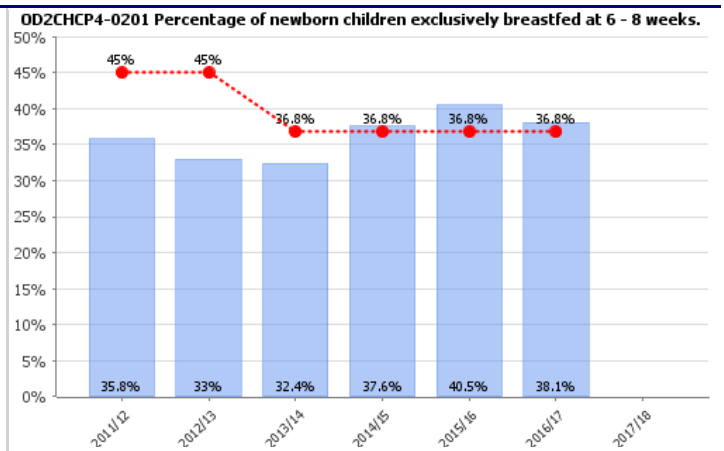
4.6



Percentage of new born children exclusively breastfed at 6 - 8 weeks.

Data for Jan 2016- Dec 2016. NHS GGC average over same period was 26.5% exclusively breastfed. (Source: NHS GGC Sharepoint using Child Health Surveillance System March 2017).

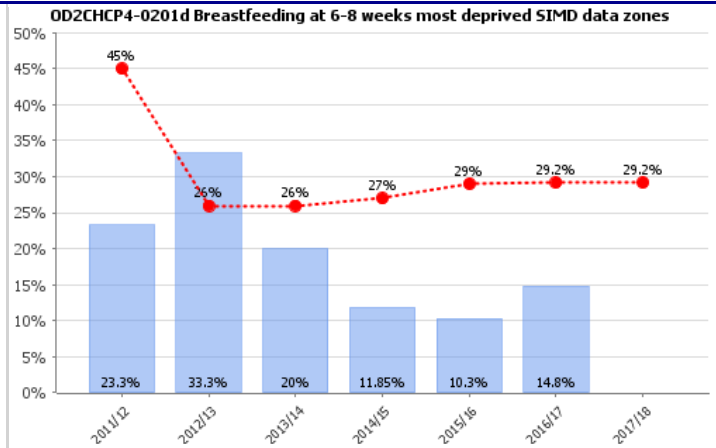
38.1%



Breastfeeding at 6-8 weeks most deprived SIMD data zones

Data for Jan 2016 - Dec 2016, on a target of 29.2%. The NHS GGC average for the same period was 16.4% (Source: NHS GGC Sharepoint using Child Health Surveillance System March 2017).

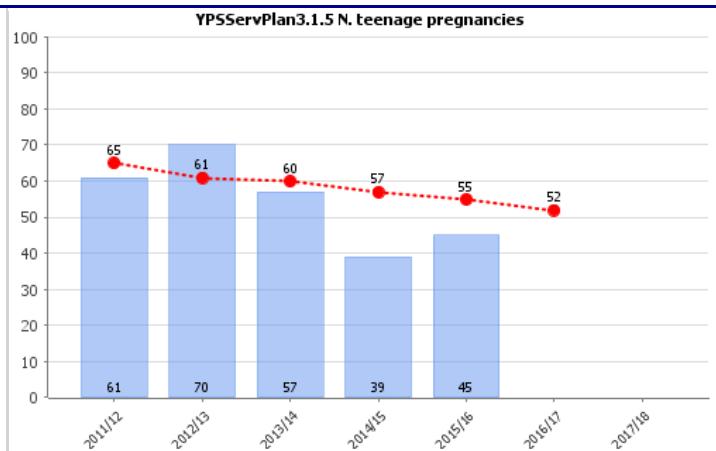
14.8%



Number of teenage pregnancies

2015 data released summer 2017 due to data lags. There were 45 teenage pregnancies (females aged under 20) in the year 2015. This is a rate of 15.6% and is a slight increase on the previous year. East Renfrewshire recorded the lowest number of teenage pregnancies across Scotland and the 2nd lowest rate (per 1,000 females aged 20 or under) across Scotland's 32 local authority areas.

45



ODP 1 Council Performance

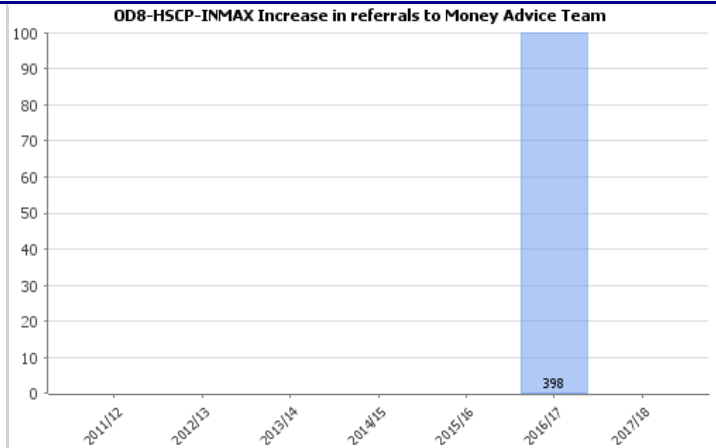


All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.

Increase in referrals to Money Advice Team from Children's Services

End year 2016-17 update not previously reported. This indicator will shift to the Money Advice Team to report and track as a consequence of the significant changes in benefit and tax systems.

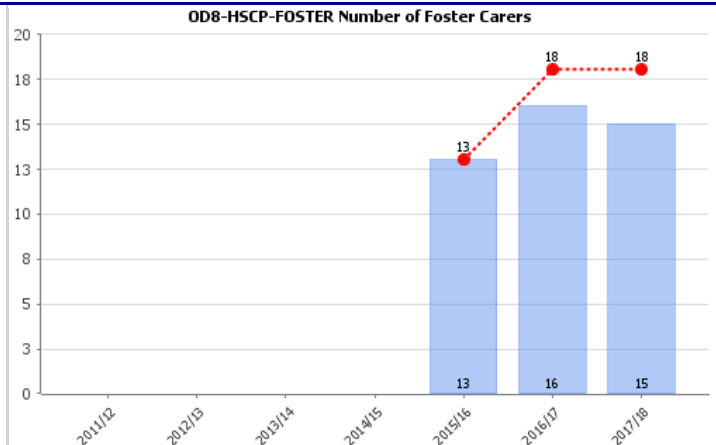
398



Number of Foster Carers

The gap in provision is in relation to supported carers for young people aged 16 years plus. This is the area we are attempting to increase. Although we have gained 5 new carers in the last 2 years, 3 have left the service through retirement.

