Summary of LGBF performance 2018/19

This annex provides a summary of East Renfrewshire's performance against key LGBF indicators for the period 2016/17 to 2018/19. The indicators are analysed within service headings (and grouped under each of our existing strategic outcomes). Within each service area the data is presented in line with East Renfrewshire Council's 'Balanced Scorecard' which covers strategic delivery *Outcomes* and our organisational outcomes covering *Efficiency*, *Customer* and *People* (where indicators relate to these). Local results are considered in the context of the national picture, including comparison of 2018/19 data with the Scottish average and graphs showing East Renfrewshire trend data against the Scottish and Family Group averages. Graphs are included for the most significant indicators and where there are notable trends (graphs do not necessarily have comparable scales).

Outcomes - All children in East Renfrewshire experience a stable and secure childhood and succeed
Residents are healthy and active and have the skills for learning, life and work.

Children's Services / Educational Attainment

Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Delivery Outcome	Attainment of all children (% of pupils achieving 5+ awards at SCQF level 5)	85%	87%	86%	63% (+23)	1	1	1	1	1	1
	Attainment of all children (% of pupils gaining 5+ awards at SCQF level 6)	63%	63%	65%	35% (+30)	1	1	1	1	1	1
	Attainment of children who live in deprived areas (% pupils in 20% most deprived areas achieving 5+ awards at SCQF level 5)	56%	69%	69%	42% (+27)	1	1	1	2	1	2
	Attainment of children who live in deprived areas (% pupils in 20% most deprived areas achieving 5+ awards at SCQF level 6)	30%	37%	42%	16% (+26)	1	1	1	2	1	1
	% Average Total Tariff	1353	1388	1354	892 (+462)	1	1	1	1	1	1
	% Average Total Tariff SIMD Quintile 1[1]	845	972	1039	618 (+414)	1	1	1	1	1	1

[1] SIMD Quintiles - Used to measure the attainment of those sub groups of pupils who live in deprived areas.

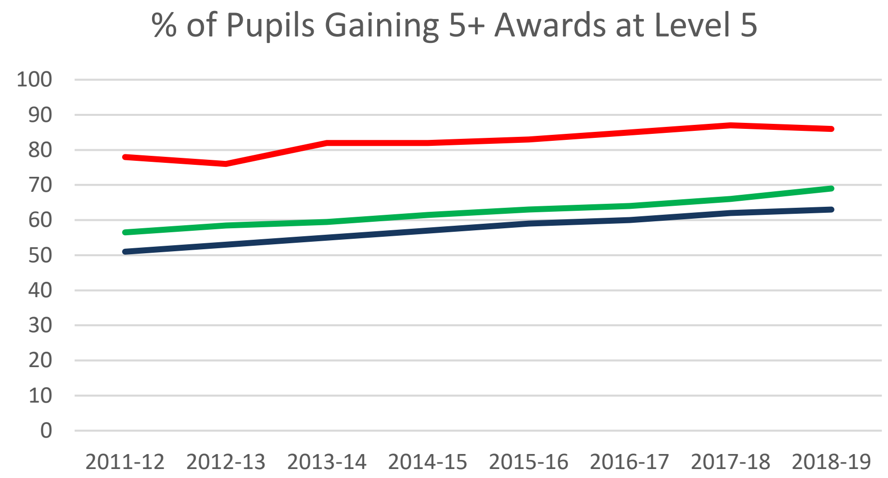
Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Delivery Outcome	% Average Total Tariff SIMD Quintile 2	1220	1139	1088	740 (+348)	1	1	1	2	1	1
	% Average Total Tariff SIMD Quintile 3	1281	1324	1275	872 (+403)	1	1	1	1	1	1
	% Average Total Tariff SIMD Quintile 4	1369	1300	1296	1013 (+283)	1	1	1	2	2	2
	% Average Total Tariff SIMD Quintile 5	1493	1528	1478	1193 (+285)	1	1	1	1	1	1
	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	-	-	86.6%	72.3% (+14.3%)	-	-	1	-	-	1
	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	-	-	90.7%	79.1% (+11.6%)	-	-	1	-	-	1
	Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	-	-	20.35	20.66 (-0.31)	-	-	2	-	-	10
	Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	-	-	13.07	16.81 (-3.74)	-	-	1	-	-	1
	% of funded early years provision which is graded good/better[2]	92.9%	100%	96.9%	90.6% (+6.3%)	3	1	1	18	1	5
	School attendance rates	95.6%	95.3%	95.2%	92.9% (-2.3%)	1	1	1	1	1	1

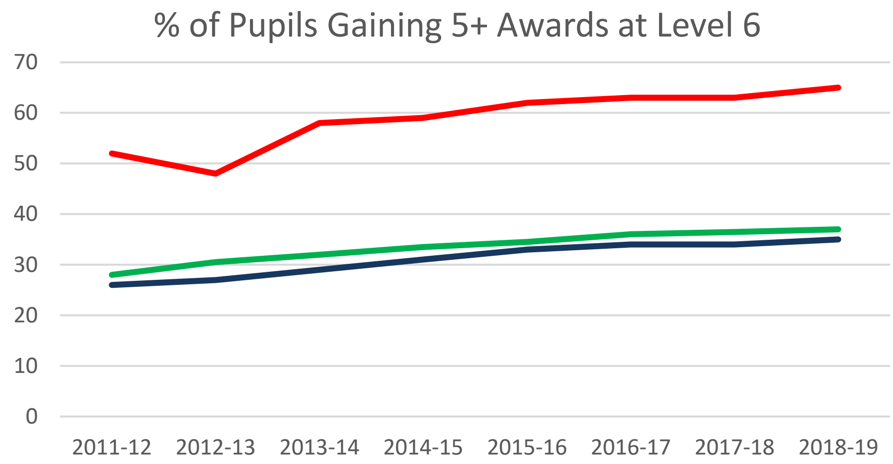
[2] Education have advised IS that one of the establishments assessed by the Care Inspectorate is not associated with the Council, i.e. as a funded Council service or in partnership with the Council. As a result the 2018/19 figure will be revised to 100% in the March 2020 data update.

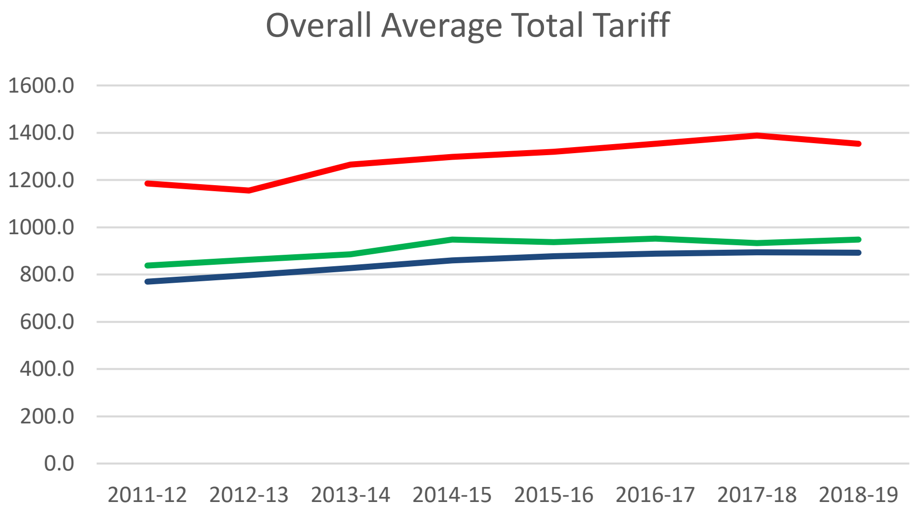
	Full name	2016/17 value	2017/18 value	2018/19 value	18/19Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
	% of children being looked after in the community	**95.4%**	**91.5%**	**93.6%**	**89.7% (+3.9%)**	**1**	**2**	**1**	**1**	**9**	**5**
	Proportion of pupils entering positive destinations	**96.6%**	**96.1%**	**97.4%**	**94.4% (+3%)**	**1**	**1**	**1**	**3**	**3**	**3**
	Participation rate 16-19 year olds	**96.2%**	**96.8%**	**96.9%**	**91.6% (+5.3%)**	**1**	**1**	**1**	**2**	**2**	**2**
Efficiency Outcome	**Cost per primary school pupil**	**£4,693**	**£4,750**	**£4,881**	**£5,259 (-£378)**	**2**	**1**	**1**	**10**	**7**	**7**
	Cost per secondary school pupil	**£6,795**	**£6,746**	**£7,004**	**£7,157 (-£153)**	**2**	**1**	**2**	**9**	**7**	**15**
	Cost per pre-school place	**£5,170**	**£5,343**	**£5,994**	**£5,014 (+£980)**	**3**	**3**	**3**	**24**	**24**	**24**
Customer Outcome	**Percentage of adults satisfied with local schools[3]**	**81%**	**81%**	**82%**	**71.8% (+10.2)**	**2**	**1**	**1**	**14**	**6**	**6**
	*Citizens' Panel - Primary education % of service users rating service as very good/good **	*96%*	*98%*	*98%*	*						
	*Citizens' Panel - Secondary education % of service users rating service as very good/good **	*89%*	*96%*	*97%*	*						

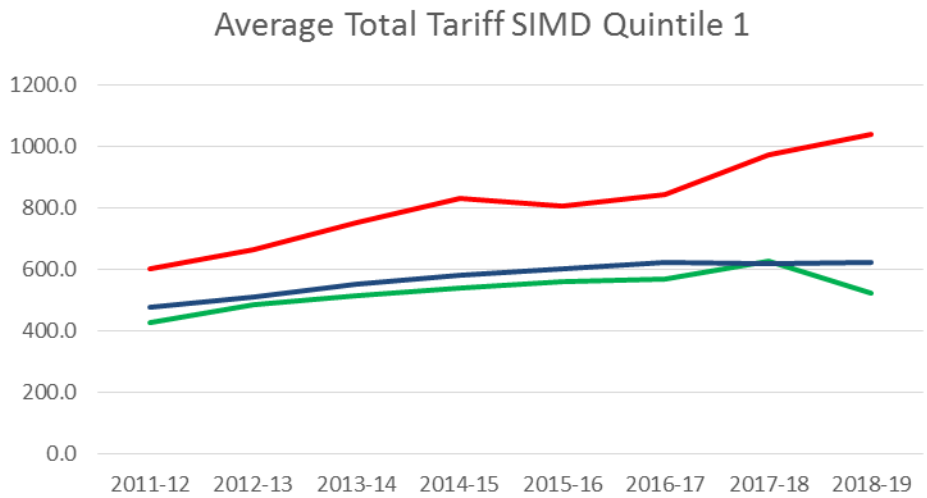
[3] Data represents three year average for each period (e.g. 2018/19 = average for 2016-19)
* These data represent the East Renfrewshire Council's Citizens' Panel surveys 2017, 2018 and 2019 satisfaction measures and are not comparable with LGBF benchmarking data. (Data has been provided to add additional context).

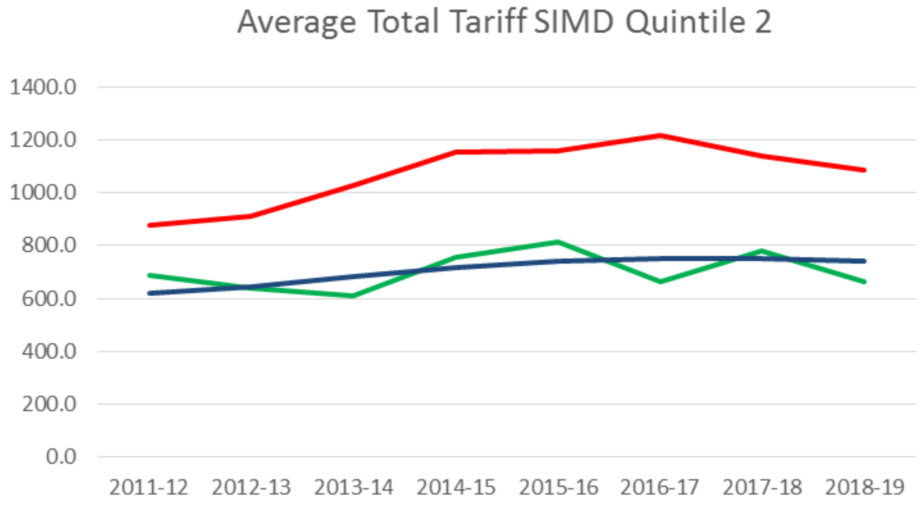
Key trends

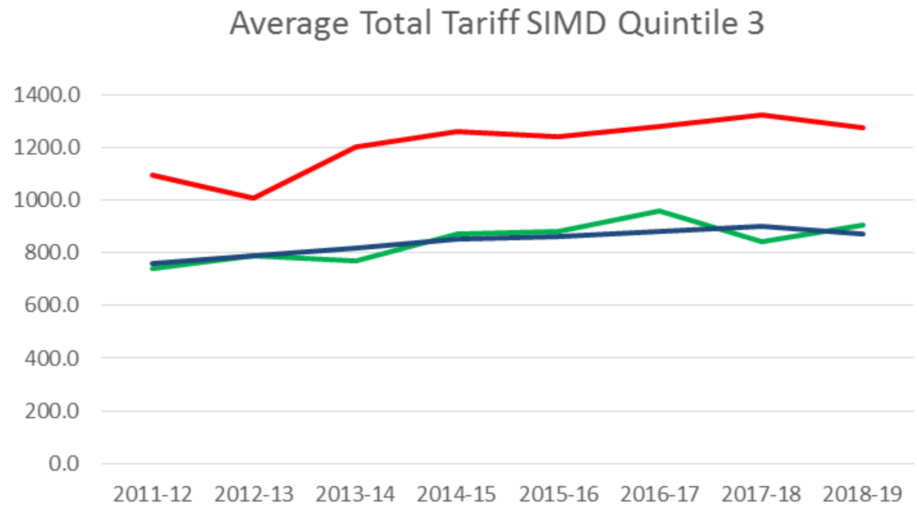

% of Pupils Gaining 5+ Awards at Level 5
100
90
80
70
60
50
40
30
20
10
0
2011-12
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


% of Pupils Gaining 5+ Awards at Level 6
70
60
50
40
30
20
10
0
2011-12
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Overall Average Total Tariff
1600.0
1400.0
1200.0
1000.0
800.0
600.0
400.0
200.0
0.0
2011-12
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Average Total Tariff SIMD Quintile 1
1200.0
1000.0
800.0
600.0
400.0
200.0
0.0
2011-12
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Average Total Tariff SIMD Quintile 2
1400.0
1200.0
1000.0
800.0
600.0
400.0
200.0
0.0
2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19


Average Total Tariff SIMD Quintile 3
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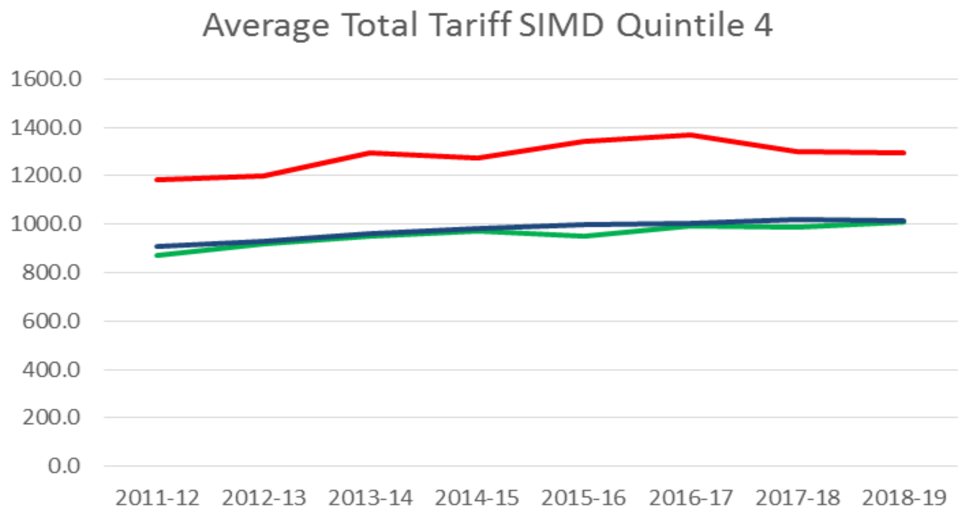
1000.0
800.0
600.0
400.0
200.0
0.0
2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19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1400.0
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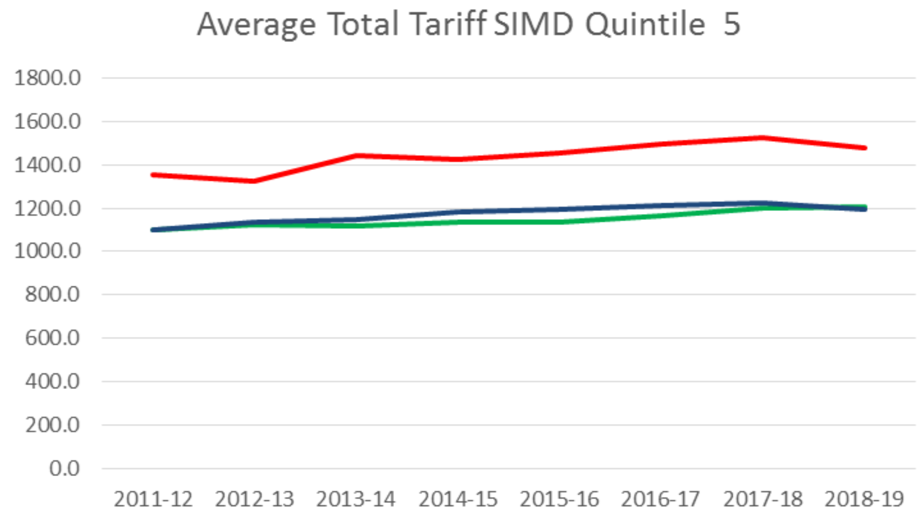
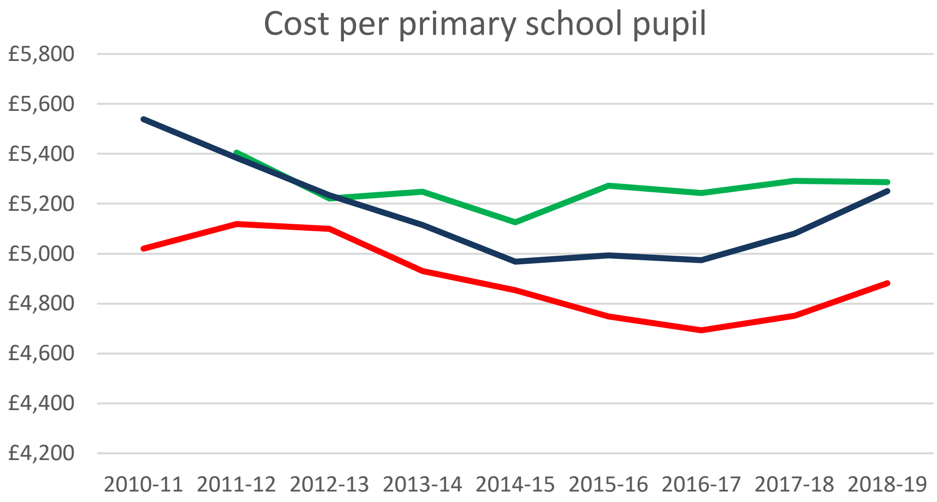
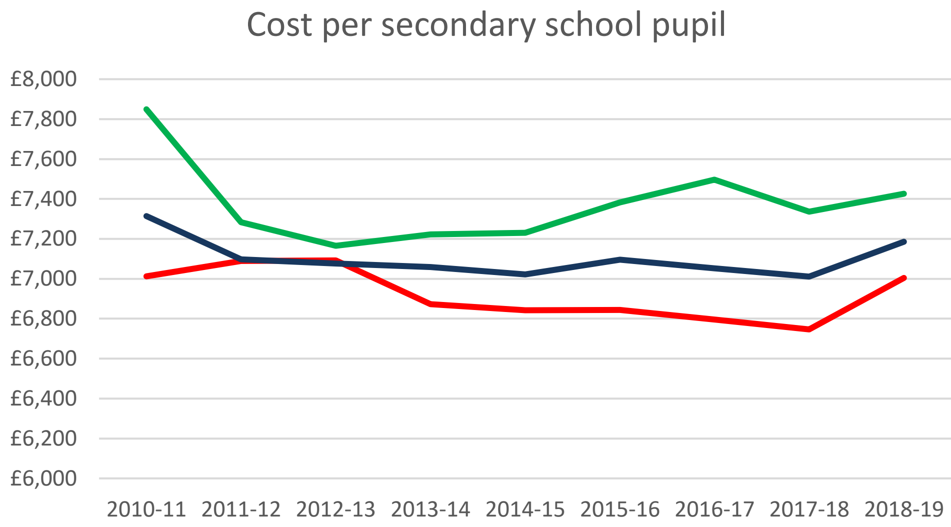
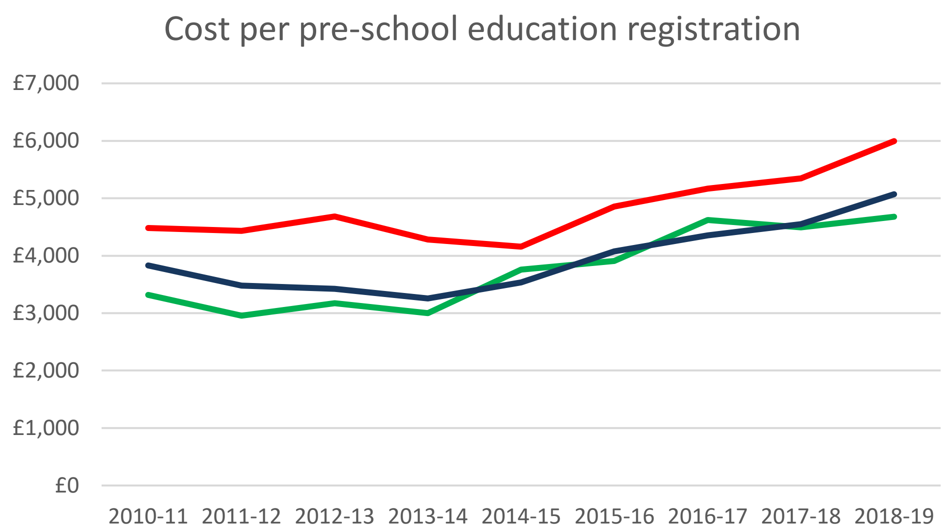
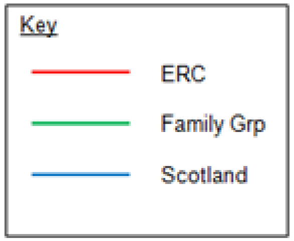
1000.0
800.0
600.0
400.0
200.0
0.0
2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19


Average Total Tariff SIMD Quintile 5
1800.0
1600.0
1400.0
1200.0
1000.0
800.0
600.0
400.0
200.0
0.0
2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19


Cost per primary school pupil
£5,800
£5,600
£5,400
£5,200
£5,000
£4,800
£4,600
£4,400
£4,200
2010-11 2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19


Cost per secondary school pupil
£8,000
£7,800
£7,600
£7,400
£7,200
£7,000
£6,800
£6,600
£6,400
£6,200
£6,000
2010-11 2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19


Cost per pre-school education registration
£7,000
£6,000
£5,000
£4,000
£3,000
£2,000
£1,000
£0
2010-11 2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19


Key
ERC
Family Grp
Scotland

National overview

In Scotland, education spend has grown by 1.5% since 2010/11 with provision growing by 3% over this period. In the last 12 months, this spend has grown significantly, increasing by 4.5% and reversing the longer-term reducing cost trend for primary and secondary pupil costs. Early years' expenditure has grown by 38.8% since 2010/11, and by 12.3% in the last 12 months. Measures of educational outcome have shown substantial positive progress since 2011/12 with the scale of changes seen reflecting improvements equating to both better grades and more awards at higher SCQF levels. While achievement levels remain lower nationally for children from the most deprived areas, there has been a faster rate of improvement within these groups. The rate of improvement in Scotland has slowed over recent years for many measures of attainment and therefore achieving further significant improvements in closing the attainment gap will be increasingly challenging.

Strategic Policy Intention

East Renfrewshire's vision for education is Everyone Attaining, Everyone Achieving through Excellent Experiences. Underpinning our vision is a clear focus on raising the bar for all groups of learners whilst closing the attainment gap between our most disadvantaged and most affluent young people. In striving for this vision we also seek to ensure that all available financial resources are well directed and efficiently used to meet needs and to improve learning experiences.

Council performance

We have maintained our position as the top performing education authority as measured by national examinations. For educational attainment, the Council maintained very high levels of performance across the wide range of measures whilst making further improvements at 5+ SCQF level 6. The examination attainment of our most deprived children as measured by the average total tariff score continued to compare very favourably with other local authority and national averages. The introduction of the Curriculum for Excellence attainment measures also provided strong evidence of learner progress throughout the key stages of Primary education; notably, the proportion of the most and least deprived groups achieving expected CfE levels in literacy and numeracy were the second and highest respectively in Scotland. Almost all authority run and funded early year's providers where graded good or better in 2018/19. We also recorded high levels of satisfaction with education services as measured by the Citizens' Panel results. This performance has been achieved with relatively low costs in comparison to other Scottish councils; our cost per pupil in the primary and secondary sectors remains below the national averages. The cost for each pre-school place has increased over the past few years as a result of increasing investment to offer more flexibility in accessing the current entitlement whilst enhancing the education estate in preparation for the increase of free early learning in childcare for all 3 and 4 year olds and eligible 2 year olds to 1140 hours in August 2020.

What the Council is doing to improve services

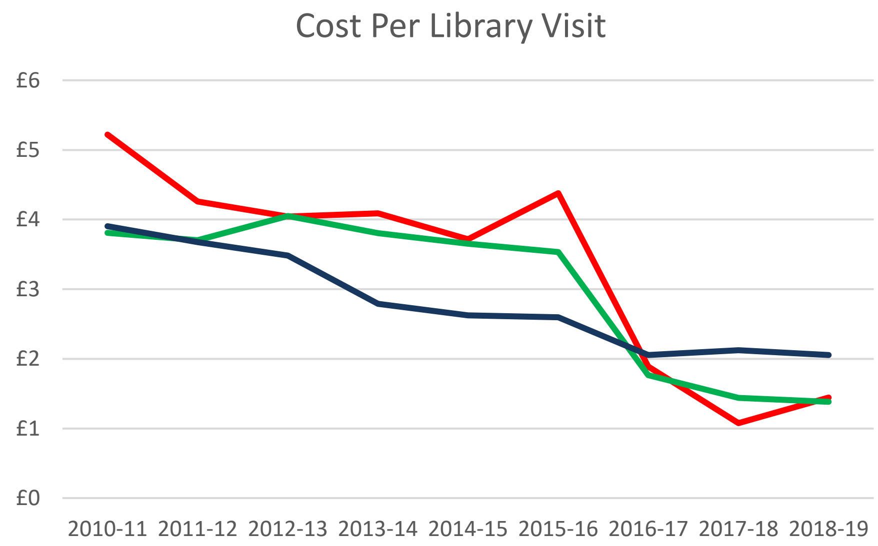
East Renfrewshire Education Department will continue to challenge and support schools to improve performance further for all children and young people. Key activities include supporting prevention and early intervention to improve outcomes and reduce inequalities, improving reading, writing and mathematics attainment, implementing the parental engagement and involvement strategy, delivering the Early Years Strategy and empowering establishments to strengthen self-evaluative practices for improvement. Our schools will promote and sustain a sense of equality and equity throughout the curriculum and service delivery.

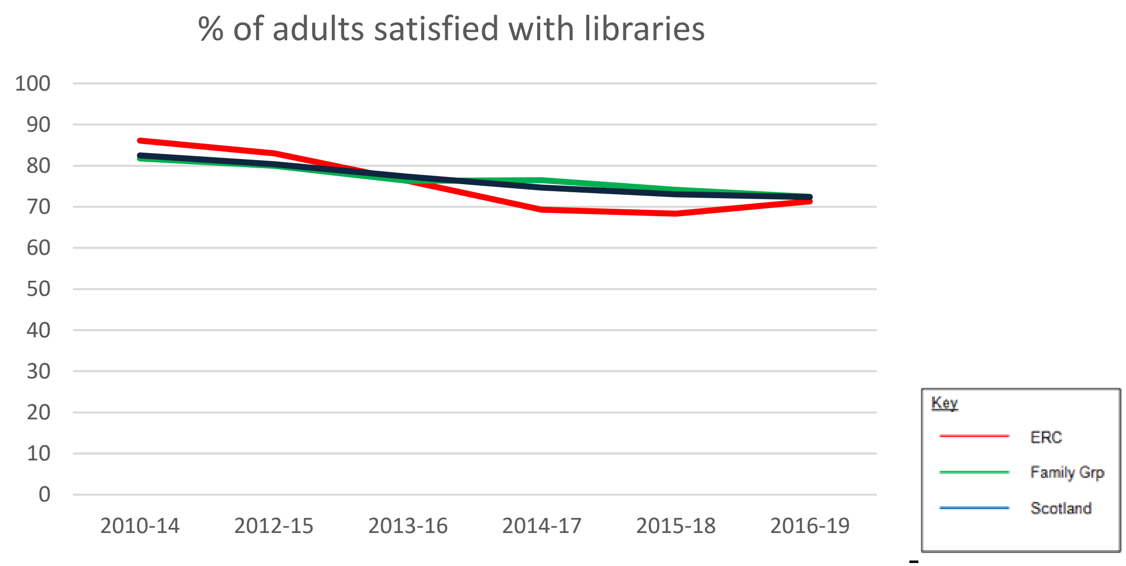
In East Renfrewshire, benchmarking data including the LGBF is used as a results-driven process to increase effectiveness, set future targets and improve outcomes for all learners. Best practice is also disseminated to improve outcomes for all children and young people. The Education department will continue to take a proactive approach to managing future budget reductions by maximising efficiency opportunities and taking action to minimise the impact of savings ultimately approved.

Libraries

Indicator type	Full name	2016/17 value	2017/8 value	2018/19 value	18/19 Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Efficiency Outcome	**Cost per visit to libraries**	**£1.89**	**£1.08**	**£1.44**	**£2.05 (-£0.61)**	**2**	**1**	**1**	**9**	**5**	**8**
Customer Outcome	**Percentage of adults satisfied with libraries[4]**	**69.3%**	**68.3%**	**71.3%**	**72.4% (-1.1%)**	**3**	**4**	**4**	**22**	**29**	**27**
	*Citizens' Panel - Libraries % of service users rating service as very good/good**	**93%**	**93%**	**91%**	*	*					

Key trends





[4] Data represents three year average for each period (e.g. 2018/19 = average for 2016-19)
* These data represent the East Renfrewshire Council's Citizens' Panel surveys 2017, 2018 and 2019 satisfaction measures and are not comparable with LGBF benchmarking data. (Data has been provided to add additional context).

National overview

Despite a significant real reduction nationally in spend since 2010/11, leisure and cultural services in Scotland have sharply increased their usage rates and reduced their costs per use. During this time the substantial increase in visitor numbers to libraries of 38%, has resulted in unit cost reductions of 47%. Although uptake continues to grow, the rate of growth is slowing. Since 2010/11, satisfaction with libraries has reduced by 11%, however in the last 12 months, across Scotland, satisfaction has remained stable.

East Renfrewshire Culture and Leisure's Strategic Policy Intention

ERCL will deliver ERC's "Public Library Strategy 2019-22", to build on the Library Service's position as one of the most innovative and highest performing in Scotland, whilst cementing the dramatic reductions in cost per visit achieved over the last five years.

East Renfrewshire Culture and Leisure (ERCL) Performance

Library physical visits were down 5% (510,148, down from 535,667 in 17/18) primarily due to decreased footfall through Barrhead Foundry during the pool closure. This accounts for 76% of the total decrease. The increasing trend in e-issues and continued through 2018/19 (+8.7k issues / +47%). This rate of increase can be expected to level off over time without continued investment in resources. Full year book issues to children and young people increased a further 3% continuing an unbroken trend started in 2015. Work was begun in 2017/18 to develop ERC's new Public Libraries Strategy (Approved by Council - November 2019).