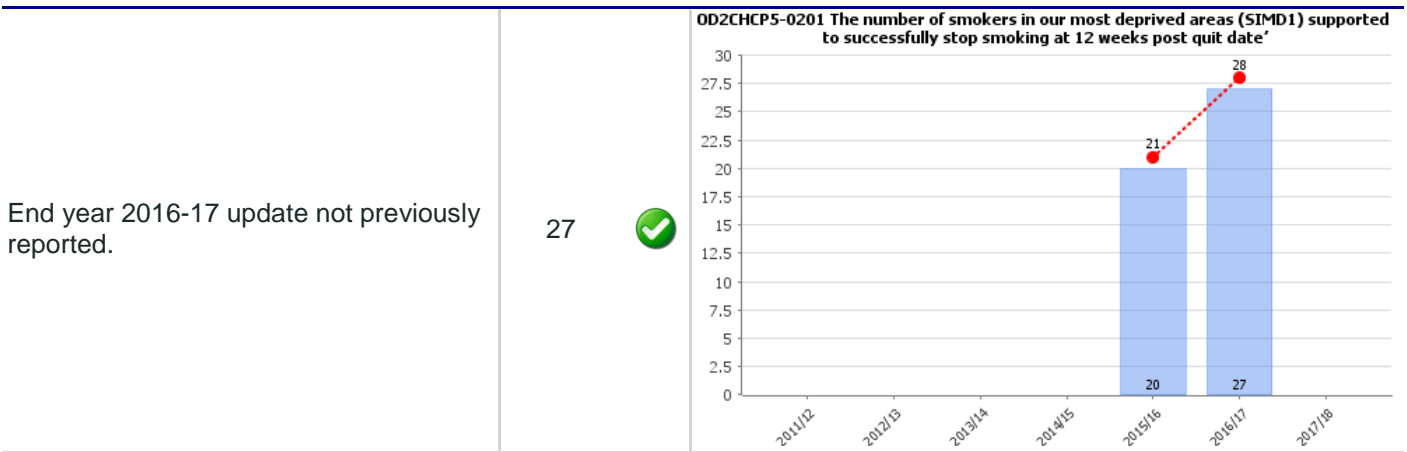
15



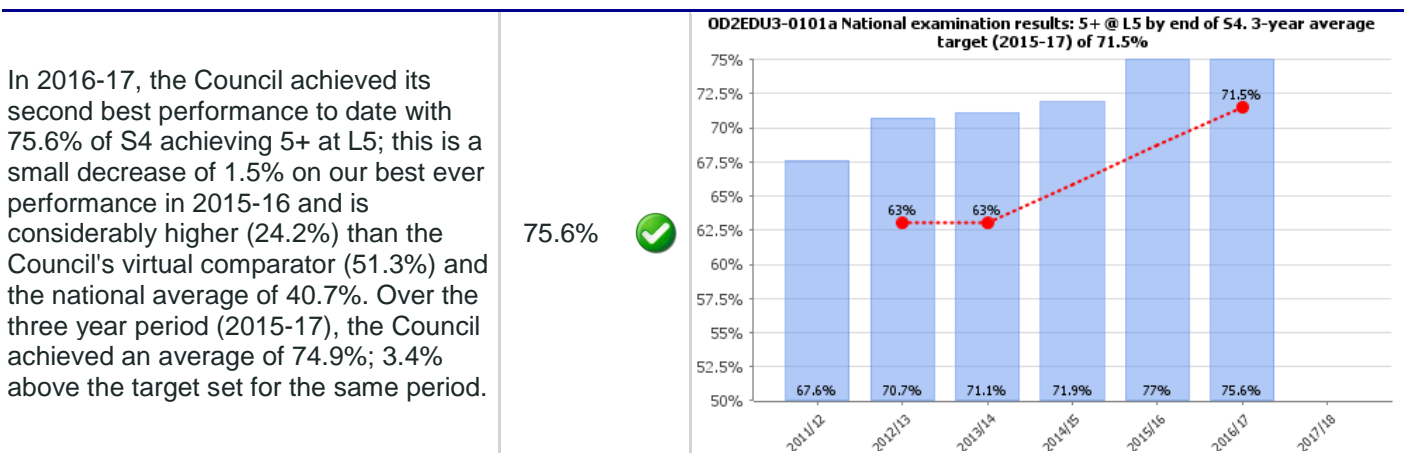
SOA 2 Performance

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

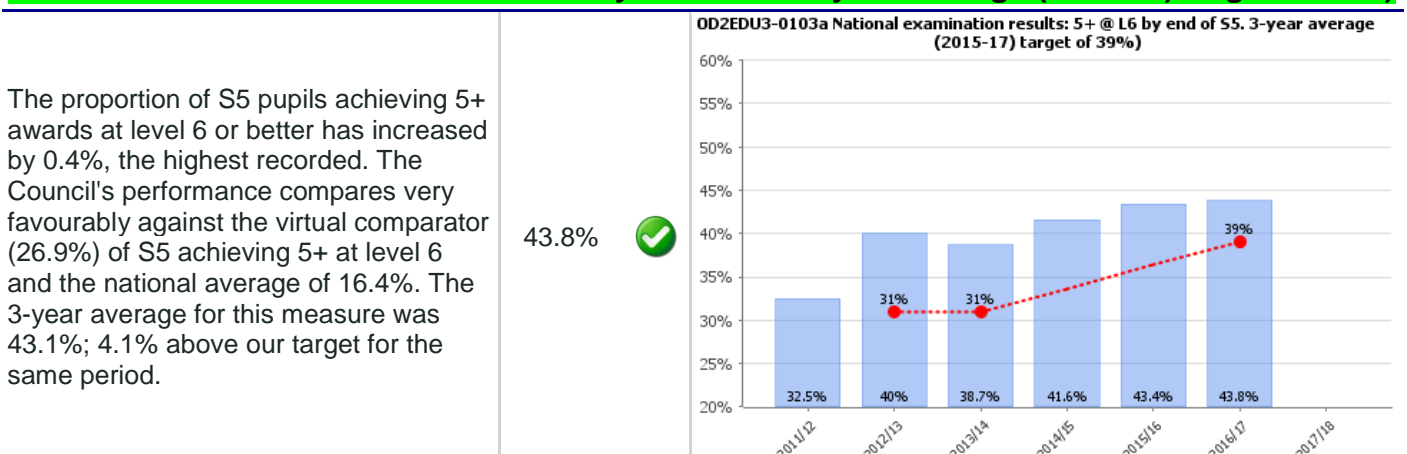
The number of smokers in our most deprived areas (SIMD1) supported to successfully stop smoking at 12 weeks post quit date



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



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



ODP 2 Council Performance

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



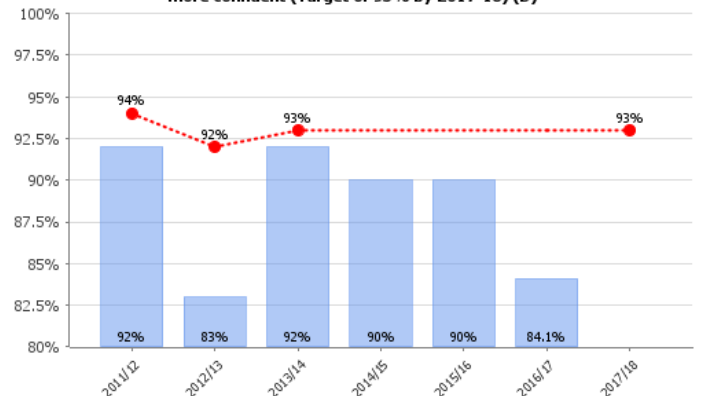
Percentage of pupils reporting that their school is helping them to become more confident (Target of 93% by 2017-18) (D)

Questionnaires have been collated from 7 establishments. 1105 questionnaires were completed by pupils online. Establishments will be supported to ensure that staff reflect and improve approaches that lead to an increase in pupils reporting that they are becoming more confident.

84.1%



OD2EDU3-0203 Percentage of pupils reporting that their school is helping them to become more confident (Target of 93% by 2017-18) (D)



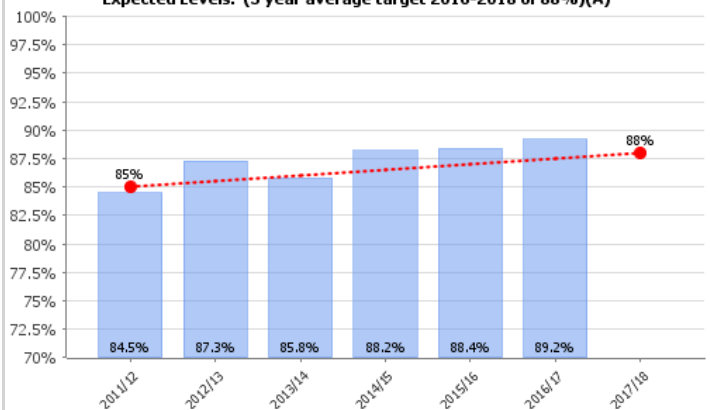
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2016-2018 of 88%)(A)

In 2016-17, the Council achieved its highest percentage of primary pupils achieving/exceeding expected Curriculum for Education levels in reading with a Council average of 89.2%; this was an increase of 0.8% on 2015-16. The Council has a 3-year target for 2016-18 of 88% and is on target to achieve this.

89.2%



OD3EDU3-0107a Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2016-2018 of 88%)(A)



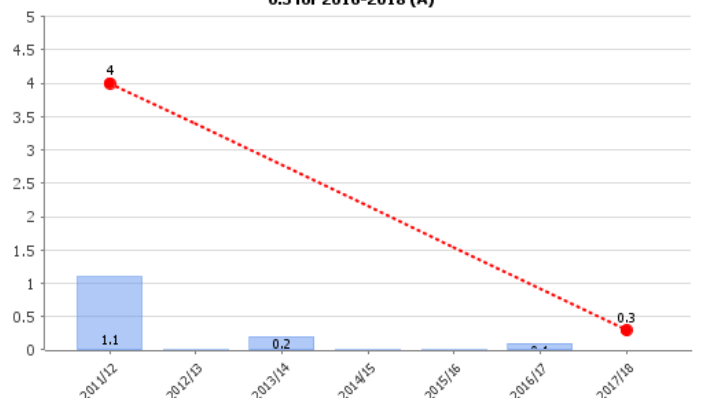
Number of exclusions per 1,000 pupils - Primary - 3 year average target of 0.3 for 2016-2018 (A)

In 2016-17 there was one temporary exclusion within the primary sector; this equates to 0.1 exclusions per 1000 pupils. This compares very favourably with the national figure of 9 incidents per 1000 pupils (latest published data for 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.

0.1



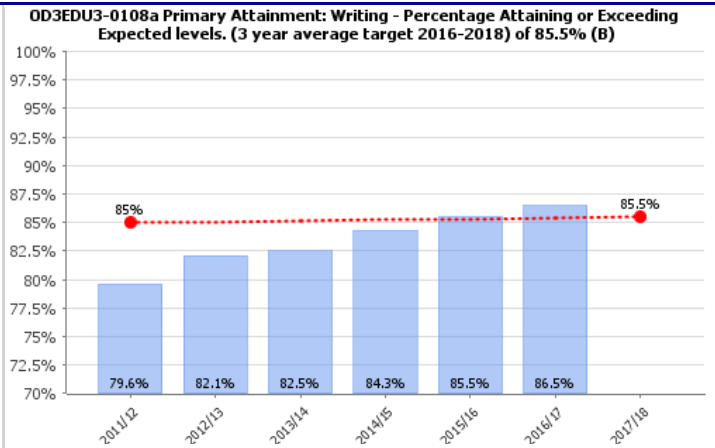
OD2EDU3-0301 Number of exclusions per 1,000 pupils - Primary - 3 year average target of 0.3 for 2016-2018 (A)



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

In 2016-17, the Council achieved its highest percentage of primary pupils achieving/exceeding expected Curriculum for Education levels in writing, with a Council average of 86.5%; this was an increase 1.0% on 2015-16. The Council has a 3-year average target for 2016-18 of 85.5% and is on target to achieve this.