What East Renfrewshire Culture and Leisure Trust is doing to improve services

East Renfrewshire Culture & Leisure's Library Service will:

- Maximise value from the service for residents and communities
- Maximise the service's contribution to national strategies and outcomes, ERC's Community and Outcome Delivery plans and the Trust's business plan
- Respond to current and foreseeable financial pressures by delivering increased outcomes at reduced cost
- Create an enduring library service for the twenty-first century

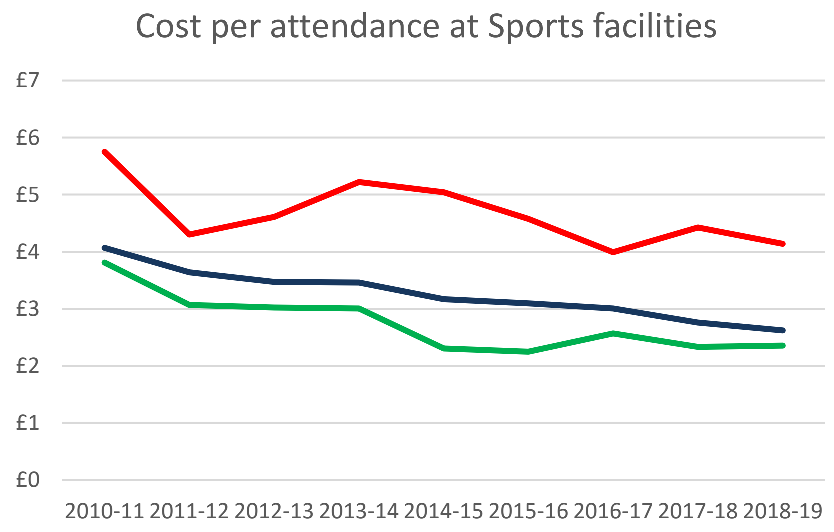
For Libraries this will mean:

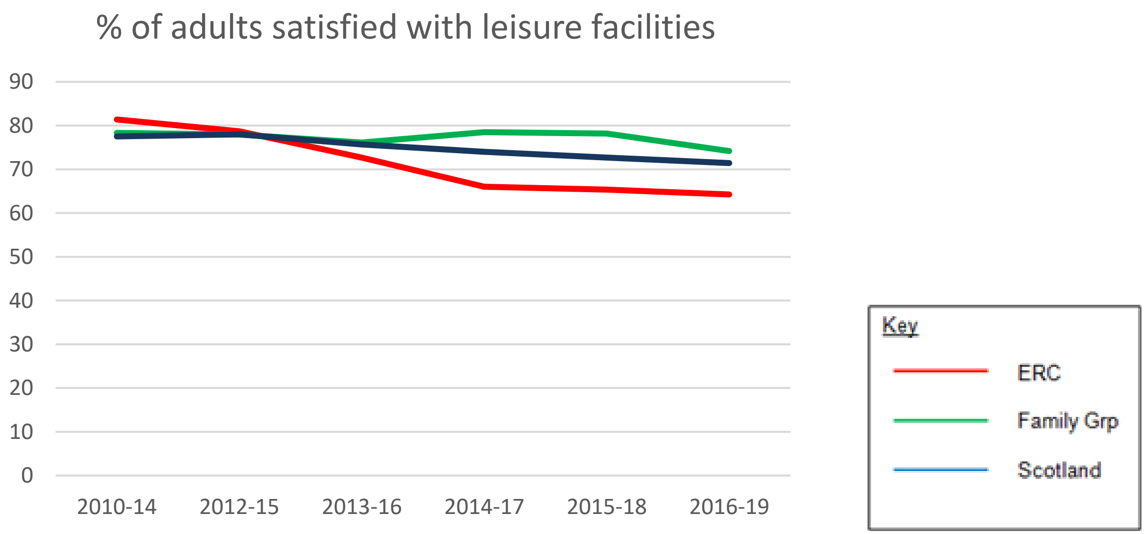
- Exploring a diverse range of partnerships to broaden our support and supporter base.
- Supporting ERC schools to deliver on the National Schools Library Strategy and delivering on Scottish Government national initiatives designed to improve literacy and numeracy.
- Developing and delivering ICT programmes to support residents to become "digital by default".
- Exploring opportunities to develop services to tackle social isolation in conjunction with partners and volunteers.
  Working with NHS and other partners to ensure access to accurate and trusted health information

Sports Facilities

Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19 Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Efficiency Outcome	**Cost per attendance of sport and leisure facilities (including swimming pools)**	**£3.99**	**£4.43**	**£4.14**	**£2.62 (+1.52)**	**4**	**4**	**4**	**26**	**30**	30
Customer Outcome	**Percentage of adults satisfied with leisure facilities[5]**	**66.0%**	**65.3%**	**64.3%**	**71.4% (-7.1)**	**4**	**4**	**4**	**30**	**30**	30
	*Citizens' Panel - Sport and Leisure facilities % of service users rating service as very good/good **	*75%*	*74%*	*79%*	*						

Key trends





[5] Data represents three year average for each period (e.g. 2018/19 = average for 2016-19)
* These data represent the East Renfrewshire Council's Citizens' Panel surveys 2017, 2018 and 2019 satisfaction measures and are not comparable with LGBF benchmarking data. (Data has been provided to add additional context).

National overview

In Scotland, since 2010/11, visitor numbers across sports facilities have increased by 20% resulting in unit cost reductions of 36%. While uptake of leisure services nationally continues to grow, the rate of growth is slowing. Close monitoring will be required to assess the extent to which further efficiencies are possible or whether performance reductions are inevitable as we further reduce expenditure on the services or change delivery that relies more on community rather than municipal delivery. This is an area which will be explored further with VOCAL and Community Leisure UK. Since the 2010/11, satisfaction with sports facilities has reduced by 5%.

Strategic Policy Intention

ERC will work in partnership with ERCL to further improve the health and wellbeing of local residents. We will do this by developing sport and leisure programmes and facilities to grow participation in ways which balancing ambitions for both commercial performance and community engagement.

East Renfrewshire Culture and Leisure Trust's Performance

2018/19 attendances through leisure centres, countable as per LGBF guidelines, finished the year 5.7% below 2017/18 (642,172 cf 680,722). The Foundry pool closure accounted for 22k of the decrease. A further 14k of the decrease is attributable to overall lower gym attendances, broadly consistent with a decrease in gym membership. The refurbishment of Barrhead Foundry pool and the associated gym and pool changing areas and showers begun in January 2018 was completed in September 2018. Final phase works - a sports hall upgrade, fitness studio refurbishment and a refresh of the gym (including equipment) have all been completed in 2019/20.

What East Renfrewshire Culture and Leisure Trust is doing to improve services

East Renfrewshire Culture & Leisure's 2020-21 Business Plan sets out key purposes to improve the development and delivery of services:

- Develop ERCL's vision and mission to ensure it is representative of our future goals and aspirations and those of our key partners
- Develop the business model to enable the Trust to become resilient and sustainable
- Establish the sustainability of ERCL by developing a robust financial plan and sound management
- Develop staffing, management and governance structures to deliver our objectives
- Contribute to ERC's goals and community planning objectives

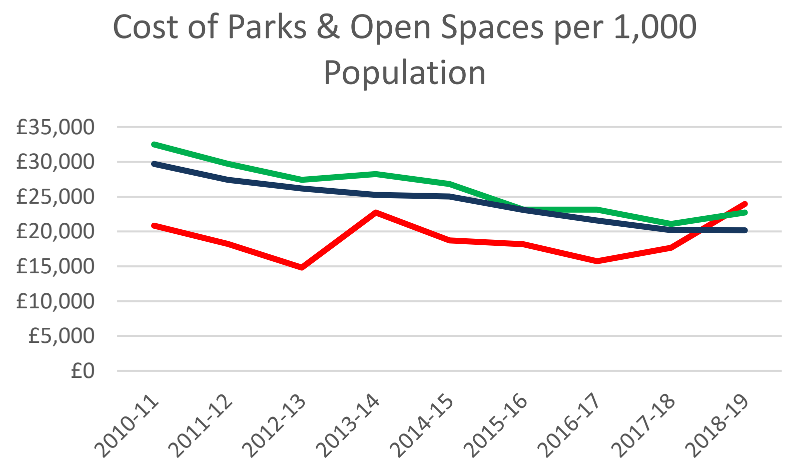
For ERCL's leisure centres and associated programmes this will mean:

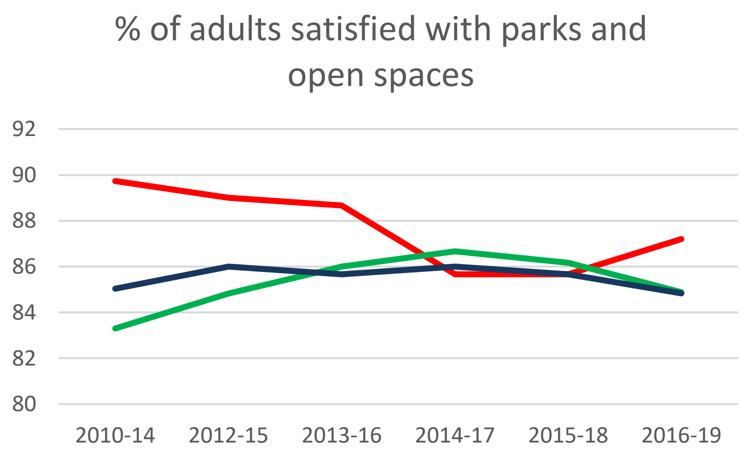
- Producing an updated Sports & Physical Activity Strategy for East Renfrewshire.
- Introducing the National Scottish Swimming Framework as the model for delivering our swimming lessons programme
- Improving our data capture, benchmarking, evaluation and use of measures and research.
- Working with ERC on plans for the future of Eastwood Park Leisure, and the longer-term vision for Neilston as well as the maintenance of our existing facilities.
- Working with partners to improve the customer journey in our gyms, swimming lessons and other bookable programmes.
- Implementing results of the recent demand analysis exercise to create a more efficient and responsive work force.

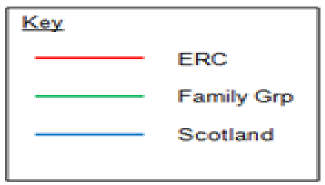
Parks and Open Spaces

Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	17/18 Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Efficiency Outcome	**Cost of parks and open spaces per 1,000 population**	**£15,180**	**£17,317**	**£23,957**	**£20,174 (+£3,783)**	**1**	**2**	**2**	**8**	**12**	**23**
Customer Outcome	**Percentage of adults satisfied with parks and open spaces [6]**	**85.7%**	**85.7%**	**87.2%**	**84.8% (+2.4%)**	**3**	**3**	**2**	**20**	**20**	**11**
	*Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good**	*91%*	*94%*	*90%*	*	*					

Key trends







[6] Data represents three year average for each period (e.g. 2018/19 = average for 2016-19)
* These data represent the East Renfrewshire Council's Citizens' Panel surveys 2017, 2018 and 2019 satisfaction measures and are not comparable with LGBF benchmarking data. (Data has been provided to add additional context).

National overview

Over the nine-year period from 2010/11 to 2018/19 spend has reduced in real terms by 32.1%, from £29,708 to £20,174 (per 1,000 pop) in Scotland. There has been a year on year reduction across the period, although this has significantly slowed in the past 12 months with costs reducing by only 0.02% during this period. Nationally public satisfaction rates have fallen for all culture and leisure services since 2010/11, with the exception of parks and open spaces. Satisfaction levels with parks and open spaces remain at similar levels to the base year, although these too have reduced by 2.5% in the last 12 months.

Strategic Policy Intention

East Renfrewshire Council are committed to investing in our Parks and Open Spaces in order to provide excellent quality greenspace for our residents and visitors throughout the authority. This investment will enable the Parks service to contribute to a range of national and local priorities including to:

- Promote sustainability by providing excellent natural resources which can be used for recreation and leisure.
- Providing services that attracts inward investment into the area.

Council performance

There has been significant investment and activity within our parks and open space areas which has benefitted our local communities and visitors to East Renfrewshire. This investment and activity has contributed to the increased spend levels but the resulting benefits from the service are positive. East Renfrewshire spend levels are at a three year high and are above the Scottish Average with an extra £3783 per 100,000 of population. Within this review period; Citizen Panel results show 90% of users' rate our parks and open spaces as good or very good, showing that our decision to increase investment in parks has been positive.

What the Council is doing to improve service

We are taking a strategic approach to the management of our parks and open space areas via the establishment of the Open Spaces Asset Management Plan. Since last reporting there has been several drivers which have contributed to increased costs of running our Parks and Open Spaces ranging from increased operational costs to the redesign of the service. There has been investment in a number of improvement projects to enhance our parks and open spaces, these projects include the Refurbishment of the Madras Play area in Neilston, the installation of a Zip Wire and several pieces of outdoor exercise equipment at Kingston Playing fields, the refurbishment of the waiting rooms and toilets at Neilston Cemetery, the installation of two tennis courts in Rouken Glen Park and several general repairs across various sites which have improved fencing, pathways and play equipment.

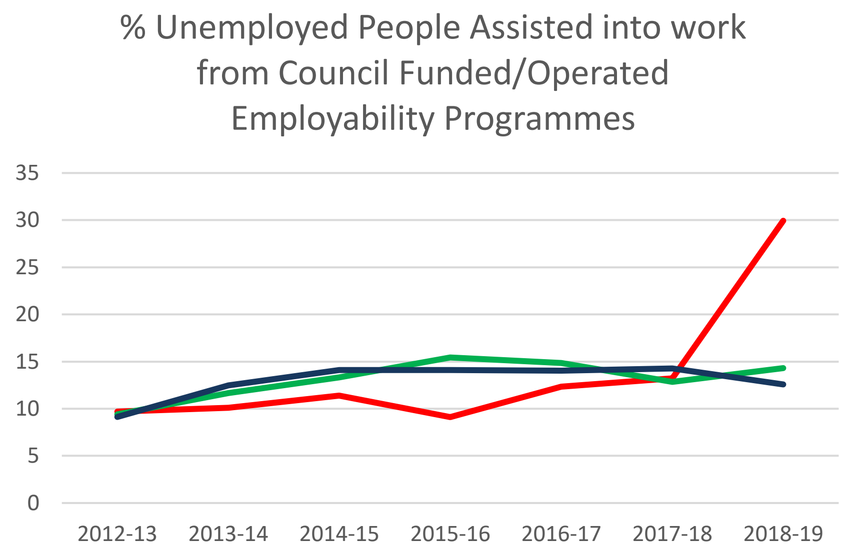
East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents.

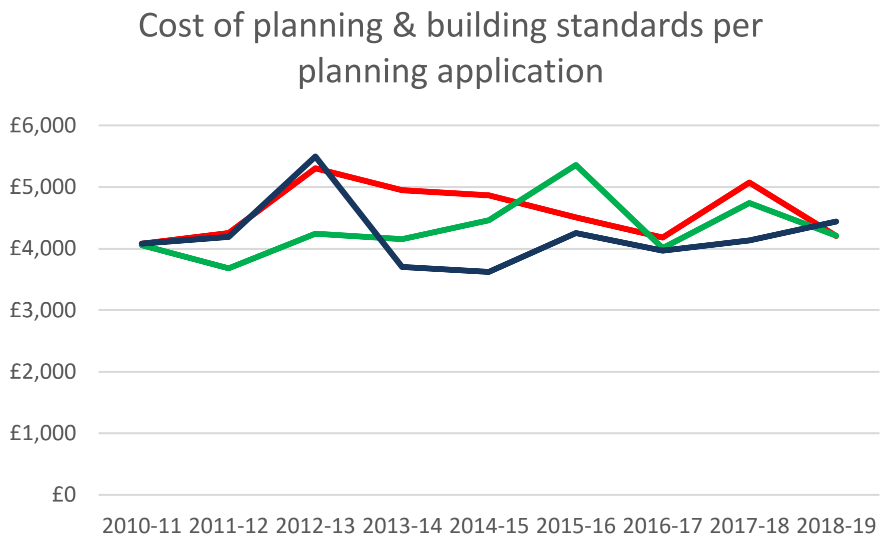
Economic Development and Planning

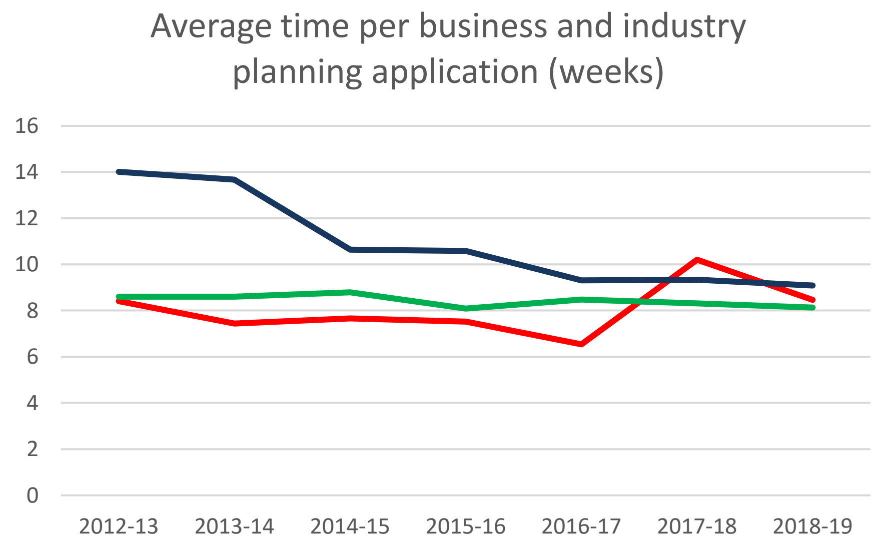
Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19 Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Delivery Outcome	% unemployed people accessing jobs via council operated/funded employability programmes	12.3%	13.2%	29.9%	12.6% (+17.3%)	3	2	1	18	13	1
	% of procurement spent on local small/medium enterprises	22.2%	9.5%	8.9%	28.7% (-19.8%)	3	3	4	19	32	32
	No of business gateway start-ups per 10,000 population	16.5%	17.3%	17.7%	16.7% (+1%)	3	3	3	20	20	18
	Proportion of people earning less than the living wage	29.0	30.1	30.1	19.4 (+10.7)	4	4	4	28	28	28
	Proportion of properties receiving superfast broadband	91.0	94.6	96.1	92.0 (+4.1)	2	2	2	11	9	9
	Town vacancy rates	8.5	8.5	10.2	10.0 (+0.2)	2	1	2	9	6	16
	Immediately available land as a % of total land allocated for employment purposes in the LDP[7]	92.8	92.8	97.5*	37.4 (60.1)	1	1	1	2	1	2
Efficiency Outcome	Cost of planning and building standards per planning application	£4,178	£5,075	£4,205	£4,439 (-£234)	3	4	2	20	26	13
	Average Time (Weeks) Per Business and Industry Planning Application	6.5	10.2	8.5	9.1 (-0.6)	1	3	3	3	24	18
	Cost of Economic Development & Tourism, per 1000 population	£23,350	£26,732	£61,753	£102,086 (-£40,333)	1	1	2	1	1	16

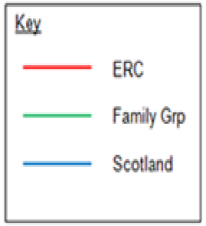
[7] . * The published figure for 2018/19 was recorded in error as 7.1% based on the original data provided. Figures should have shown that the total supply of available land was 15.98Ha (hectares), of which 15.58Ha was immediately available (serviced, marketed and investor ready). The correct figure is 97.5%. This correction changes the rank positon to 2nd.

Key trends


% Unemployed People Assisted into work from Council Funded/Operated Employability Programmes
35
30
25
20
15
10
5
0
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Cost of planning & building standards per planning application
£6,000
£5,000
£4,000
£3,000
£2,000
£1,000
£0
2010-11
2011-12
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Average time per business and industry planning application (weeks)
16
14
12
10
8
6
4
2
0
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Key
ERC
Family Grp
Scotland

National overview

Economic development and planning have seen some of the largest reductions in revenue spending since 2010/11 in Scotland, falling by 28% and 21% respectively. Expenditure has stabilised against trend in recent years, both showing marginal growth in the last 12 months. There has been significant capital expenditure in economic development and tourism across this period reflecting the regional economic growth agenda and capital expenditure now forms 49% of total economic development expenditure, compared to 21% in 2010/11. Most measures of economic development and planning performance within the framework show maintained or improved performance across the period, although there is evidence that the improvement rate is slowing in some areas. In terms of employment activities, while there has been an overall growth nationally in the percentage of unemployed people assisted into work from council funded/ operated employability programmes from 9.1% in 2012/13 to 12.6% in 2018/19, there has been a 1.7% reduction in the last 12 months.

Strategic Policy Intention

East Renfrewshire Council's Strategic Services team is responsible for economic development and encompasses three core service areas – Employability, Economic and Business Development and Major Projects, including City Deal. These are designed to support and develop the three core areas of the economy; the skills and employability of our local residents, local business and place and infrastructure to support economic growth.

Council performance

2018/19 data shows a 17.3% increase in the percentage of unemployed people accessing support through East Renfrewshire Council operated/funded employability programmes compared to 2017/18 data, moving the Council up twelve places to top in Scotland. ERC sits above the national average and has managed to make a significant increase in the number of people assisted into work, 29.9%, compared to the national average of 12.6%.

East Renfrewshire Council percentage spend with local small/medium enterprises will always be comparably low given factors such as the existing supplier base and size and location of the local authority area. However as identified in the new Procurement Strategy 2019-2022 and working together with the Council's Economic Development team, we will focus on maximising opportunities to encourage local businesses, third sector organisations, supported businesses to do business with the Council.

In East Renfrewshire start-ups per 10,000 population increased from 17.3% to 17.7% in 2018/19. This is a slight increase compared to the Scottish average figure of 16.7%. The Business Gateway team has close working links with the Council's business support and employability teams ensuring a consistent and joined-up approach to our local business offering. There continues to be an increase in the amount of spaces available to the Council from National Training Programmes and in particular the Modern Apprenticeship programme.

Investment in Economic Development and Tourism per 1,000 population increased significantly from £26,732 to £26,753 from 2017/18. As a result the Council dropped from 1 to 16 in the second quartile. However, this is partly due a substantial increase in capital expenditure linked to the development of the Greenlaw Business Centre which provides up to 38 small business suites designed to boost job creation through start-ups and the growth of existing small businesses, showing the Council's continued commitment to supporting jobs and businesses in the local area.

The data shows that the cost of planning and building standards per planning application dropped by 17.1% in 2018/19, from a cost of £5,075 in 2017/18 to £4,205 in 2018/19. This saw the Council rise thirteen places from 26 in the fourth quartile to 13 in the second quartile. The latest data shows that the average time taken to deliver a business or industry application dropped from 10.2 weeks in 2017/18 to 8.47 weeks in 2018/19 moving up 6 places from 24 to18.

What the Council is doing to improve services

The Business Development team covers business development and employability deliver against a wide range of externally funded areas such as the ERC CPP Employability Pipeline and ER Business Competitiveness programmes which are part-financed by Council resources and the European Social Fund and European Regional Development Fund, respectively.

Changes in provision for Work EastRen's strategic skills pipeline (Phase 2) has seen new services include dedicated provision to work with those residents who have health barriers to employment and a new youth employability programme.

The Council continues to adopt a more corporate approach which links with the Workforce Planning agenda, which has been reflected in our National Training Programmes bids to Skills Development Scotland. The Council actively promotes business support and employability services to help ensure targets are achieved and continue to play an important role in the delivery and promotion of national employability agendas.

The Family Firm Coordinator will continue to have, a positive impact on the progression and implementation of this programme. 2018/19 saw the roll-out of a new innovative Family Firm pilot traineeship programme hosted by the Environment. Each trainee is employed for a 12 month period and experiences working across different teams within the Department. The programme has been a huge success with 5 out of the 5 traineeships moving onto a positive destination once the programme came to an end. A new programme was launched in 2019/20.

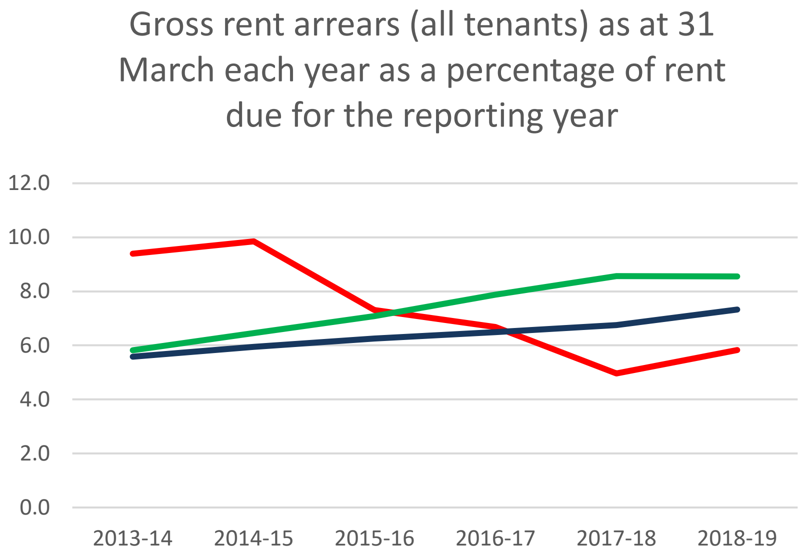
The City Deal programme has provided a new business incubator facility to support employability and business development services. Additionally, the City Deal team have ensured that maximum benefits are derived from this infrastructure programme in terms of construction related jobs, supply chain links and end use jobs. Following a major restructuring of the Council's Planning Service the Development Management team has been operating since June 2018 with a full staff complement, enabling applications to be processed timeously.

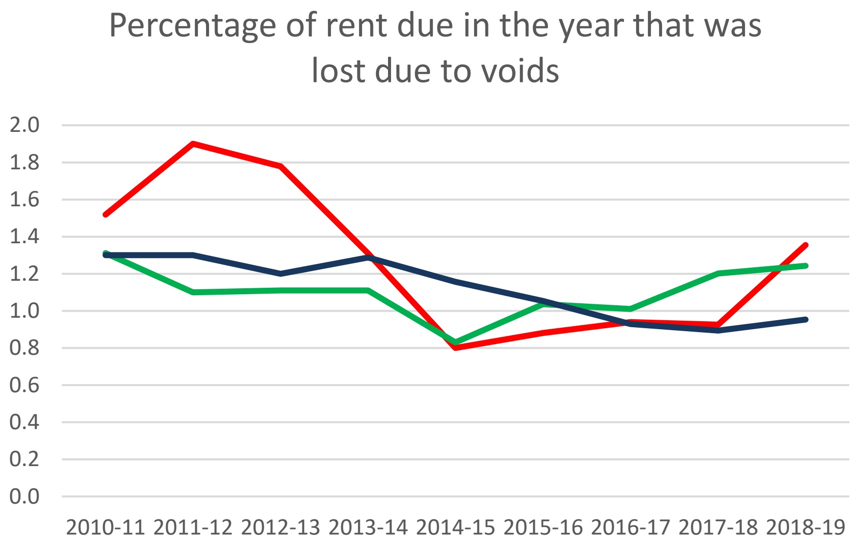
Housing Services

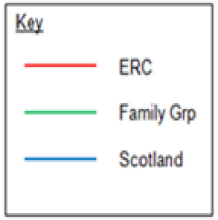
Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19 Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Delivery Outcome	**% of stock meeting the SHQS[8]**	**97.2%**	**97.6%**	**97.4%**	**94.3% (+3.1%)**	**2**	**1**	**2**	**9**	**7**	**11**
	% of council dwellings that are energy efficient[9]	**99.9%**	**99.9%**	**100.0%**	**97.5% (+2.5%)**	**2**	**1**	**1**	**7**	**6**	**1**
	Average length of time (days) taken to complete non-emergency repairs	**5.4**	**4.8**	**5.2**	**7.8 (-2.6)**	**1**	**1**	**1**	**1**	**4**	**3**
Efficiency Outcome	**Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year**	**6.7%**	**5%**	**5.8%**	**7.3% (-1.5%)**	**3**	**1**	**2**	**14**	**6**	**7**
	% of rent due lost through properties being empty during the last year	**0.94%**	**0.93%**	**1.35%**	**0.95% (0.4%)**	**2**	**3**	**4**	**12**	**15**	**20**
Customer Outcome	*ERC Tenants' Survey - % of service users rating service as very good/good* [10]	*82%*	-	***85%***	*	*					

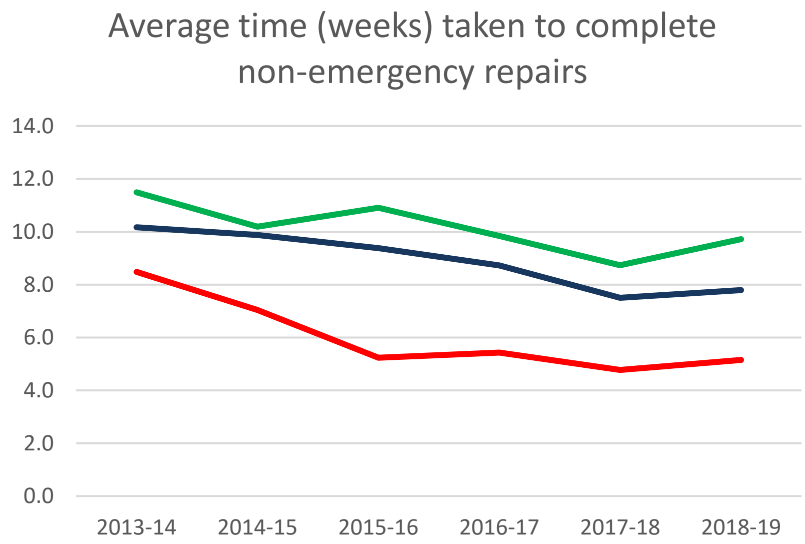
[8] Council stock figures are only relevant for 26 of 32 authorities (rank runs from 1 to 26).
[9] Actual title of indicator is % of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at each year
* These results are from ERC Tenant Satisfaction Surveys and therefore not comparable with LGBF benchmarking data
[10] A full scale Tenant Satisfaction Survey is carried out every 2 years.

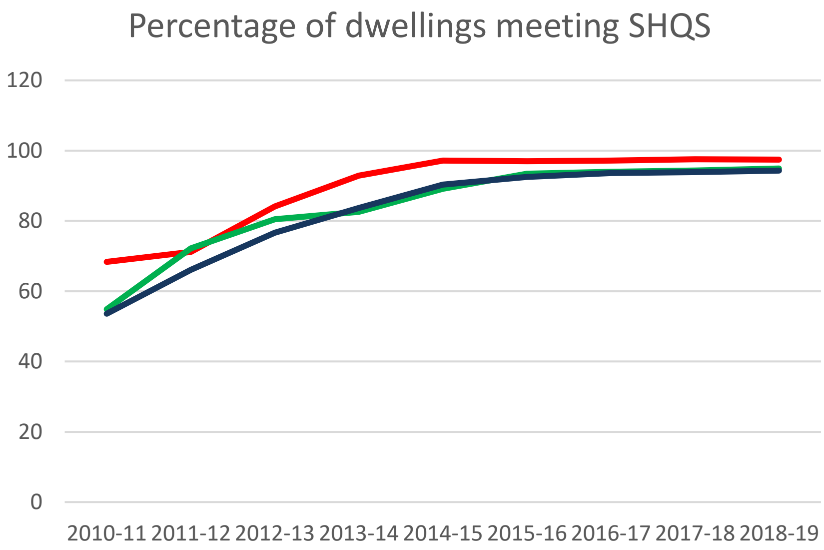
Key trends


Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year
12.0
10.0
8.0
6.0
4.0
2.0
0.0
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Percentage of rent due in the year that was lost due to voids
2.0
1.8
1.6
1.4
1.2
1.0
0.8
0.6
0.4
0.2
0.0
2010-11
2011-12
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Key
ERC
Family Grp
Scotland


Average time (weeks) taken to complete non-emergency repairs
14.0
12.0
10.0
8.0
6.0
4.0
2.0
0.0
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Percentage of dwellings meeting SHQS
120
100
80
60
40
20
0
2010-11
2011-12
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19

National Overview

Scottish councils continue to manage their housing stock well with rent lost due to voids reducing from 1.3% to 1.0% since 2010/11, and a 23.3% reduction in average repair times across this period. Both of these areas have seen a small decline in performance in the last 12 months. There have been consistent and significant improvements in terms of housing standards and energy efficiency standards, both of which are now well above 90%. However, at the same time, the continued and accelerating rate of growth in tenants' rent arrears from 5.6% to 7.3% between 2013/14 and 2018/19 reveals evidence of the increasing financial challenges facing both housing residents and councils alike.

Strategic Policy Intention

Our long term vision continues to be the best Scottish council in delivering Housing and Housing related services to all of our customers. We will improve the lives of our residents through the provision of affordable, suitable housing and related services that are customer focused, of high quality and provide good value. Our key focus is on reviewing our systems.

Council Performance

Housing Services performance remains steady and on track in relation to delivery of non-emergency repairs and compliance with the Scottish Housing Quality Standard; with the Council performing comfortably against the Scottish local authority average in both of these indicators. Rent arrears as a percentage of rent due from tenants has increased slightly in 2018/19 in large part due to the impact of Universal Credit and other welfare reforms. This however is also in line with increases across the board in 2018/19 in relation to rent arrears, impacting both Local authority landlords and other registered social landlords across Scotland. A continuing climate of challenge also exists in relation to the investment required to bring all homes up to the Energy Efficiency Standard for Social Housing (EESSH) for December 2020, of which our compliance is currently 74.6% - this isn't reflected in the indicator used by LGBF.

What the Council is doing to improve services

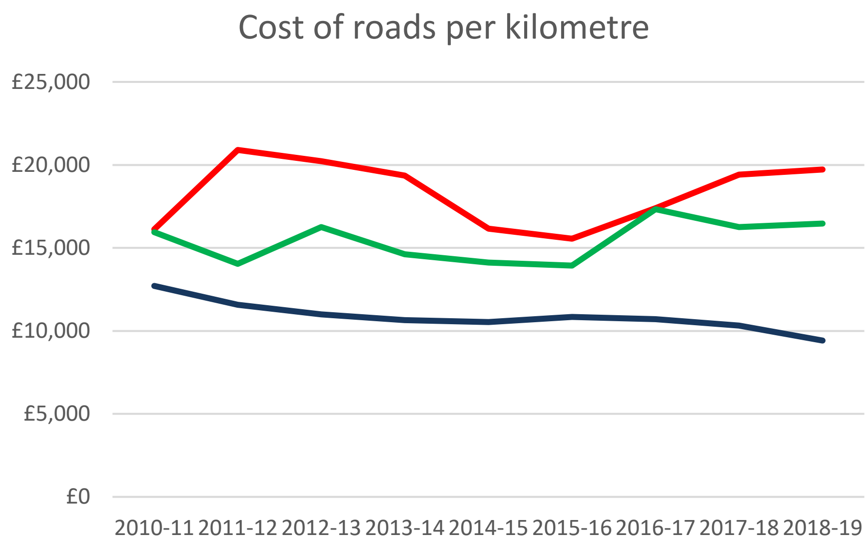
We continue to focus resources towards targeting and preventing rent arrears occurring, and offering specialist advice to tenants whose financial situation presents a challenge to the ongoing sustainment of their tenancy through our advice and support staff. Our service redesign is also developing broadening roles and training for our housing officers to give more intensive support to tenants on a smaller patch basis. We are also focusing on completing our full stock condition survey cycle to cleanse data and sharpen the focus of our work towards meeting the Energy Efficiency Standard for Social Housing (EESSH) in all of our properties by 2020. A full systems review is currently being undertaken of our void property management to significantly improve performance, efficiency and accountability in the repair and re-let of empty homes.