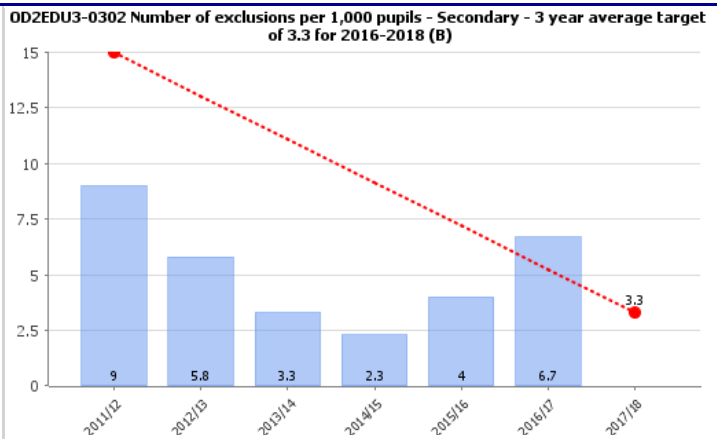
86.5%



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

In 2016-17 there was an increase in exclusions to 6.7 incidents per 1000 pupils, up from 3.3 in 2015-16. The ERC performance compares very well with the national figure of 49.6 incidents per 1000 pupils (latest published data for 2014-15). The Council has set a very challenging three year average target of 3.3 incidents per 1000 pupils for 2016-18; we are currently slightly above this at 5.3.

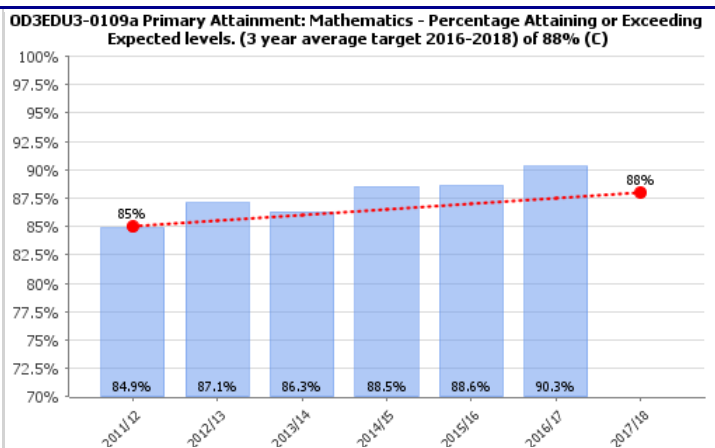
6.7




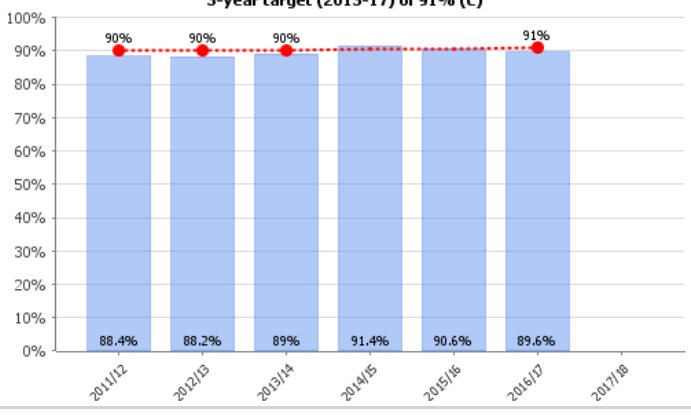
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 88% (C)

In 2016-17, the Council achieved its highest percentage of primary pupils achieving/exceeding expected Curriculum for Education levels in Mathematics with a Council average of 90.3%; this was an increase 1.7% on 2015-16. The Council has a 3-year average target for 2016-18 of 88% and is on target to achieve this.


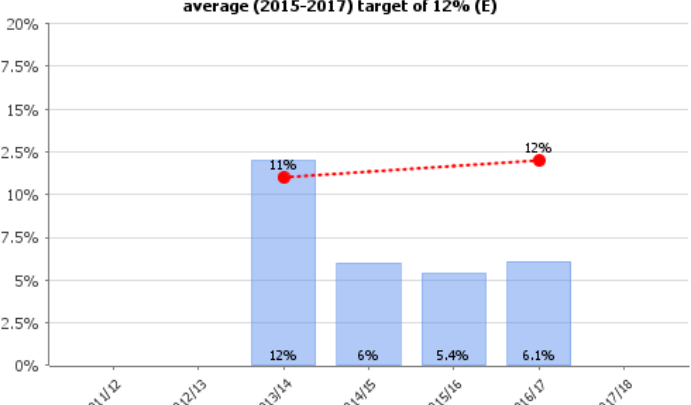
90.3%




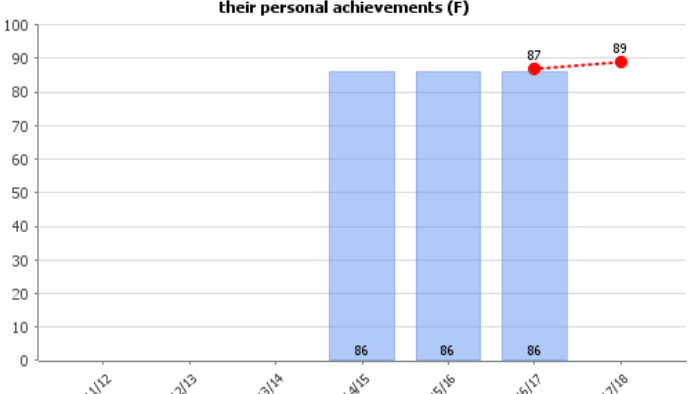
Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year target (2015-17) of 91% (C)

<p>The percentage attendance for Looked After pupils (Primary & Secondary) decreased slightly in 2016-17 by 1.0% from 90.6% in 2015-16. The Council has narrowly missed its challenging 3-year average (2015-17) target of 91% by 0.5%; the value achieved for the current three year period (2015-17) was 2.0% higher than the previous three year average (2011-2014) of 88.5%.</p>	<p>89.6% </p>	<p>ODP4EDU4-0203 Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year target (2015-17) of 91% (C)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>88.4%</td> </tr> <tr> <td>2012/13</td> <td>88.2%</td> </tr> <tr> <td>2013/14</td> <td>89%</td> </tr> <tr> <td>2014/15</td> <td>91.4%</td> </tr> <tr> <td>2015/16</td> <td>90.6%</td> </tr> <tr> <td>2016/17</td> <td>89.6%</td> </tr> <tr> <td>2017/18</td> <td>89.6%</td> </tr> </tbody> </table>	Year	Percentage	2011/12	88.4%	2012/13	88.2%	2013/14	89%	2014/15	91.4%	2015/16	90.6%	2016/17	89.6%	2017/18	89.6%
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Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2015-2017) target of 12% (E)

<p>The 3- year average (2015-17) proportion of young people achieving 263 Insight points or less was 5.8%. This was significantly lower than the 12% target set for the same three year period. Target achieved.</p>	<p>6.1% </p>	<p>ODP7EDU02-0209 Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2015-2017) target of 12% (E)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>11%</td> </tr> <tr> <td>2014/15</td> <td>6%</td> </tr> <tr> <td>2015/16</td> <td>5.4%</td> </tr> <tr> <td>2016/17</td> <td>6.1%</td> </tr> <tr> <td>2017/18</td> <td>6.1%</td> </tr> </tbody> </table>	Year	Percentage	2013/14	11%	2014/15	6%	2015/16	5.4%	2016/17	6.1%	2017/18	6.1%
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Percentage of pupils reporting that they had opportunities to celebrate their personal achievements (F)

<p>Schools use a variety of platforms to celebrate the personal achievements of pupils including school assemblies and award ceremonies and the annual Convenors Awards Ceremony. Pupil consultation questionnaires show that the majority of our pupils agree that their schools recognise and celebrate their personal achievements. The Council narrowly missed the target set for 2016/17 of 87%.</p>	<p>86% </p>	<p>ODP8EDU02-0206 Percentage of pupils reporting that they had opportunities to celebrate their personal achievements (F)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>86%</td> </tr> <tr> <td>2015/16</td> <td>86%</td> </tr> <tr> <td>2016/17</td> <td>86%</td> </tr> <tr> <td>2017/18</td> <td>89%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	86%	2015/16	86%	2016/17	86%	2017/18	89%
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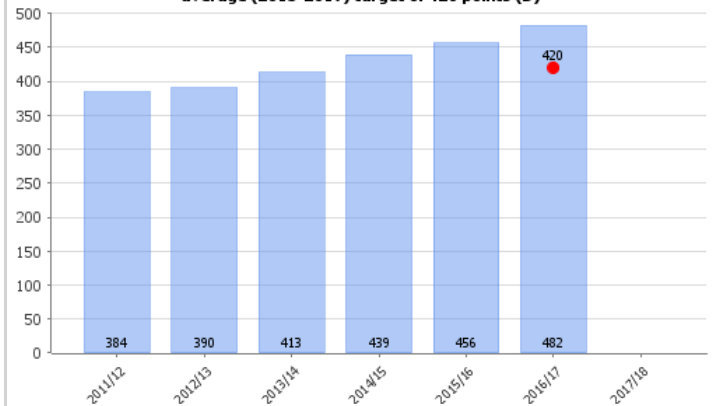
S4: Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points (D)

The average Insight points for S4 SIMD 1-3 pupils in 2016-17 increased by 26 points. In 2016-17, the average insight points for S4 pupils in SIMD 1-3 was 62 points above the three year average (2015-17) target of 420. The three year average for 2015-17 was 460 points and exceeds the target set whilst comparing favourably with the National (300) and Virtual Comparator (302) average values for the same three year period.