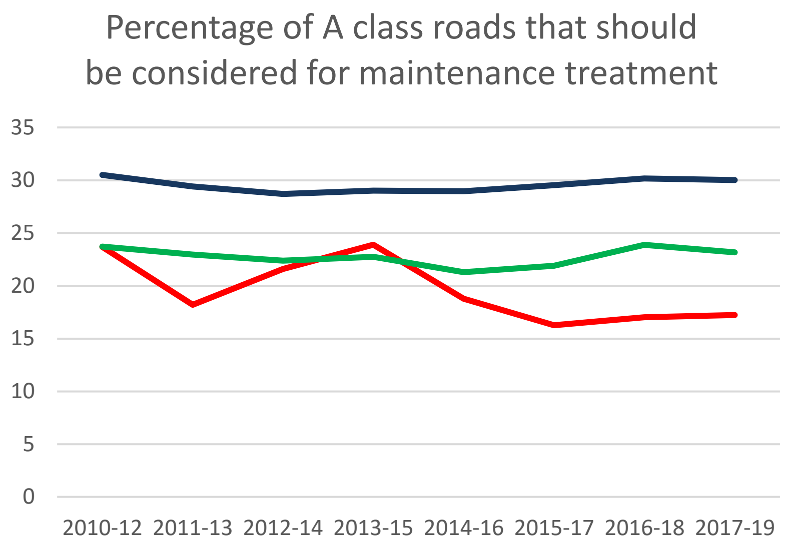
Road Condition

Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19 Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
	Percentage of class A roads that should be considered for maintenance treatment[11]	**16.3%**	**17.0%**	**17.2%**	**30.0% (-12.8)**	**1**	**1**	**1**	**1**	**2**	**1**
	Percentage of class B roads that should be considered for maintenance treatment[12]	**30.2%**	**31.62%**	**29.6%**	**35.7% (-6.1)**	**2**	**2**	**2**	**16**	**16**	**14**
	Percentage of class C roads that should be considered for maintenance treatment[13]	**32.87%**	**34.5%**	**34.5%**	**36.3% (-1.8)**	**3**	**3**	**3**	**17**	**17**	**17**
	Percentage of unclassified roads that should be considered for maintenance treatment[14]	**44.8%**	**41.3%**	**44.2%**	**38.3% (+5.9)**	**4**	**3**	**4**	**25**	**22**	**26**
	The overall percentage of the road network that should be considered for maintenance treatment.	*39.2%*	*37.4%*	*	**	**					
Efficiency Outcome	**Road cost per kilometre**	**£17,383**	**£19,418**	**£19,717**	**£9,417 (+£10,300)**	**4**	**4**	**4**	**25**	**27**	**31**
Customer Outcome	*Citizens' Panel - Maintenance of roads – percentage rating this as good or very good*	*24%*	*21%*	*22%*	***	**					

[11] Data relates to 2015-17, 2016-18, 2017-19
[12] As footnote 8
[13] As footnote 8
[14] As footnote 8
* Update required
** This measure is not part of the LGBF data set and therefore not comparable for benchmarking purposes.
*** These data represent the latest East Renfrewshire Council's Citizens' Panel satisfaction measures and are not comparable with LGBF benchmarking data. (Data has been provided to add additional context).

Key trends


Cost of roads per kilometre
£25,000
£20,000
£15,000
£10,000
£5,000
£0
2010-11
2011-12
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Percentage of A class roads that should be considered for maintenance treatment
35
30
25
20
15
10
5
0
2010-12
2011-13
2012-14
2013-15
2014-16
2015-17
2016-18
2017-19

National Overview

In Scotland, since 2010/11, there have been significant reductions in expenditure on roads (24%), while the condition has remained largely unchanged. The Scottish average cost per kilometre has reduced by 25.9% from £12,709 to £9,417 since baseline. This reflects year on year reductions, including an 8.8% reduction in the past 12 months. While it is reassuring that conditions have so far remained relatively static, road condition will generally fall in years following budget reductions, following a lack of investment. Continued close monitoring will be helpful to assess the longer-term impact of these funding reductions.

Strategic Policy Intention

Our aim is to provide a road network that is maintained in a safe and serviceable condition and to ensure that investments are targeted at the right place, using the correct type of treatment which maintains quality in our road network. When identifying treatment priorities we take into consideration the condition, level of use, ongoing maintenance costs and spread of investment across East Renfrewshire.

Council Performance

There has been a slight decrease in the percentage of class A, B and C roads that should be considered for maintenance treatment but an increase in the percentage of unclassified roads that should be considered for maintenance. This has resulted in a slight increase in the percentage of our overall network that should be considered for maintenance. East Renfrewshire's percentage of A Class roads that should be considered for maintenance is in the top quartile for Scotland (12.8% less than the Scottish Average). The Council's focus has moved from A class to unclassified roads backed by significant additional capital funding. The cost of roads maintenance in East Renfrewshire increased in 2018/19 (a revision to the published figure from £19,717 to £21,694 was notified to the Improvement Service).

What the Council is doing to improve services

The Roads & Transportation Service is undergoing a strategic review to ensure that process and procedures are as efficient as possible, with the support of new digital technologies (including IoT) being deployed to support this review. As part of an overall £15m Capital Programme, additional capital was allocated to planned carriageway, resurfacing and footway schemes in response to low levels of public satisfaction highlighted by our Citizens' Panel Survey. This has meant an additional £3m capital per year for 5 years (2019-2024) being spent on our roads network. The assessment of roads and footways resurfacing requests is an integral part of prioritising our maintenance programme. Improving infrastructure for walking and cycling is a key priority and every year the Council implements a programme of prioritised improvements to make it easier for residents to walk or cycle. We are also planning to produce an updated roads and transportation strategy and give full consideration to tackling the issue of climate change/net zero emissions.

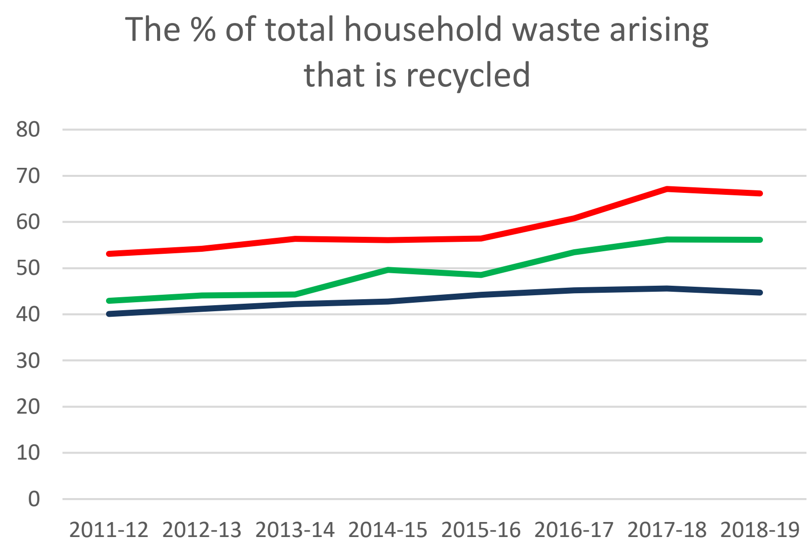
Waste and recycling

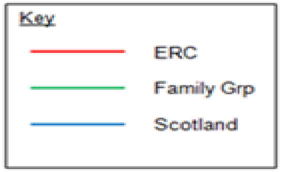
Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19 Scot Av. (ERC difference)	2016/17 quartile	2017/8 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Delivery Outcome	The percentage of total household waste that is recycled	60.8%	67.2%	66.2%	44.7 % (+21.5)	1	1	1	1	1	1
Efficiency Outcome	Net cost per waste collection per premises	£70.16	£69.78	£68.15	£67.45 (+£0.70)	3	3	3	23	22	23
	Net cost per waste disposal per premises	£88.43	£82.92	£84.97	£97.29 (-£12.32)	2	1	1	11	6	8
Customer Outcome	Percentage of adults satisfied with refuse collection[15]	74.3%	73.0%	75.9%	76.3% (-0.4)	4	4	3	30	27	24
	Citizens' Panel – Wheeled bin refuse collection % of service users rating service as very good/good	*80%*	*83%*	*86%*	*						
	Citizens' Panel – Recycling % of service users rating service as very good/good	*91%*	*92%*	*91%*	*						

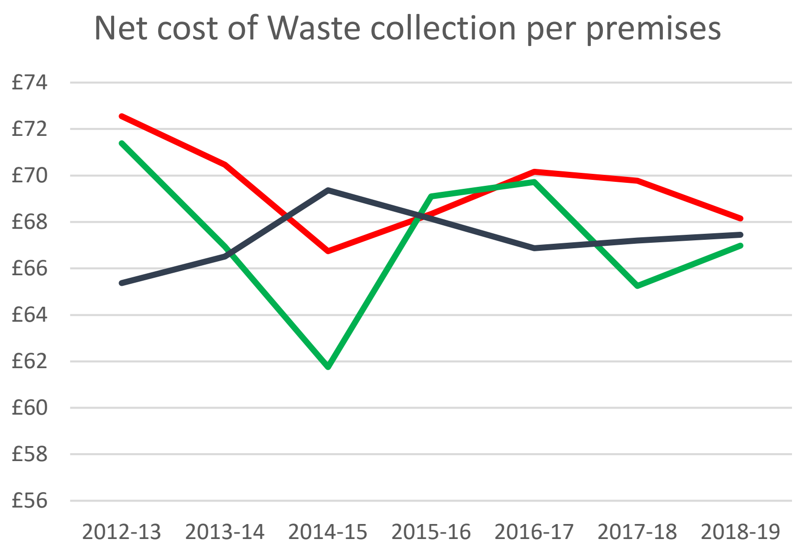
Key trends

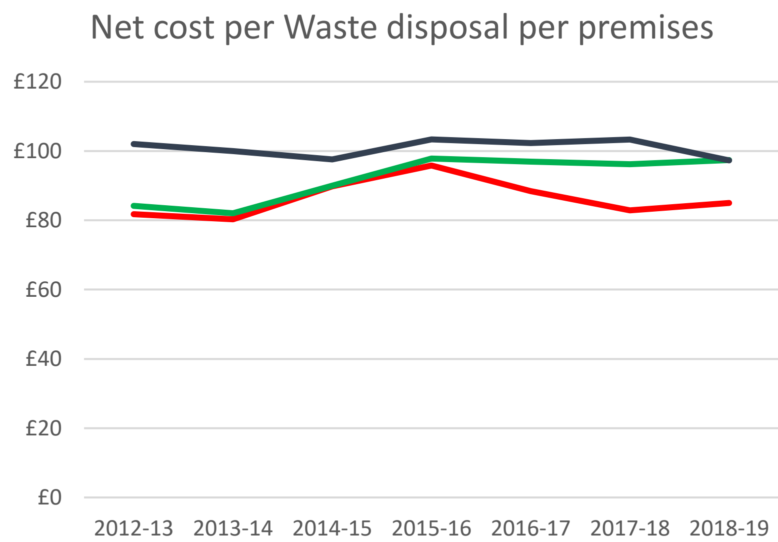
[15] Data drawn from the Scottish Household Survey. The data is presented in three year rolled averages for each period (e.g. 2018/19 = average for 2016/19, 2017/18 = average for 2015/18 and 2016/17 = average for 2014/17)

*These data represent the East Renfrewshire Council's Citizens' Panel surveys 2017, 2018 and 2019 satisfaction measures and are not comparable with LGBF benchmarking data. (Data has been provided to add additional context).


The % of total household waste arising that is recycled
80
70
60
50
40
30
20
10
0
2011-12
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Key
ERC
Family Grp
Scotland


Net cost of Waste collection per premises
£74
£72
£70
£68
£66
£64
£62
£60
£58
£56
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19


Net cost per Waste disposal per premises
£120
£100
£80
£60
£40
£20
£0
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19

National Overview

In Scotland, the combined net cost of waste disposal and collection reduced by 1.6% between 2012/13 and 2018/19, from £167 to £164 per premise in Scotland. After remaining constant during the first three years, the combined cost increased by 2.7% in 2015/16 before falling in 2018/19 by 3.4%. These trends largely mirror movements in waste disposal costs. While recycling rates have improved overall across Scotland from 40.1% in 2011/12 to 44.7% in 2018/19, the last 12 months has revealed a slight reduction, with rates falling from 45.6% to 44.7%.

Strategic Policy Intention

Neighbourhood Services will continue to carefully manage the cost of waste collection and disposal per premises while at the same time maximising our already exemplary recycling rates to make a significant impact to achieving the outcome of an environmentally sustainable East Renfrewshire. East Renfrewshire Council has committed to implementing the national Household Waste Recycling Charter.

Council performance

The Neighbourhood Services Team are required to meet recycling targets set by the Scottish Government – 60% of household waste by 2020. East Renfrewshire Council met this target with 66.2% in 2018. For the last three years East Renfrewshire Council has topped the table and has held the accolade of top recycling council in Scotland.

As reported previously, Recycling Markets are constantly changing which can have major cost implications when trying to find recycling re-processors. It is likely the Council will face future challenges around the matter of diminishing processing capacity for recyclates at both home and abroad. Our teams will continue to explore viable solutions for our residents' waste material, however market forces may impact future costs. **Net cost of waste collection per premises**: this year costs of collection are at a three year low and are in line with the Scottish Average. .**Net cost per waste disposal per premises**: There has been increases in the cost of waste disposal per premises. As mentioned in last years above the benefit of cost reduction in the area of recycling may not continue given external market forces. **Percentage of adults satisfied with refuse collection**: There is a noted three year high on the percentage of residents rating the Council's refuse collection service has good/very good and a positive score of 91% on the recycling service provided to every household across the district.

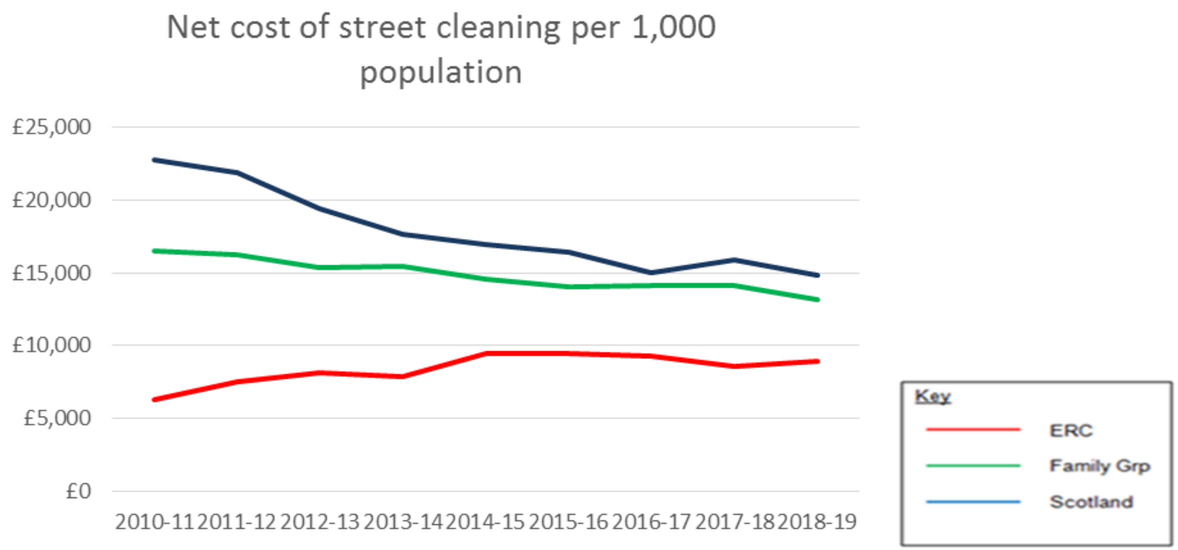
What the Council is doing to improve services

The Environment Department Change programme is focused on the implementation of a modern and efficient delivery of front-line services for our residents. Due to the Scottish Governments Landfill Ban (due 2025), a strategic, cost effective solution to the matter of residual waste was required and this has been achieved by the Council and we are now working with partners to deliver this. Furthermore, the Council are undertaking a comprehensive review of our Fleet Vehicles which makes sustainability, climate change and energy efficiency a key consideration in the delivery of front-line services.

Cleanliness

Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19 Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	206/17 rank	2017/18 rank	2018/19 rank
Delivery Outcome	**Street cleanliness score – % areas assessed as clean**	**94.9%**	**94.4%**	**94.9**	**92.8 % (+2.1)**	**2**	**2**	**1**	**14**	**11**	**8**
Efficiency Outcome	**Net Cost of street cleaning per 1,000 population**	**£9,322**	**£8,549**	**£8,910**	**£14,880 (-£5,970)**	**1**	**1**	**1**	**5**	**5**	**7**
Customer Outcome	**Percentage of adults satisfied with street cleaning**[16]	**72.3%**	**74.67%**	**71.2%**	**66.3% (+4.9)**	**3**	**2**	**1**	**20**	**9**	**11**
	Citizens' Panel - Street cleaning/ litter control % rating this as good or very good	*54%*	*52%*	*52%*	*	*					

Key trends



[16] Data represents three year average for each period (e.g. 2018/19 value equals 2016-19)
* These data represent the East Renfrewshire Council's Citizens' Panel surveys 2017, 2018 and 2019 satisfaction measures and are not comparable with LGBF benchmarking data. (Data has been provided to add additional context).

National Overview

The cleanliness of Scotland's streets remains a priority for councils both in terms of improving the appearance of our streetscapes but also in terms of environmental improvements in the quality of peoples' lives. Real spending on environmental services has reduced by 10.3% since 2010/11 including reductions of 32% in street cleaning. As well as this reduction in spend, there have been reductions in street cleanliness scores. The Scottish average for the cleanliness score has remained above 90% since the base year, although scores have shown a reducing trend since 2013/14. In 2018/19, 92.8% of streets were assessed as 'clean', a small increase of 0.6% in the past 12 months. This is down by 2.6% from 95.4% in 2010/11.

Strategic Policy Intention

The street cleaning team aim to maintain and improve street cleaning making East Renfrewshire an attractive place to live with a good physical environment. . The service is proactive in providing education on litter issues and makes use of community engagement opportunities to discuss street cleansing and other issues with residents. The service is governed by the national code of practice (Local Environment Audit Management System – LEAMS).