482



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



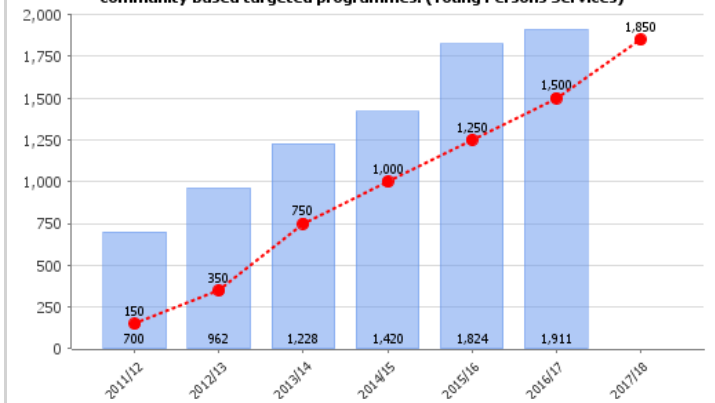
Number of awards achieved by young people participating in school and community based targeted programmes. (Young Persons Services)

Latest data is end year (collected in August 2017). A record 1,006 unique young people achieved awards during the 2016/17 school year with 1,911 awards achieved in total.

1,911



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



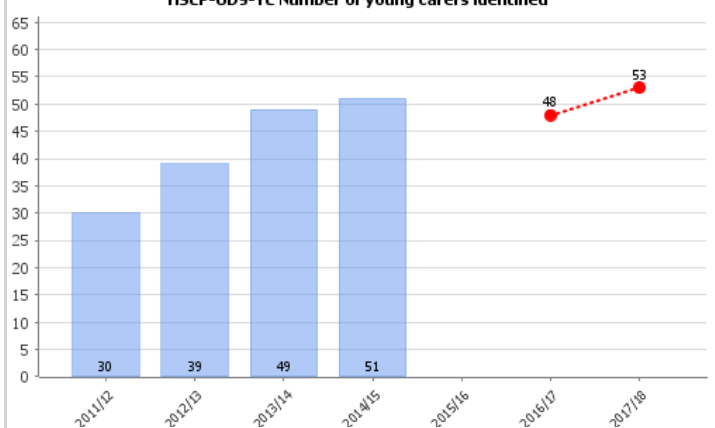
Number of young carers identified

Latest available update. The number of referrals has shown a small increase in part due to a new project dedicated to working with young adult carers. (A young carer is aged 8 and above and has a caring role for a family member who has an illness, disability, mental health issue or substance misuse.)

51



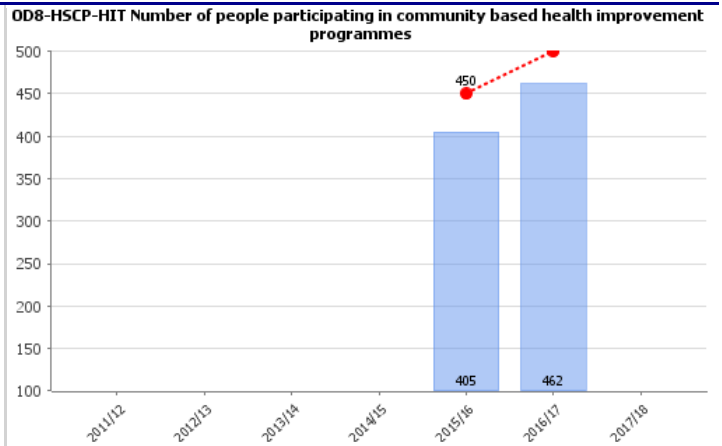
HSCP-OD9-YC Number of young carers identified



Number of people participating in community based health improvement programmes

Data relating to the number of people accessing 'Live Active' referral to exercise programme indicates 462 people participating in the programme in 2016/17 (405 in 2015/16).

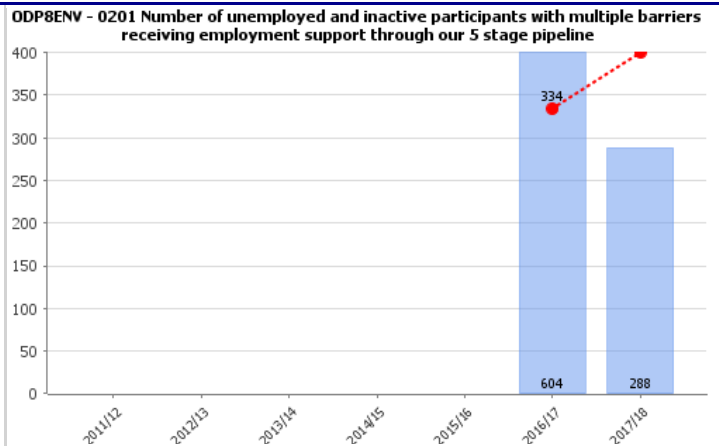
462



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

On target- 288 participants at mid-year point.

288

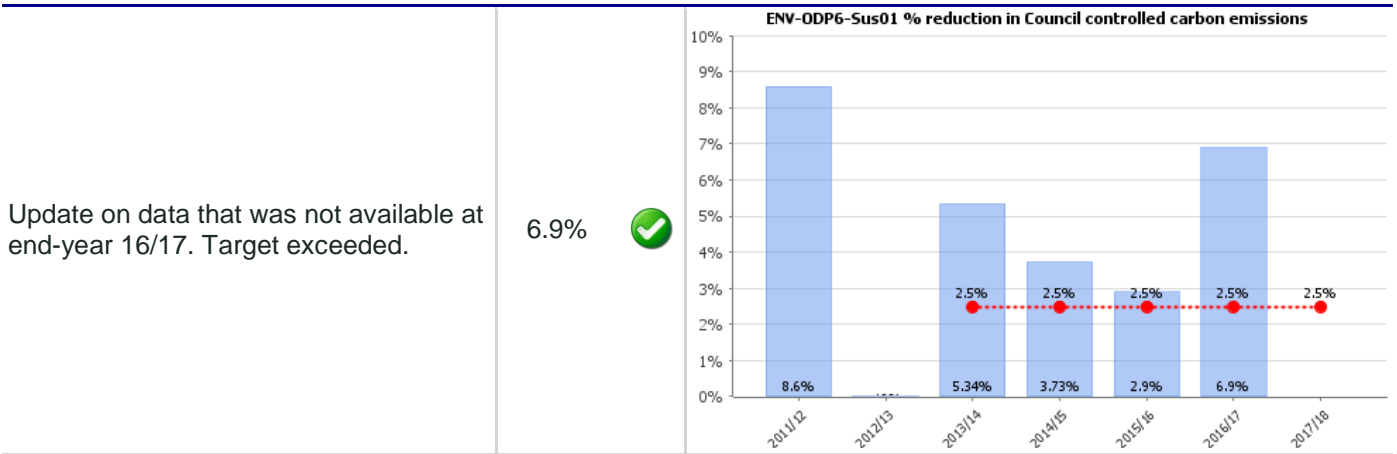


ODP 3 Council Performance

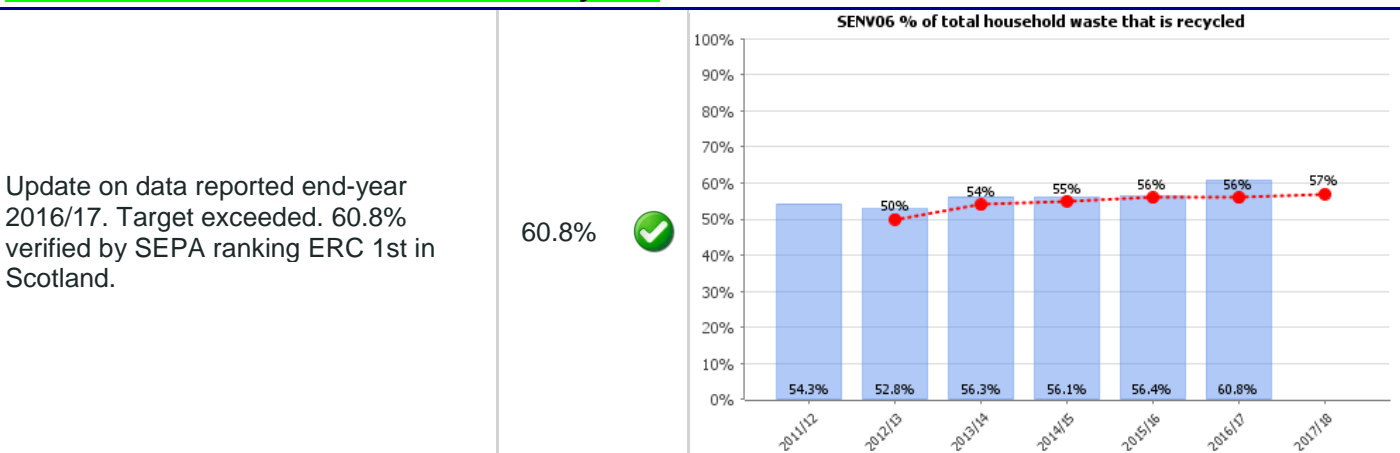
East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses to grow.