Council performance

We continue to have some of the lowest costs in the country for street cleaning and remain in the top quartile for the cost of street cleaning across all councils. Our street cleanliness score sits above the national average at 94.9% of sites receiving an A or B score rating, compared with the national figure of 92.8%. There are issues around the method utilised to undertake these assessments and previously Zero Waste Scotland and Keep Scotland Beautiful have acknowledged that there are issues with this measure and are working to develop a new benchmarking process for cleanliness. The Scottish Government has revised and re-issued its Code of Practice on Litter and Refuse (CoPLaR) and this will result in further measures, monitoring and responsibilities placed on Council's to maintain high standards of street cleanliness. **Street cleanliness score – % areas assessed as clean**: We have allocated resources and invested in new fleet to target well-known litter hot spots in order to try and improve our Grade C scores, this in turn increases our street cleanliness score. We have worked closely with community groups and schools to try and highlight the problems associated with litter which we believe has also had a positive impact on our scores. **Cost of street cleaning per 1,000 population**: The national average for street cleaning in 2018/2019 is £14,880 which is significantly higher than East Renfrewshire Council's cost of £8,910. The reason for the difference is the service puts a greater emphasis on mechanical sweeping rather than manual litter picking/sweeping. **Percentage of adults satisfied with street cleaning**: Results for 2018/19 show that 52% of Citizens' Panel members rate the service as good/very good. This scoring has been consistent over the last three years and the service are currently involved in an improvement project designed to improve public perception.

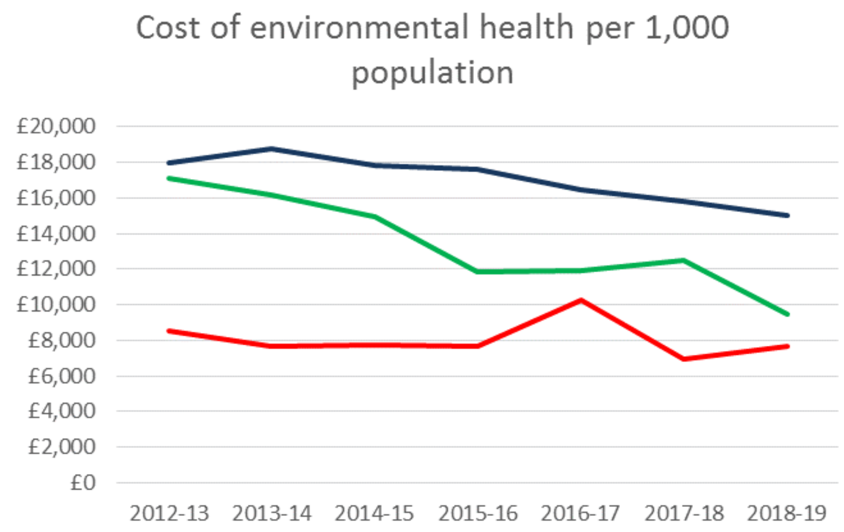
What the Council is doing to improve services

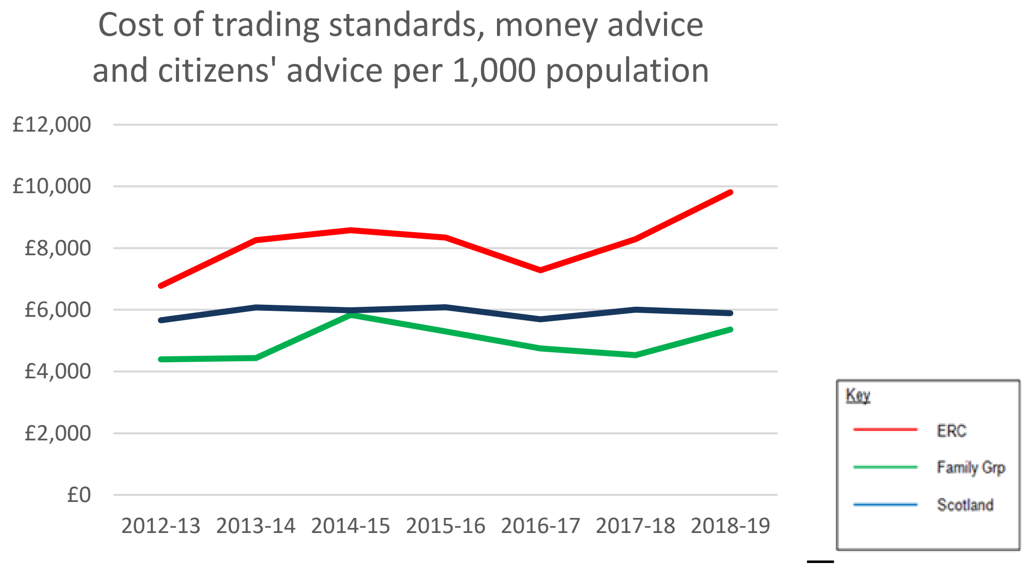
We consistently review how we operate and manage our street cleaning services to improve the public's perception of our Council areas. Deployment of digital technology and closer analysis of complaints data will assist the service in targeting street cleaning work. Working more closely with community groups within particular areas of the Council area will also assist in bringing forward improvements in future years.

Trading standards, money advice and environmental health

Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19 Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Efficiency Outcome	Cost of environmental health per 1,000 population	£10,283	£6,979	£7,670	£14,994 (-£7,324)	1	1	1	4	1	1
	Cost of trading standards, money advice and citizens' advice per 1,000 population	£7,292	£8,291	£9,814	£5,890 (+£3,924)	3	3	4	22	23	26

Key Trends





National Overview

Trading standards costs include trading standards, money advice and citizen's advice and have been standardised within the framework as costs per 1,000 population. Since 2012/13, the cost of these services, while volatile, increased overall by 4.0%, from £5,661 to £5,890 in Scotland. In the past 12 months, costs have reduced by 1.9%. At the same time, trading standards services are seeing increasing demands for service in terms of reactive complaints and business support. This workload is likely to increase, in part as a result of Brexit. Across this same period, there was a 16.5% reduction in the cost of environmental health services per 1,000 population, from £17,955 in 2012/13 to £14,994 in 2018/19. In the past 12 months, costs have fallen by 5.0% from £15,789 to £14,994.

Strategic Policy Intentions

The Environmental Health service ensures high standards of food safety and public health. The Trading Standards Service has evolved to prioritise Prevention of Financial and Personal Harm with an intelligence led enforcement strategy. The service has a leading scam prevention strategy, blocking almost £1million scam/nuisance calls from reaching vulnerable residents.The strategic aim for the Money Advice and Rights Team (MART) is to provide a free, confidential, tailored money advice service to residents across East Renfrewshire. Citizens Advice Bureau (CAB) also receives funding from the council to provide a money advice service. Partnership working across the council and other organisations ensures a smooth process for East Renfrewshire residents who may require access to benefit, budgeting and debt advice services.

Council performance

The cost of trading standards, money advice and citizens' advice are included in a single combined indicator. Costs increased from £8,291 in 2017/18 to £9,814 in 2018/19; placing us in the fourth quartile. This movement in the composite indicator reflects a change in how we have allocated the annual payments relating to Citizens' Advice Bureau and allocation of support costs, rather than a significant change in the operational costs across these service areas. During the year the services continued to protect consumers and support vulnerable residents. Money advice is a demand led service, within the MART team, and in 2018/19 there was a decrease in the number of new money advice cases compared to the previous year however there was an increase in the average financial gains per client.

2018/19 costs for environmental health increased from £6,979 in 2017/18 to £7,670, however this remains well below the Scottish average cost of £14,994, and maintains our top position.

What the Council is doing to improve services

The Council has agreed to trial changes to food inspection procedures on behalf of Food Standards Scotland and Trading Standards continue to collaborate with the third sector agencies to increase awareness about scams and improve home safety. MART also continue to work in partnership with a number of agencies and have realigned services to ensure support is provided across East Renfrewshire. MART have changed processes to align with the Scottish governments anti child poverty agenda. This has included providing a greater number of outreach opportunities and an increase in preventative and education undertaken by the team.

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

Adult Social Care

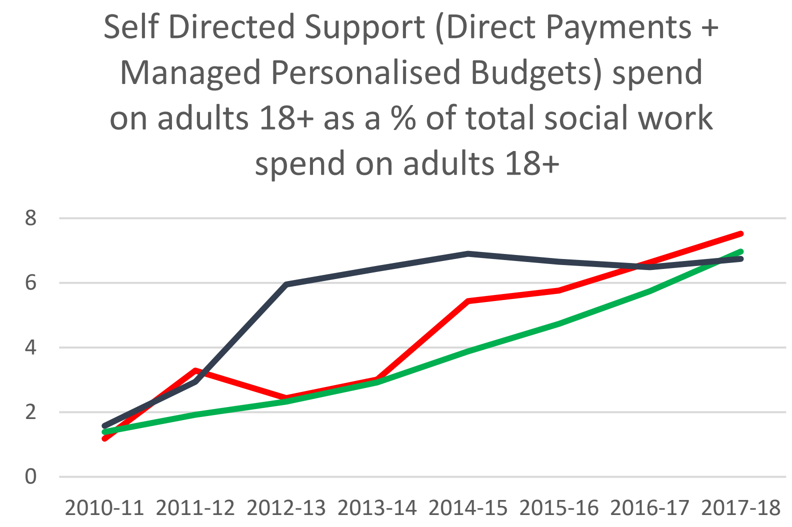
Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Delivery Outcome	Percentage of people 65 and over with long-term care needs receiving personal care at home.[17]	61.1%	59.2%	57.5%	61% (-2.5)	3	4	3	19	27	22
	Self-Directed Support (SDS) spend on adults 18+ as a % of total social work spend on adults 18+	6.6%	7.5%	8.2%	7.3% (+0.9)	1	1	1	5	5	4
		2014-15	2015-16	2017-18	17/18Scot Av. (ERC difference)	2014-15 quartile	2015-16 quartile	2017-18 quartile	2014-15 rank	2015-16 rank	2017-18 rank
	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life.[18]	85.3%	81.7%	76.5%	80% (-3.5)	3	4	4	17	24	26
		2013-14	2015-16	2017-18	17/18Scot Av. (ERC difference)	2013-14 quartile	2015-16 quartile	2017-18 quartile	2014-15 rank	2015-16 rank	2017-18 rank
	Percentage of adults supported at home who agree that they are supported to live as independently as possible.[19]	78.5%	80%	73.9%	81.1 (-7.2)	4	4	3	29	26	21
	Percentage of carers who feel supported to continue in their carer role[20]	43.2	45.1	37.5	36.6 (+0.9)	2	1	3	16	6	18

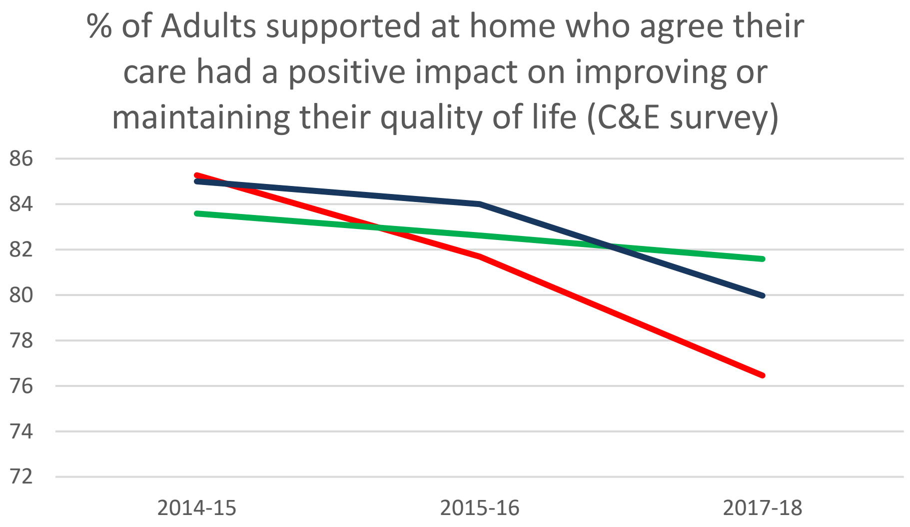
[17] The published figure for 2018/19 was recorded in error as 53.1% based on the original data provided. This was subsequently corrected to 57.5% by the HSCP in agreement with the IS. This correction changed the rank position from 30 to 22.
[18] The data for this indicator comes from the bi-annual Health and Care Experience Survey. The data periods reported covers 2014/15, 2015/16 and 2017/18.
[19] The data for this indicator comes from the bi-annual Health and Care Experience Survey. The data periods reported covers 2013/14, 2015/16 and 2017/18.
[20] As footnote 18.

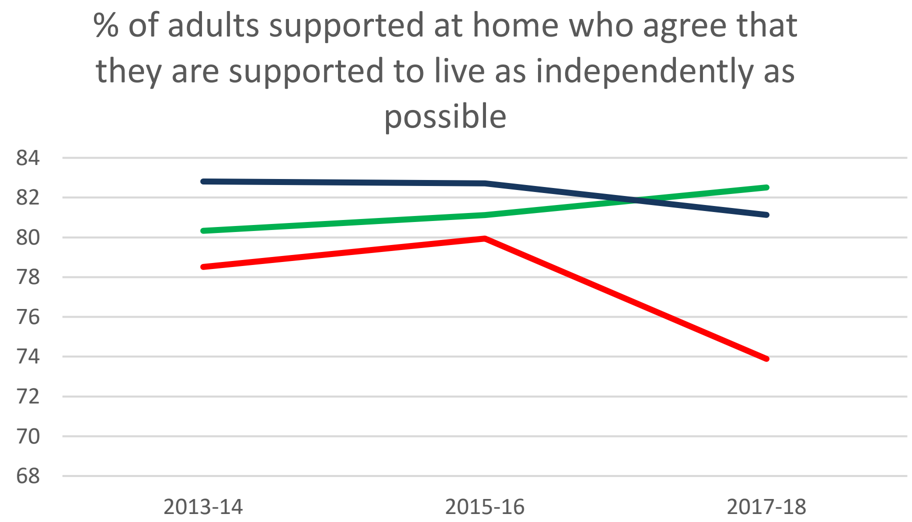
Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
	Rate of admission to hospital within 28 days per 1,000 discharges	**82.8**	**79.3**	**78.8**	**103 (-24.2)**	**1**	**1**	**1**	**6**	**3**	**4**
	Number of days people spend in hospital when they are ready to be discharged per 1,000 population (75+)	**227.9**	**117.4**	**170.5**	**792.7 (-622.2)**	**1**	**1**	**1**	**3**	**1**	**3**
Delivery Outcome	**Proportion of care services graded ‘good’ (4) or better in Care Inspectorate reports**	**87**	**86.4**	**75**	**82.2 (-7.2)**	**2**	**2**	**4**	**9**	**14**	**28**
Efficiency Outcome	**Home care costs per hour for people aged 65 or over**	**£23.52**	**£23.12**	**£24.77**	**£24.67 (+£0.10)**	**2**	**2**	**2**	**13**	**13**	**16**
	Residential costs per week per resident for people aged 65 or over.	**£246**	**£193**	**£160**	**£381 (-£221)**	**1**	**1**	**1**	**4**	**1**	**1**
Customer Outcome	*Citizens' Panel Health and social care for adults % of service users rating service as very good/good.*	*76%*	*81%*	*75%*	*						

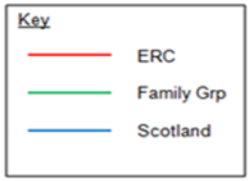
* This data represents the East Renfrewshire Council’s Citizens’ Panel surveys 2017, 2018 and 2019 satisfaction measure and is not comparable with LGBF benchmarking data. (Data has been provided to add additional context).