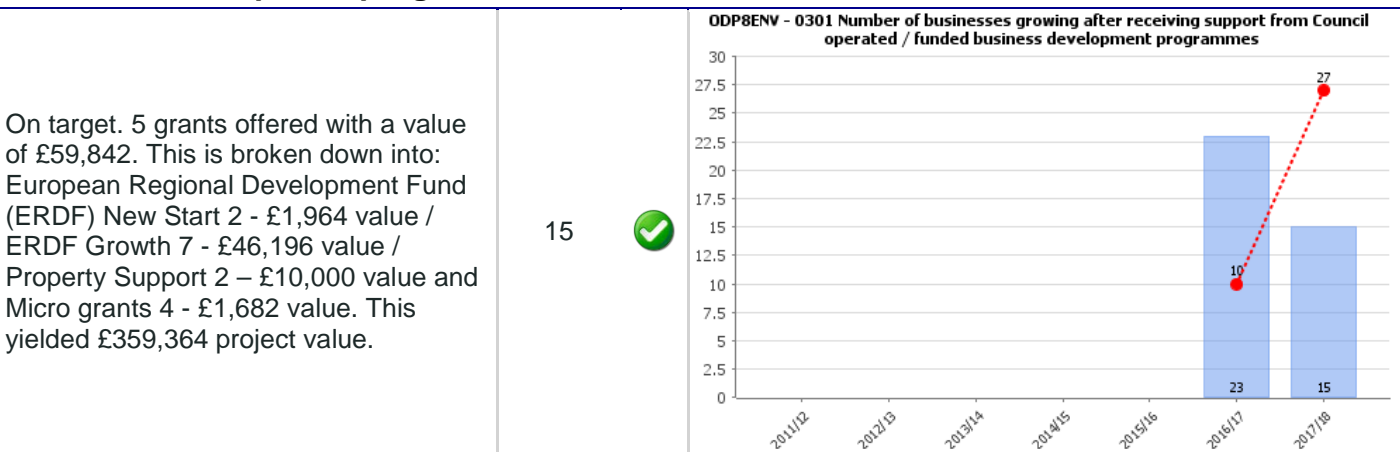
% reduction in Council controlled carbon emissions



% of total household waste that is recycled



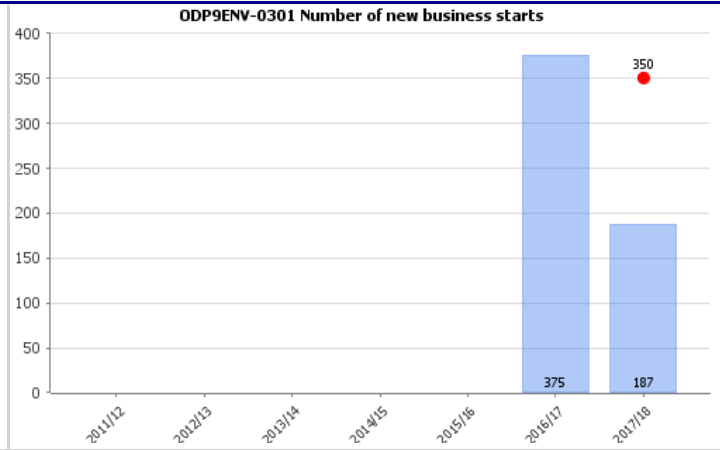
Number of businesses growing after receiving support from Council operated / funded business development programmes



Number of new business starts

On target. Please note that data is sourced from Office of National Statistics (ONS). Additionally, 84 local businesses have received support from East Renfrewshire Business Gateway of which 7 received financial support from ERC.

187



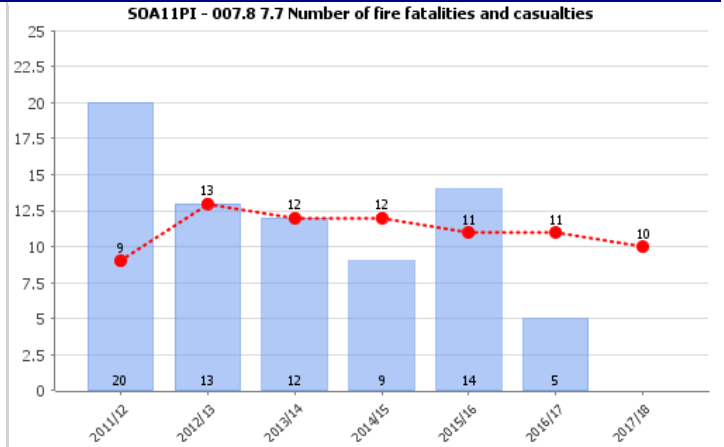
SOA 4 Performance

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

Number of fire fatalities and casualties

Late end year figures. During 2016/17 there were 5 fire related casualties within East Renfrewshire and no fire fatalities. This is a 64% reduction on the figure for the previous year of 14.

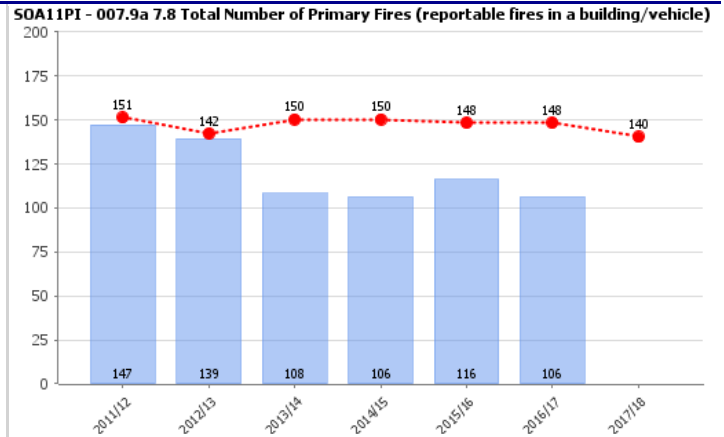
5



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

Late end year figures. During 2016/17 there were 106 primary fires in East Renfrewshire a 9% reduction in the figure for the previous year (116).

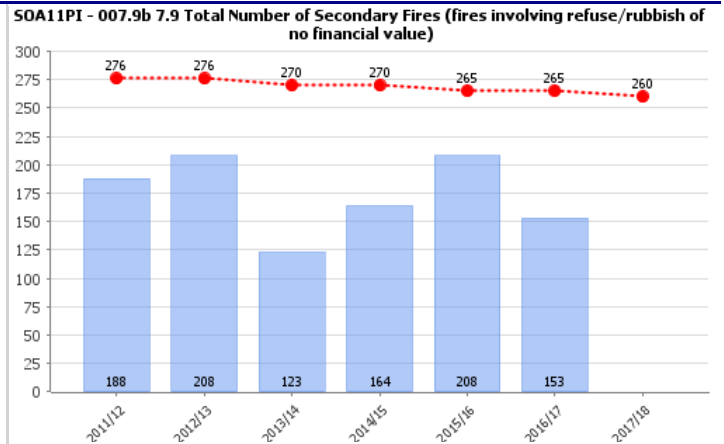
106



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

Late end year figures. During 2016/17 there was a 26.5% reduction in secondary fires with the number falling from 208 to 153.