Key trends


Self Directed Support (Direct Payments + Managed Personalised Budgets) spend on adults 18+ as a % of total social work spend on adults 18+
8
6
4
2
0
2010-11
2011-12
2012-13
2013-14
2014-15
2015-16
2016-17
2017-18


% of Adults supported at home who agree their care had a positive impact on improving or maintaining their quality of life (C&E survey)
86
84
82
80
78
76
74
72
2014-15
2015-16
2017-18


% of adults supported at home who agree that they are supported to live as independently as possible
84
82
80
78
76
74
72
70
68
2013-14
2015-16
2017-18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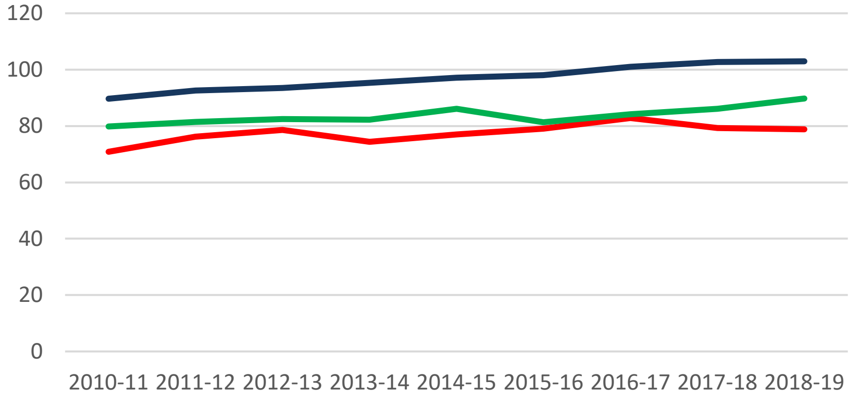
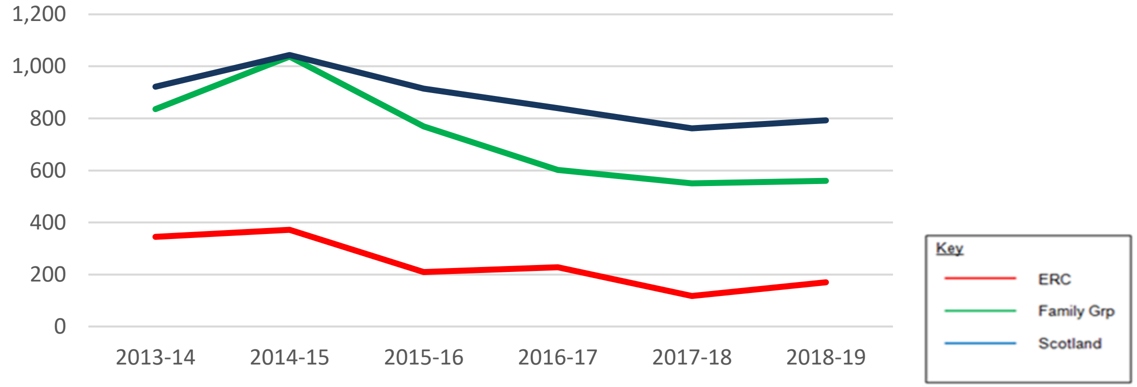
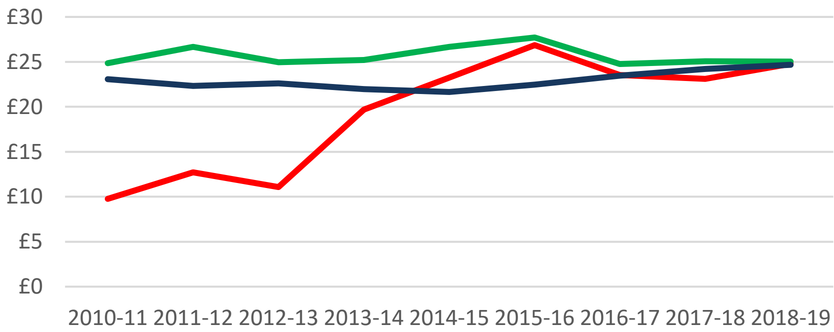
Rate of readmission to hospital within 28 days per 1,000 discharges



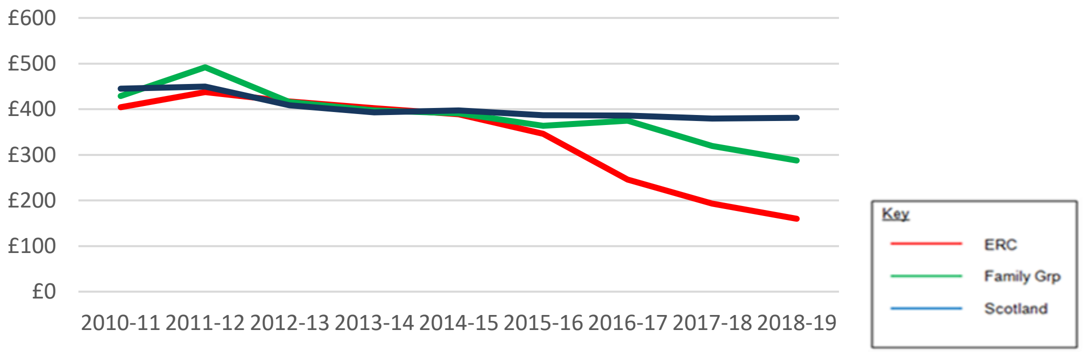
Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)



Older Persons (Over65) Home Care Costs per Hour



Older persons (over 65's) Residential Care Costs per week per resident



National overview

Nationally, social care spending on adults has grown by 13.2% since 2010/11. While spending on home care and residential care for older people remains the most significant element of social care spend accounting for around 60% of the total, there has been faster growth in spend on learning disability and mental health during this period. Spending on home care for older people has risen by 17% since 2010/11, and by 2% in the last 12 months, but the number of hours of homecare provided has been relatively static. In Scotland the delivery of homecare to meet increasingly complex care needs and other cost increases have resulted in an increase in the spending level needed to deliver a relatively static number of hours. Net spending on residential care has fallen since 2012/13, by over 8%. The reduction in expenditure is largely because the net cost of residential care has come down rather than because the number of residents has fallen. Gross expenditure levels have remained steady over this period and the reduction in net expenditure indicates an increase in the income received by councils. The growth in the number of privately or self-funded clients as a proportion of all long stay residents over this period would support this trend.

Health & Social Care Partnership's Strategic Policy Intention

Our strategic policy intention is set out in our most recent Health and Social Care Strategic Plan 2018-21 which is shaped by the National Health and Wellbeing Outcomes and Community Planning commitments. Through the plan we are working to maximise the number of older people and people with long-term conditions that are able to live independently and well in their own home and community. We do this through appropriate provision of care at home services, expansion of choice and control through the development of self-directed support, and delivery of community-led supports. We are working in partnership with primary and acute health care colleagues to minimise unplanned hospital care. Through development of rehabilitation services and targeted action by our Hospital to Home team, we intend to continue reducing delayed discharges and readmissions to hospital. In close partnership with local voluntary sector stakeholders we aim to ensure that all carers can access the supports they need.

Health & Social Care Partnership's Performance

Current published data for the indicator relating to provision of personal care at home for people aged 65 is incorrect and will be revised in the March iteration of the LGBF dataset. Revised local data has corrected an over-count of residential clients (used in the calculation) meaning our performance is 57.5% for 2018/19. Assuming there are no changes to the scores for other areas, the correction means we move up eight ranks to 22nd (and from 4th to 3rd quartile). On this basis, while performance has declined marginally our ranking score has improved 5 places compared with the previous year. The provision of quality care at home to support people to live independently and well in their own homes remains a key priority for the partnership. We are currently delivering on our improvement plan for care at home.

We continue to support the expansion of choice and control by encouraging the uptake of self-directed support (SDS) options. The LGBF measure shows continued growth in the proportion of spend through SDS Options 1 and 2. Our approach to self-directed support continues to develop and in the past year we have introduced a new individual budget calculator for the allocation of resources through SDS. This model has made the process for SDS simpler and more transparent, encouraging greater uptake.

We are committed to shifting provision away from institutional care and the acute sector and continue to see very good performance in relation to minimising delayed discharges and hospital readmissions. We remain one of the top three areas in Scotland for hospital bed days lost to delayed discharge and are ranked 4th for the rate of readmissions to hospital within 28 days. Our new Hospital to Home team are delivering targeted action to ensure appropriate support is in place for people returning home from hospital and reducing the likelihood of delayed discharges for even the most complex of cases. Our performance on readmissions is a positive reflection on the homecare and reablement services that are supporting local people following a stay in hospital.

HSCP perform less well on the customer perception measures included in the LGBF. However, we would note that the perception data from the Health and Care Experience Survey is only gathered every two years with the latest figures relating to 2017/18. We also have some concerns that the new suite of measures for adult social care is heavily dependent on perception measures given their reliability. We note that our score is particularly low for the proportion of people who felt that they had a say in how their support was provided. To improve in this area we are developing a new Participation and Engagement Strategy that will help deliver on the principles and practices endorsed by the Scottish Health Council and those set out in the National Standards for Community Engagement.

What the HSCP is doing to improve services

The HSCP is continuing to deliver its ‘Fit for the Future’ improvement programme. One element of the redesign that will impact on independent living and reducing unplanned hospital care is the establishment of services to better support people who are extremely frail and/or approaching end of life. This includes the development of Bonnyton House to offer recuperation and end of life care for people unable to be maintained at home but as an alternative to permanent residential care or hospital admission.

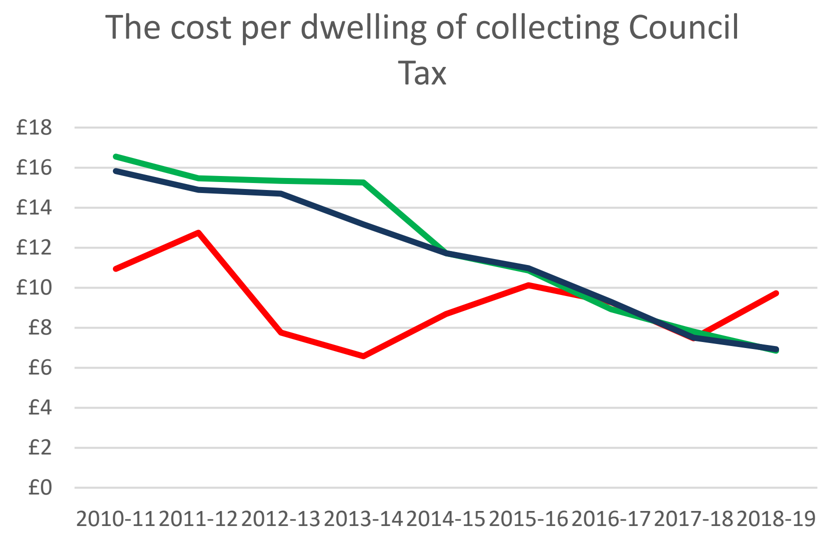
As well as developing our approach for fairer allocation of resources through SDS, we will establish greater 'choice' for East Renfrewshire residents by developing the local market for support provision. To support our focus on early intervention and prevention we have established an Initial Contact Team to provide fast access to information, advice and support. This preventative work is supported by a programme of ‘Talking Point’ events, places in your community where you can come along and get information, support and advice about adult health, wellbeing and community activities going on where you live.

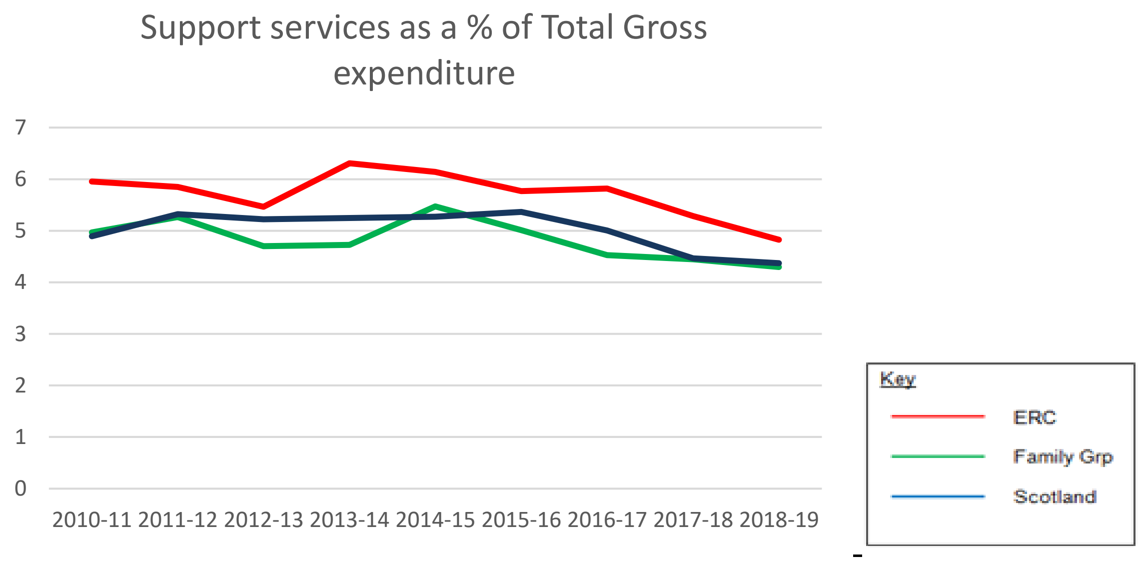
Organisational Outcomes – Customer, Efficiency and People

Corporate Costs and Processes

Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	18/19Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Efficiency Outcome	Support services as a percentage of total gross expenditure	5.8%	5.3%	4.8%	4.4% (+0.4)	4	4	4	25	27	25
	The cost per dwelling of collecting Council Tax	£9.27	£7.46	£9.72	£6.92 (+£2.80)	3	2	4	17	13	26
	Percentage of income due from Council Tax received by the end of the year	97.8%	97.8%	97.6%	96% (+1.6%)	1	1	1	4	5	4
	Percentage of invoices sampled that were paid within 30 days	71.0%	83.3%	81.4%	92.7% (-11.3%)	4	4	4	32	29	30

Key trends


The cost per dwelling of collecting Council Tax
£18
£16
£14
£12
£10
£8
£6
£4
£2
£0
2010-11 2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19


Support services as a % of Total Gross expenditure
7
6
5
4
3
2
1
0
2010-11 2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19
Key
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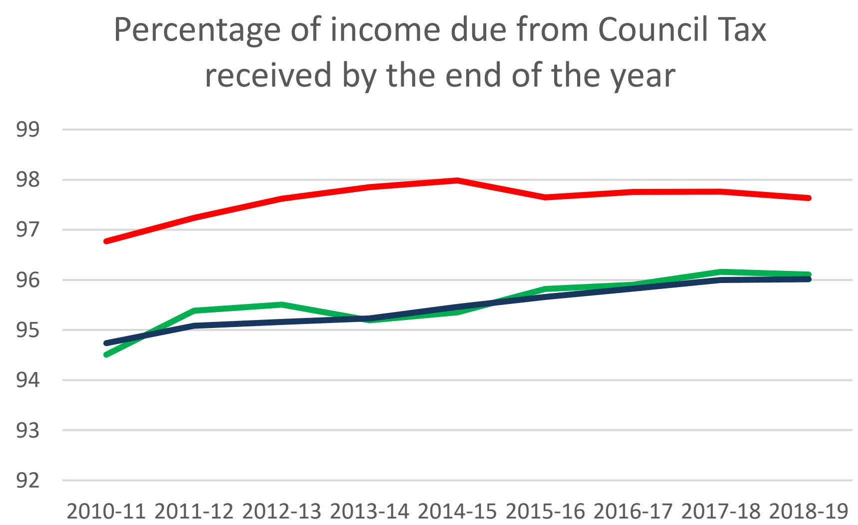
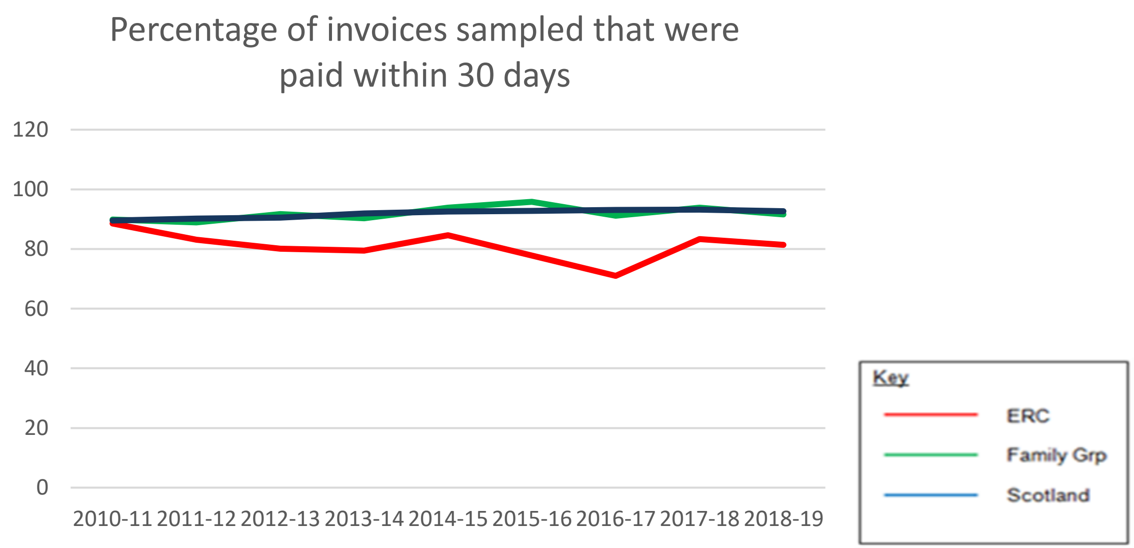
Scotland


Percentage of income due from Council Tax received by the end of the year
99
98
97
96
95
94
93
92
2010-11 2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19


Percentage of invoices sampled that were paid within 30 days
120
100
80
60
40
20
0
2010-11 2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19
Key
ERC
Family Grp
Scotland

National Overview

Corporate services spend has fallen by 24% in real terms since 2010/11, and corporate services now account for only 4.4% of total spending. This is the lowest corporate overhead ratio yet recorded and reflects Scottish councils' commitment to protect frontline services over 'back office' functions. It also reflects the maturation of councils' digital strategies. Council tax collection within year is at an all-time high of 96% and the cost of collection has reduced by over 56% in real terms since 2010/11.

Strategic Policy Intention

To provide efficient and effective support services, to properly and adequately resource the democratic governance of the Council and the area.

Council Performance

The proportion of spending on support services declined in 2018/19 from 5.28% to 4.83%. These costs will continue to be affected as we look to modernise and streamline core business functions, such as invoice payments and the Council makes investments to modernise its IT infrastructure.

Our Council Tax collection rate is good, retaining our top quartile position, significantly above the Scottish average. Despite the marginal reduction of 0.2% in cash collected, the net billed figure increased to £51.3m (prior year £49.1m) with an additional £1.9m of cash collected. The cost of Council Tax collection has been adversely impacted by an Accounting adjustment for capital charges, outwith the control of Revenue Services. This indicator is now above the Scottish average moving to 4th quartile position. It is anticipated that these costs will continue to increase over the next two years as we seek to modernise and improve Council Tax and Benefits processes reflecting costs associated with implementing the new ICT system.