153

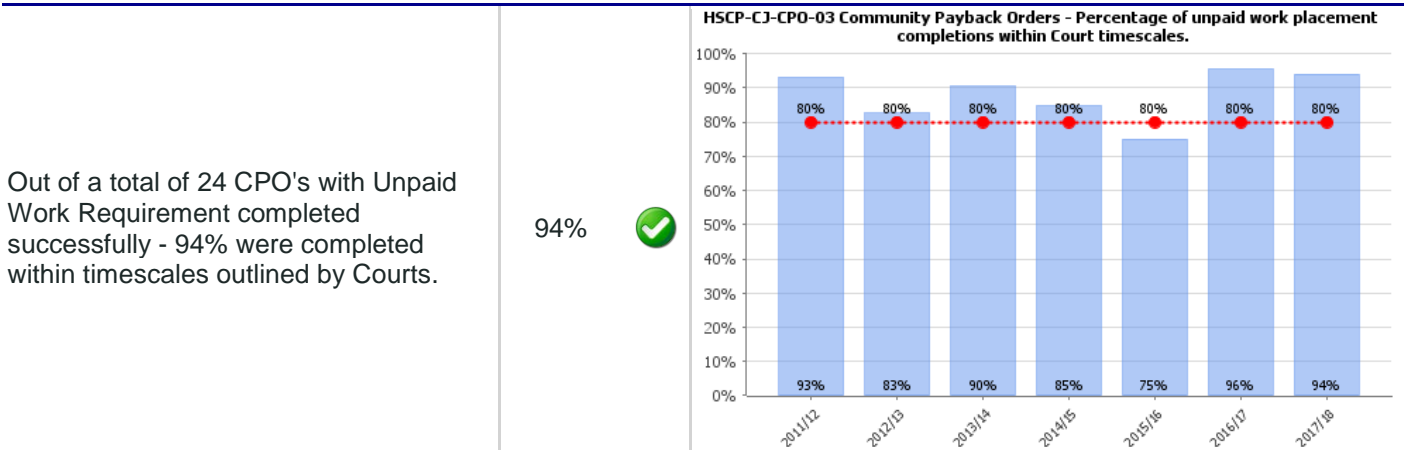


ODP 4 Council Performance

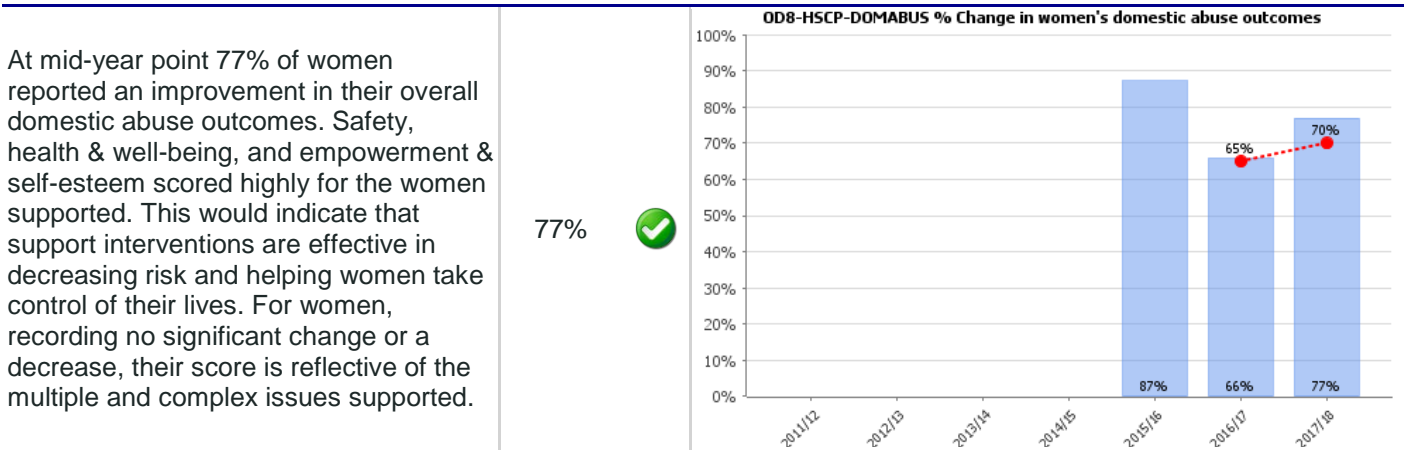
East Renfrewshire residents are safe and supported in their communities and homes.



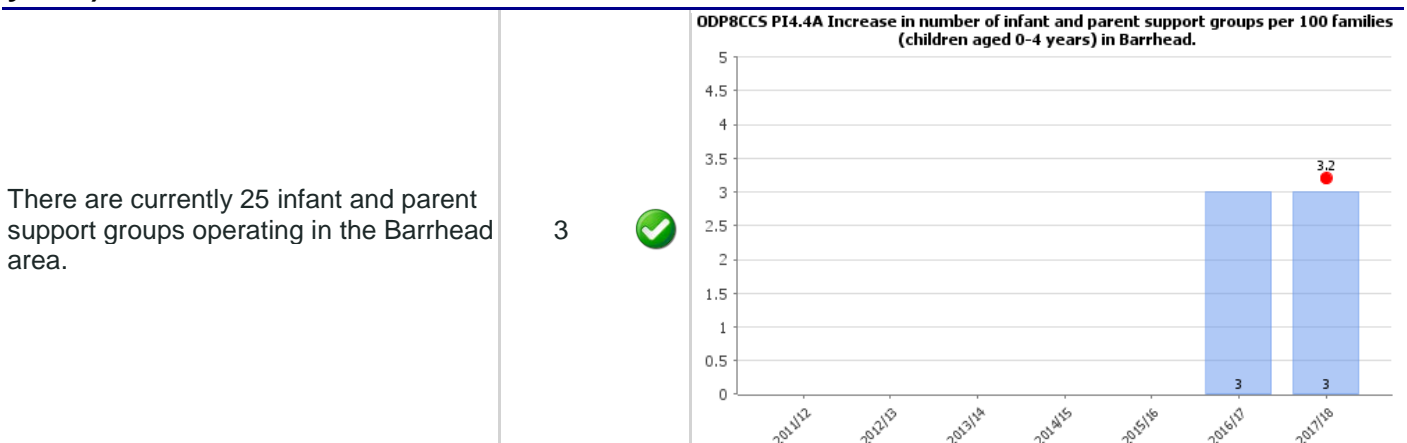
Community Payback Orders (CPOs) - Percentage of unpaid work placement completions within Court timescales.



% Change in women's domestic abuse outcomes



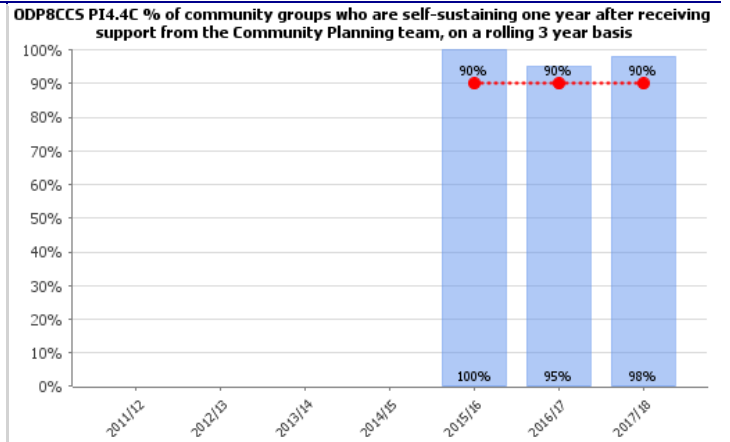
Increase in number of infant and parent support groups per 100 families (children aged 0-4 years) in Barrhead.



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

98% value is based on a 3 year rolling average. Additionally, the community planning team also supported 2 new groups to become self-sustaining in 2016/17.