Invoice payments performance has decreased by 1.9% from 2017/18 with 81.4% of invoices paid within 30 days in 2018/19. Despite regular engagement and significant effort from departments, this indicator was adversely impacted by a technology upgrade in the last quarter of 2018/19. Our 4th quartile position is not reflective of the performance improvements in accuracy and error rates, avoiding duplicate payments and mitigating against potential financial risk. A rigorous compliance regime is firmly embedded and auditors have acknowledged the very significant performance improvements in this area. The focus for the remainder of the 2019/20 year will be to continue to 'bed in' the new Finance/Procurement system, which was implemented across the Council in September 2019 and has had a significant impact on processes. Given the scale of the change, it is unlikely that our comparative PI performance will improve in 2019/20.

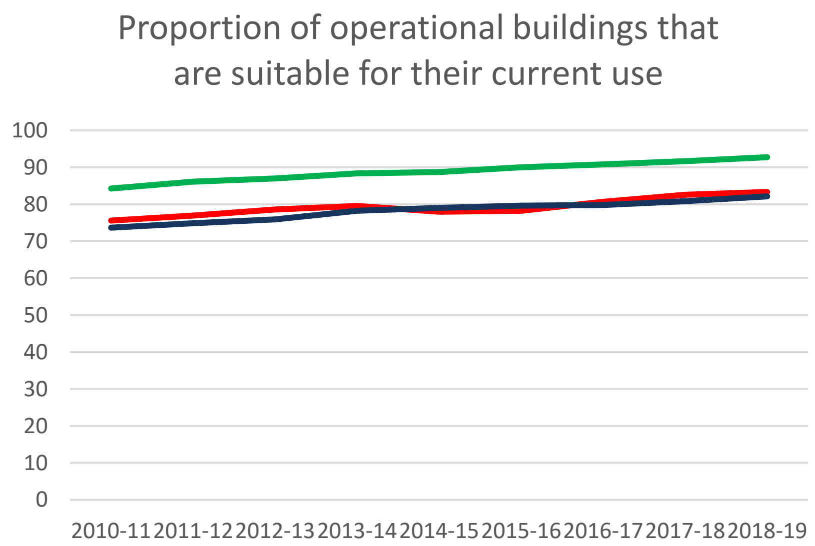
What the Council is doing to improve services

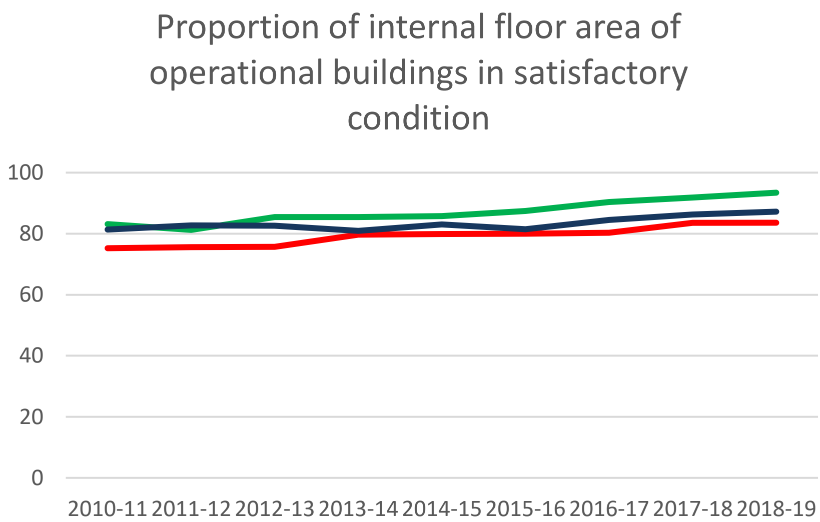
We are keen to improve customer journeys, processing times and the digitisation of our end to end processes. The implementation of the new finance/procurement system in September 2019 will modernise and streamline both our invoice payments and sundry debt processes, but it will take time for these benefits to come through. The Council Tax and Benefits ICT system will also be replaced in 2020 and will fundamentally change processes and improve customer experience.

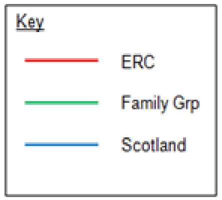
Corporate Assets

Indicator type	Full name	2016/17 value	2017/87 value	2018/19 value	18/19 Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
Efficiency Outcome	Proportion of operational buildings that are suitable for their current use	80.7%	82.6%	83.3%	82.1% (+1.2)	3	3	3	22	20	18
	Proportion of internal floor area of operational buildings in satisfactory condition	80.3%	83.6%	83.6%	87.2% (-3.6)	3	3	3	24	22	22

Key trends







National Overview

There has been continued improvement in the condition of Scottish councils' corporate assets since 2010/11, with 82.1% of operational buildings suitable for their current use and 87.2% in satisfactory condition recorded for 2018/19, the highest rates recorded since the benchmarking framework was launched.

Strategic Policy Intention

To deliver high quality, efficient and effective asset management and property maintenance to support a thriving, attractive and sustainable place for residents and businesses to grow. Providing efficient buildings that are cost effective, user friendly and support new ways of working are also key to contributing to the Council's overall efficiency.

Council Performance

Overall, property performance continued to improve in 2018/19. This is attributed to a successful programme of major maintenance, property rationalisation and introduction of new builds to replace life expired property. There continues to be a planned reduction in the number of operational properties resulting in a harder working, better maintained property portfolio. It should be noted that whilst property numbers are decreasing, gross internal area is increasing as replacement properties are larger and also come with higher servicing costs due to more complex building management systems and services.

There are now 113 operational properties. This consists of a total of 241,120 square metres (gross internal area) with 201,624 square metres of that recorded in satisfactory or good condition. This gives a ratio of 83.6% for ratio of floor area in satisfactory condition against a previous ratio of 83.6%. This measure, although at the same level as last year, reflects both improvements in property condition and consideration of detrimental changes with defects recorded against properties. This shows effective allocation of resources to keep properties open and supporting service delivery.

There has been an increase (from 82.6% to 83.3%) on the proportion of operational buildings that are suitable for their current use. The 'suitability' indicator is the ratio of properties with satisfactory suitability for current use over the total number of operational properties. Again this indicator is projected to rise next year once consideration of new property assets has been included.

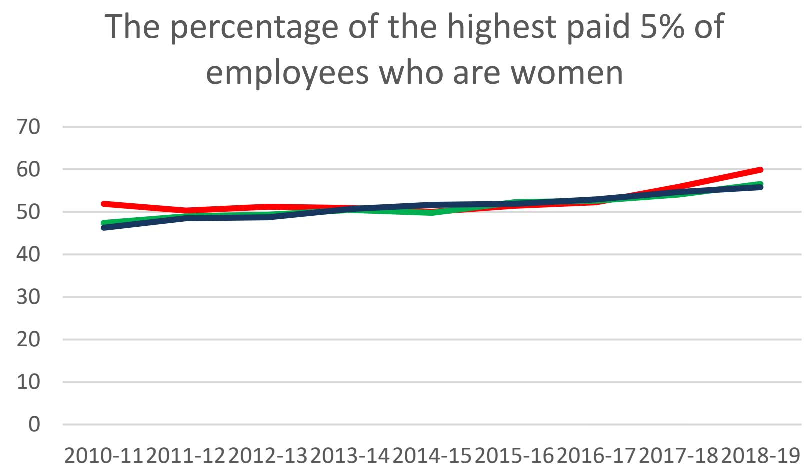
What the Council is doing to improve services

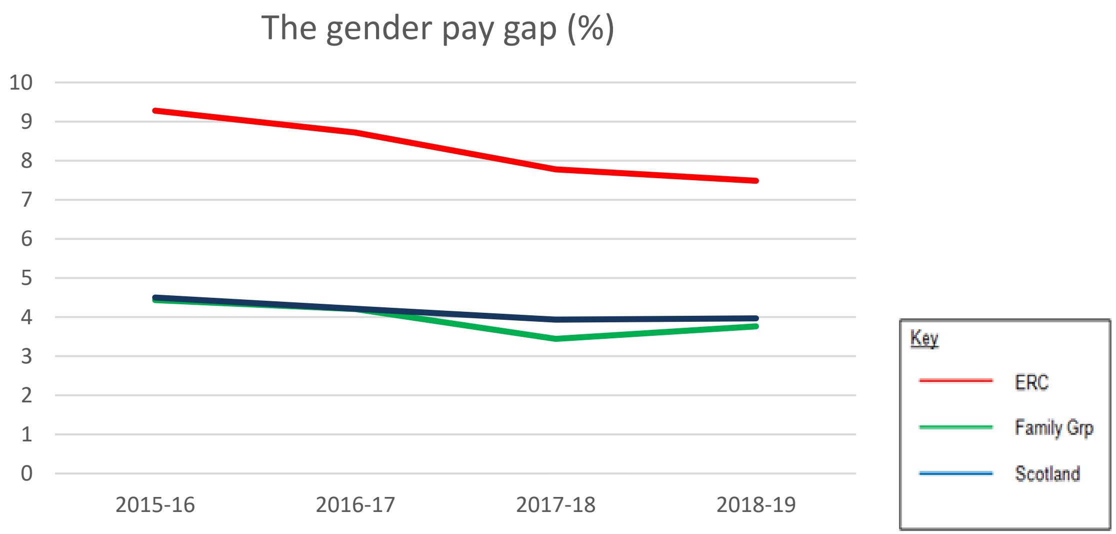
The Council continues to explore opportunities for property colocation with community partners. This could potentially reduce running costs whilst allowing community access to services at one location. Liaison with community groups is enabling vacant properties to be brought into use again providing space for community activity and relieving the Council of revenue costs and maintenance liability. Significant savings are being achieved through use of the NDEE (Non Domestic Energy Efficiency framework) with the installation of upgraded heating controls and LED lighting which will enhance building user environment whilst also reducing energy and maintenance costs. Building user safety is of paramount importance, especially in light of tragic events such as Grenfell Tower, Liberton School as well as the construction failure at Oxgangs Primary. As a result, Action Plans are in place for both maintaining to building compliance and following the recommendations of the Cole Report. The introduction of a Corporate Landlord function will further assist in creating building efficiencies through better control of space utilisation whilst also carrying out an upgrade of office accommodation.

Employees

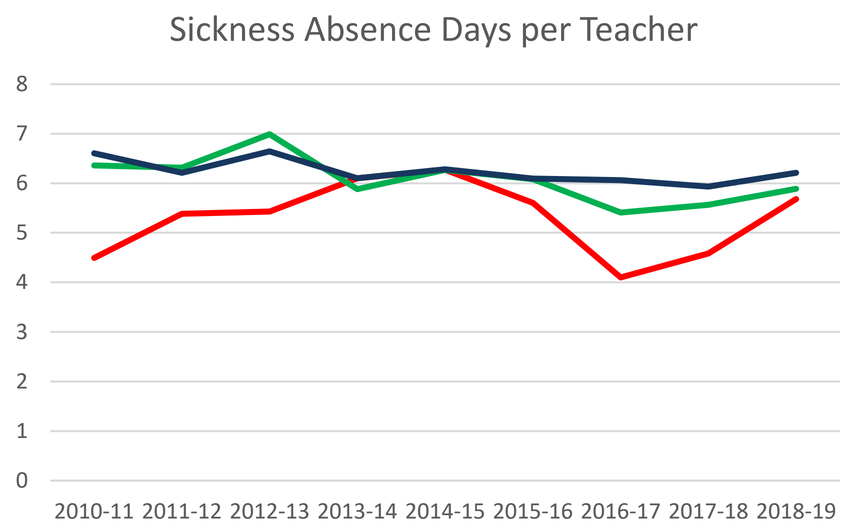
Indicator type	Full name	2016/17 value	2017/18 value	2018/19 value	19/18 Scot Av. (ERC difference)	2016/17 quartile	2017/18 quartile	2018/19 quartile	2016/17 rank	2017/18 rank	2018/19 rank
People Outcome	The percentage of the highest paid 5% of employees who are women	52.3%	55.9%	59.9%	55.8% (+4.1)	2	2	1	15	9	5
	Gender pay gap	8.8%	7.8%	7.5%	4% (+3.5)	4	4	4	29	28	27
	Sickness absence days per teacher	4.1	4.6	6.1	6.2 (-0.1)	1	1	2	1	3	16
	Sickness absence days per employee (local government employees)	11.5	10.5	12.4	11.5 (+0.9)	3	3	2	20	9	21

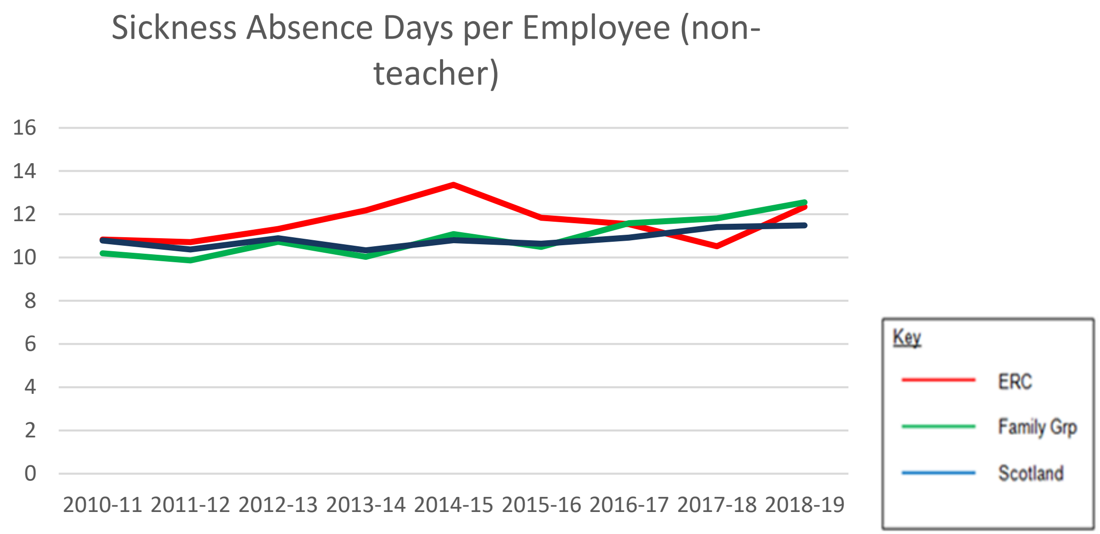
Key trends





Annex 1


Sickness Absence Days per Teacher
8
7
6
5
4
3
2
1
0
2010-11 2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19


Sickness Absence Days per Employee (non-teacher)
16
14
12
10
8
6
4
2
0
2010-11 2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19
Key
ERC
Family Grp
Scotland

National Overview

The gender pay gap in Scotland has reduced at a rate of 12% across the last four years, although this has slowed in the last 12 months, and the proportion of the 5% highest earning staff who are female has risen to 56%. Local Government absence levels are at their highest since 2010/11, increasing by 3.6% across the period. While absence levels for both teaching and non-teaching staff increased in the last 12 months, the data reveals a different trend pattern for each. Although teacher absence days have increased by 4.6% in the past 12 months from 5.9 days to 6.2 days, absence levels have reduced overall by 6% since 2010/11, albeit with fluctuations. Sickness absence days for non-teaching staff are higher than those for teachers, and have increased by 6.4% since 2010/11, from 10.8 days to 11.5 days, which is the highest point since the base year. In the last 12 months, there has been a further 0.7% increase. Although there have again been fluctuations during this period, a clearer increasing trend is observable in absence levels for non-teaching staff over the period.

Strategic Policy Intention

To reduce the number of sickness absence days within the Council and ensure that ERC continues to be a fair and equal employer.

Council Performance

Our commitment to equalities at the Council is reflected in our positive rate of high female salary earners. Gender pay gap data was introduced as a new indicator in 2015/16 and we continue to perform less favorably on this measure. The gender pay gap has reduced by 0.3% for East Renfrewshire however we continue to be in the fourth quartile. This is a metric which the Council will continue to review and we are looking at initiatives to target reducing the gap further over the coming year. Our performance on absence for both teachers and local government employees has increased when compared to the previous year. We have undertaken a review of how we provide support with absence management, and there will be more targeted work undertaken by HR to support with absence management. Overall absence performance can be attributed to a number of factors including the continued increase of our average age profile and the fact that the council continues to provide a significant number of services which have a high level of manual tasks. Many other councils have outsourced these manual focused roles e.g. home care, cleaners etc. (where sickness absence levels tend to be higher), to arm's length organisations thus affecting a reduction to their absence levels overall.

What the Council is doing to improve services

Whilst our absence rates have improved, it will continue to be a focus with priority given to hot spot areas, mainly Facilities Management and Homecare. The additional resource in place over the last year has been used to coach and mentor managers on how best to tackle absence especially complex issues. We have a maximising attendance policy which is aimed at maximising attendance at work for all employees in a fair, consistent and timely way, and training on this policy is run throughout the year. In addition departments continue to monitor absence, to ensure managers undertake their duties in terms of return to work meetings and absence review meetings.

In terms of the gender pay gap, a large proportion of Homecare roles have been regraded in line with the council job evaluation scheme which has resulted in their grades increasing from 3 to 4. This increase in grade will subsequently impact salary which should have a positive impact on future gender pay gap reporting. We continue to support the payment of the Scottish Local Government Living Wage as a supplement and this should also make some impact on the gap in the lower grades. Other councils have outsourced their high volume low graded workers to other organisations, which means they do not include them in their gender pay gap calculations and therefore their results when compared to ours are significantly better. As a council we have not outsourced these roles, and we will continue to identify measures to address the gender pay gap issue.