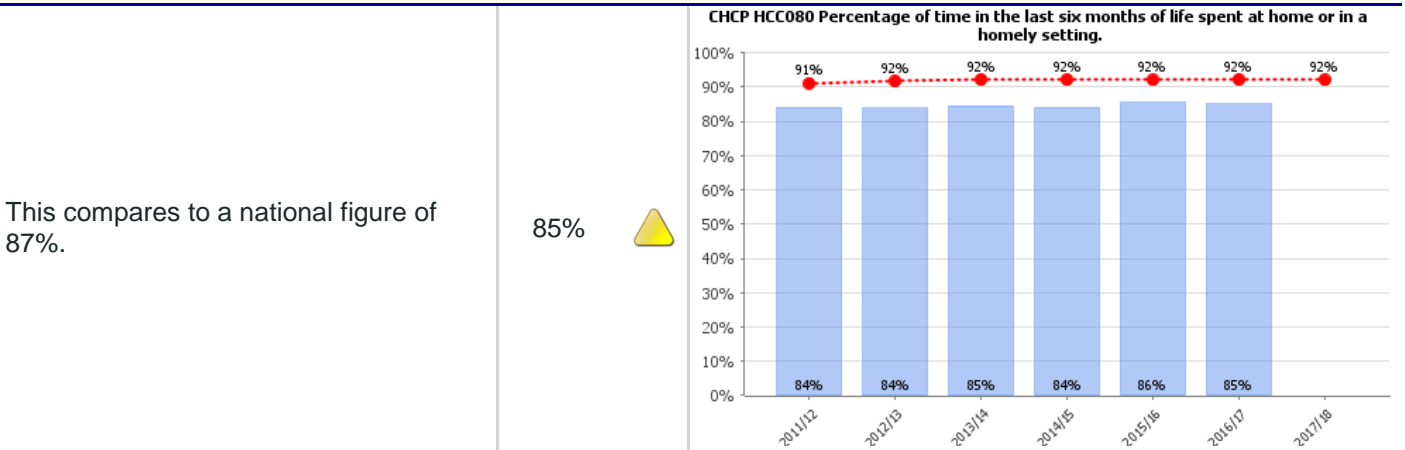
98% 



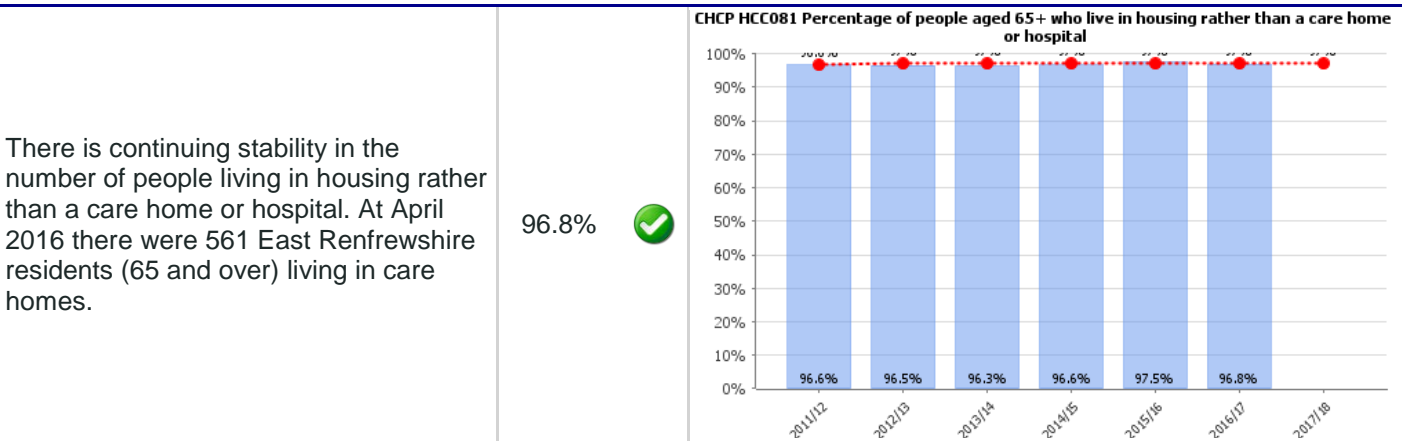
SOA 5 Performance

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

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



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



ODP 5 Council Performance

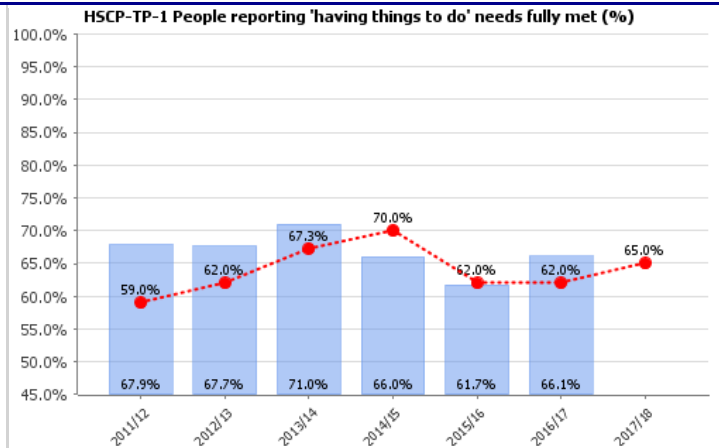
Older people in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives for longer.



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

In 2016/17 of the total 889 valid responses 588 reported their needs fully met with a further 236 reporting their needs partially met. Sixty five (7.3%) responses reported unmet need in this regard.

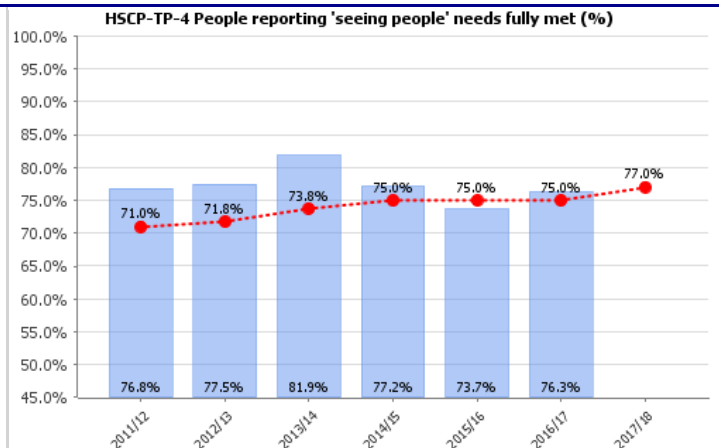
66.1%



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

In 2016/17 of the total 891 valid responses 680 reported their needs fully met with a further 182 reporting their needs partially met. Twenty nine (3.3%) responses reported unmet need in this regard.

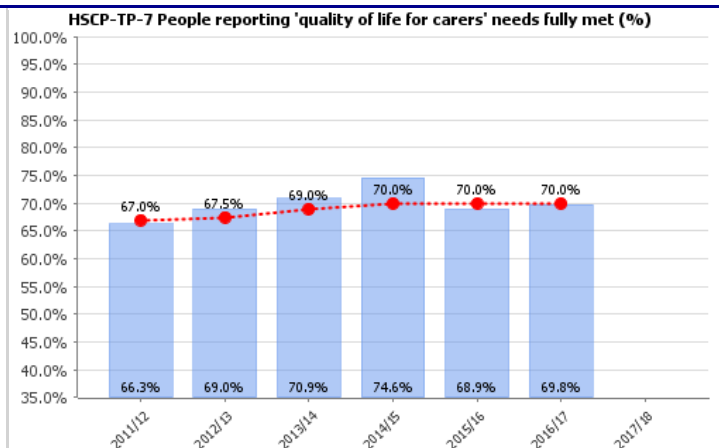
76.3%



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

In 2016/17 of the total 699 valid responses 488 reported their needs fully met with a further 149 reporting their needs partially met. Sixty two (8.9%) responses reported unmet need in this regard.

69.8%



Customer, Efficiency, People- Council Performance



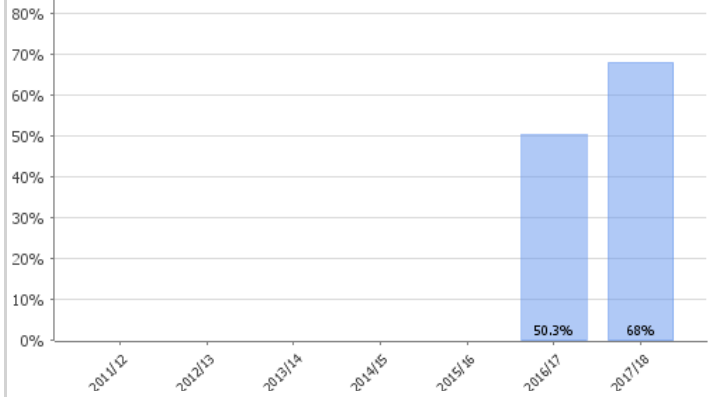
Uptake of digital channels

East Renfrewshire Council continues to encourage channel shift for customers and have increased the uptake of digital channels.

68%



ODP9CustB Uptake of digital channels



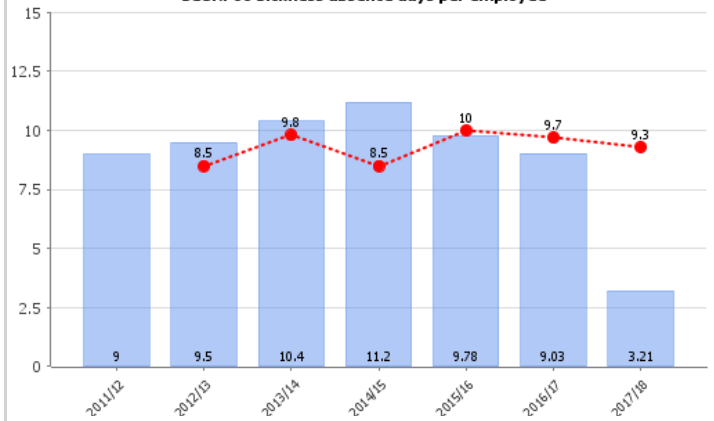
Sickness absence days per employee

Mid-year target met. Sickness absence has reduced and work will be ongoing to ensure this continues.

3.2



SCORP06 Sickness absence days per employee



Annex 2 includes those indicators in the SOA and ODP that have no update at mid-year 2017-18.

Outcome 1

- 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 obese children in primary 1
- % of children reaching developmental milestones at 27-30 month child health review
- Percentage of children looked after away from home who experience 3 or more placement moves
- All Looked After Children will have 6 monthly Child's Plan reviews which also considers where they will live permanently
- Increase in referrals to Money Advice Team
- 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
- % of adult population who smoke
- % of school leavers going into employment, education or training
- % of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.
- Number of claimants in receipt of out of work benefits per 10,000 of the working age population
- Working age in employment
- Number of 16-24 year olds on the claimant count
- % Unemployed People Assisted into work from Council operated / funded Employability Programmes
- 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 hectares of greenspace and mature woodland in East Renfrewshire maintained by the Parks Service
- % of free placed pupils participating in our Holiday Activity Camps
- % of identified Young Carers with a Young Carers Statement

Outcome 3

- Citizens Panel - Satisfaction with East Renfrewshire as a place to live
- % of council dwellings that meet the Scottish Housing Quality Standard
- Percentage of City Deal projects delivered on time and within budget
- Business survival rates
- Percentage of parks and greenspace improvement projects delivered on time and within budget
- Delivery of Town Centre Action Plan activities
- Additional units being brought into affordable housing supply
- The percentage of households offered kerbside recycling facilities

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
- Drug related deaths per 100,000
- % offenders successfully completing community based sentences whose risk has reduced
- % of 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
- 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 older people's groups per 1000 pop (65 years and older) across East Renfrewshire

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
- Delayed discharge: people waiting more than 3 days to be discharged from hospital into a more appropriate care setting
- % of those whose care need has reduced following re-ablement
- Mental health hospital admissions (age standardised rate per 1,000 population)

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) or 5 capabilities
- Council revenue expenditure kept within agreed annual budget level

People

- Employee survey engagement score

**EAST RENFREWSHIRE COMMUNITY PLANNING PARTNERSHIP
PERFORMANCE AND ACCOUNTABILITY REVIEW
Advice Note to Community Planning Partnership Board
Wednesday 8 November 2017**

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.

This was the first meeting of the PAR since Fairer East Ren (our Local Outcomes Improvement Plan) and Locality Plans were approved in October. At the CPP Board meeting in June 2016, it was agreed that the CPP should continue to work towards the Single Outcome Agreement outcomes until a performance measurement framework was in place.

Community Planning Partners discussed performance against Strategic Outcome targets, for those indicators reported 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.

Strategic Outcome 1

- We are meeting our target with regard to the number of teenage pregnancies. Young Persons Services recently received a COSLA Gold award for their work in reducing teenage pregnancy in Auchenback.
- There has been an increase in the rate of stillbirths. It was highlighted that very small numbers in relation to still births can lead to large variations. HSCP is working with public health colleagues to improve.
- Improving breastfeeding in deprived areas remains a challenge. HSCP is currently investing in local services and NHS Greater Glasgow and Clyde has put in place additional integrated resources to work between hospital and community.

Strategic Outcome 2

- East Renfrewshire school pupils achieved their second best results to date on national examination results with 76% of S4 pupils achieving 5+ at L5. This is considerably higher (by 24.2%) than the Council's virtual comparator of 51.3%.
- East Renfrewshire school pupils achieved the best results to date on national examination results with 44%% of S6 pupils achieving 5+ at L6, this is 17% higher than our virtual comparator.

Strategic Outcome 3

- East Renfrewshire has the highest % of household waste that is recycled in Scotland.

Strategic Outcome 4

- There has been a substantial decrease in the number of fire fatalities and casualties, 64% lower than last year and well within target. The total number of primary fires (within a building/vehicle) and secondary fires (fires involving refuse/rubbish of no financial value) are also decreasing and within target.

Strategic Outcome 5

- We are performing slightly below target in terms of the percentage of time in the last 6 months of life in home or in a homely setting, however this is likely linked to our higher life expectancy rates and East Renfrewshire's continued inward migration of older people in the 90+ age bracket.

The PAR discussed our approach to the **next phase of development of the Community Plan, Fairer East Ren and our Locality Plans**. Over the course of the next few months a draft Community Plan will be developed and circulated to provide the overarching framework for the CPP's approach to improving the lives of local residents and work to develop the actions that will deliver on our outcomes will be undertaken by relevant partnership groups.

This work will build on the strong community participation during the development of the Fairer East Ren and locality plans and put in place robust action plans and an outcome measurement framework. This work will be overseen by the PAR and reported to the next CPP Board meeting.

The PAR agreed to send representatives to take part in a national action learning programme aimed at reflecting on and improving **community participation in the community planning process**.

Actions

Table 1 contains a summary of the actions agreed at the PAR on 8 November 2017:

Table 1 (proposed actions)

Action			Due Date
1	Performance	Discuss Best Value Audit Assurance Report at the next PAR	May 2018
2	Performance	Breastfeeding indicator will be reviewed for impact of investment in local services	May 2018
3	Performance	Discuss participation measure for 16-19 year olds at next PAR	May 2018
4	Community Empowerment	Partnerships Team to circulate a revised proposal for the next phase of the Fairer East Ren and locality plans	ASAP
5	Community Empowerment	CPP to nominate representatives to take part in the action learning programme	ASAP

An update on previous actions can be accessed here - <http://eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=21416&p=0>

Mid-Year complaints 2017/2018

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. Health and Social Care Partnership (HSCP) figures are included for the first time from Q1 2017/18. In the first half of 2017/18 we received 765 complaints, which represented a marginal decrease on the previous mid-year figure of 772. Most complaints continue to be received by Environment Department – over 75%. The data shows we continue to perform well in relation to the handling of complaints. 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 (90% compared with 88% at mid-year 2016/17). It is also encouraging to note that the average time to respond to frontline complaints is currently within the 5 day target (3.3 days) showing an improvement on the corresponding mid-year figure for 2016/17. Similarly, the average time to respond to investigation stage complaints was within the 20 day target (15.8 days). On the other hand, results from our customer satisfaction survey over the first half of 2017/18 showed a drop in satisfaction with the way complaints are being handled (23.1%). The survey results together with other complaints information will be used to highlight key issues, learn from complaints and further improve our services.



We received 765 complaints in the first half of 2017/18

This equals 8.15 complaints for every 1000 people living in East Renfrewshire



75% of complaints were received by Environment



15% of complaints were received by Housing



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



44% of complaints related to the 'Standard or quality of service'



Over 60% of cases were resolved by providing further advice or information



Of the 108 respondents to our survey, the majority were satisfied with how easy it was to make a complaint

Respondents were less satisfied with the explanation for the final decision



Complaints data is closely monitored to ensure we learn from these to make service improvements

Customer First has improved its communication in relation to the arrangements in place at Barrhead Payment Centre and the out of hours Death Registration service is being reviewed

1 - The total number of complaints received per 1000 of the population.

Indicator Description	Mid-Year 2016/17	Mid-Year 2017/18	Notes
Number complaints received per 1,000 population.	8.36	8.15	There were 765 complaints in the first half of 2017/18, a decrease of 7 from the same period in 2016/17. We also report specifically on our housing complaints. We received 115 of these in 2017/18 which is a decrease of 5 on the 2016/17 mid-year figure.





2 - Complaints closed at stage one and stage two as a percentage of all complaints closed

Indicator Description	Mid-Year 2016/17	Mid-Year 2017/18
Number complaints closed at stage one as % of all complaints	93.9% (726)	92.7% (703)
Number complaints closed at stage two as % of all complaints	2.8% (22)	4.6% (35)
Number complaints closed at stage two after escalation as % of all complaints	3.2% (25)	2.6% (20)

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 2016/17	Mid-Year 2017/18
Number complaints not upheld at stage one as % of complaints closed at stage one	40.1% (291)	45.4% (319)
Number complaints not upheld at stage two as % of complaints closed at stage two	54.5% (12)	51.4% (18)
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	70% (7)	45% (9)
Partially Upheld	Mid-Year 2016/17	Mid-Year 2017/18
Number of complaints partially upheld at stage one as % of complaints closed at stage one	10.5% (76)	11.1% (78)
Number complaints partially upheld at stage two as % of complaints closed at stage two	27.3% (6)	20% (7)
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	16% (6)	30% (6)
Upheld	Mid-Year 2016/17	Mid-Year 2017/18
Number of complaints upheld at stage one as % of all complaints closed at stage one	49% (353)	43% (302)
Number complaints upheld at stage two as % of complaints closed at stage two	18.2% (3)	25.7% (9)
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	0%	25% (5)

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

Indicator Description	Mid-Year 2016/17	Mid-Year 2017/18	Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution).	6.1	3.3	5	
Average time in working days to respond to complaints at stage two (investigation).	15.1	15.8	20	
Average time in working days to respond to complaints after escalation (investigation).	13.3	18.4	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	14.2	16.7	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 2016/17	Mid-Year 2017/18
Number complaints closed at stage one within 5 working days as % of stage one complaints	88% (638)	90.2% (634)
Number complaints closed at stage two within 20 working days as % of stage two complaints	86.4% (19)	91.4% (32)
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	92% (23)	95% (19)
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	89.2% (42)	92.7% (51)

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 2016/17	Mid-Year 2017/18
% of complaints at stage one where extension was authorised	1.5% (11)	0.85% (6)
% of complaints at stage two where an extension was authorised.	0%	0%
% of escalated complaints where extension was authorised.	4% (1)	15% (3)

7 - Customer Satisfaction Measures

To assess satisfaction with the complaints service we survey complainants throughout the year. Over a third of those sampled responded to our online survey. Across the high level indicators, customers were less satisfied with the complaints process than they had been at mid-year 2016/17 with only 23% satisfied with the way their complaint was handled. It is worth noting that this figure equates to the share of respondents who were satisfied with the outcome of their complaint. Complainants were most satisfied with how easy it was to make a complaint and how polite staff were. On the other hand, complainants were least satisfied with being given a clear explanation for the Council's decision or with being kept up to date with progress. The satisfaction data is used to improve the complaints procedure for our customers.

Indicator Description	Mid-Year 2016/17	Mid-Year 2017/18
% responding to complaints satisfaction survey.	26.7%	34.5%
% satisfied with way complaint was handled.	46.2%	23.1%
% satisfied with outcome of complaint.	34.3%	23.1%
% satisfied with how well staff understood your complaint.	43%	33%
% satisfied with how easy it was to make a complaint.	69.2%	63%
% satisfied with how polite staff were.	65.7%	48.5%
% satisfied with being given a clear explanation of the reasons for the Council's decision.	37%	15%
% satisfied with being kept up to date with the progress of your complaint.	32.9%	17.8%
% satisfied with time taken to deal with complaint from start to finish.	47.4%	31.8%

8 - Improvement Actions

Complaints data is closely monitored to ensure we learn from complaints and make service improvements. In the first half of 2017/18, for example:

- **Cleansing and Waste** have improved procedures for assisted collection of bins through the issue of assisted collection lists to all co-ordinators.
- **Roads** are looking to improve complaints response times through more frequent monitoring of the complaints database (LAGAN).
- **Housing** is working with its contractor to improve repairs completion times and provide better information to customers when there are delays. The team monitor customer satisfaction on a monthly basis and review data with the contractor.

- Training has been developed for **Council Tax** staff following a complaint regarding inaccurate advice.
- **Customer First** has updated its signage and communication on the change in hours at the cash payment centre. New signage ordered for Barrhead Payment Centre to make clear to customers that the payment centre is closed between 1pm & 2pm and that no cash payments can be made during this time. Credit card payments can be made within the service centre during this time.
- Meeting arranged with faith communities to review the standby service for out-of-hours death registrations and ensure it meets needs. In addition, complaint handling training will be provided for all **Registrars**.