

EAST RENFREWSHIRE COUNCILCABINET16 June 2016Report by Deputy Chief ExecutiveSTRATEGIC END YEAR PERFORMANCE REPORT 2015-16
COMMUNITY PLANNING PARTNERSHIP AND COUNCIL PERFORMANCE**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Community Planning Partnership and Council end-year performance in 2015-16 based on performance indicators in the Single Outcome Agreement (2013-16) and Outcome Delivery Plan (2015-18). 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.

RECOMMENDATIONS

3. It is recommended that Cabinet:
 - (a) Scrutinises and comments on the summary of the Community Planning Partnership and Council's end-year performance for 2015-16 (Annex 1).
 - (b) Considers the Advice Note in 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 10 May.

BACKGROUND

4. The Community Planning Partnership has agreed a high level Single Outcome Agreement (SOA) which sets out what we will work to achieve for local people. The Council sets out its contribution to the SOA through the content of the Outcome Delivery Plan (ODP). 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 partnership performance and those titled 'ODP' show Council performance.
5. The ODP includes an extensive range of performance indicators. The strategic indicators are included in this report, with the remainder being reported in departmental reports. Updates on other performance indicators and activities are also covered in departmental reports. These reports will follow in August.
6. 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.

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7. 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. Indicators with no new data to report are listed under Annex 2, such as Local Government Benchmarking Framework data that are not yet available.

COMMUNITY PLANNING PARTNERSHIP PERFORMANCE

8. The East Renfrewshire Performance and Accountability Review (PAR) oversee the Community Planning Partnership's performance against SOA outcomes and, in particular, will focus in on areas where there is evidence of a decline in performance. The PAR has reviewed performance at the end-year point, with the Community Planning Partnership performing well against set targets. Overall, of the updated indicators with a target set for the SOA, most met target. The Community Planning Partnership will continue to build on performance successes through enhancing already strong working relationships between agencies, and improving how activities are planned, coordinated and actioned. The PAR will lead on the implementation of the Community Empowerment (Scotland) Act including developing a Local Outcomes Improvement Plan which will replace the current SOA. An advice note to Cabinet on the focus and priorities of the PAR is attached in Annex 3.

COUNCIL PERFORMANCE

9. East Renfrewshire Council continues to achieve excellent performance results across many areas including educational attainment, collecting council tax and dealing efficiently with customer requests. The Council also performs consistently well in other areas such as meeting housing quality standards, responding to alarm community calls, noise and anti-social behaviour complaints, and dealing promptly with planning applications.

10. At end year 2015-16 there were some significant improvements in performance including the following areas: gross rent arrears, the rate of housing repairs completion, sickness absence levels, the number of alcohol interventions delivered, the time taken to process housing benefit and council tax claims, and the number of units added to the affordable housing stock. There were also marked increases in the number of adult attendances to libraries and indoor sport and leisure facilities.

11. The Council is performing well across the majority of the ODP indicators; however there are areas where we want to continue our improvement work and build on our current performance levels, and these include invoice processing and levels of sickness absence.

12. Overall, of the updated ODP indicators at end-point 2015-16 the Council's performance is positive across most of the indicators. In the remaining areas where there is scope for improvement there is a clear understanding of reasons for performance levels and plans in place to address any performance issues. End year 2015-16 is the final point of reporting on the current ODP before moving to the new streamlined ODP for 2016-19 considered by Cabinet on 21 April.

CUSTOMER CARE STANDARDS

13. In March 2016 we tested our performance in relation to our Customer Care Standards through a Mystery Shopping exercise. Key findings from the exercise will be reported in the Mid-Year Strategic Performance Report. During the mystery shopping exercise nearly 60 contacts were made at different Council locations, testing eight service standards across four methods of communication (in writing, by telephone, in person, on social media). Initial

findings suggest that performance in relation to the Customer Care standards was strong. There were particularly positive responses in relation to the quality of the customer experience.

PUBLICATION OF END YEAR PERFORMANCE INFORMATION

14. 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

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

CONSULTATION

16. There have been various consultations in the past twelve months both internally and externally.

PARTNERSHIP WORKING

17. This report summarises performance of the Community Planning Partnership and Council towards the outcomes within the SOA. Results could not have been achieved without excellent partnership working and the involvement of our local community.

IMPLICATIONS OF REPORT

18. 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

19. This report details the performance of East Renfrewshire Community Planning Partnership and the Council at end-year 2015-16. The information presented here shows an overall positive picture. The Council continues to respond well to a range of challenging circumstances, while striving to deliver highly valued services and achieve positive outcomes for our local residents.

RECOMMENDATIONS

20. It is recommended that Cabinet:

- (a) Scrutinises and comments on a summary of the Community Planning Partnership and Council's end-year performance for 2015-16 (Annex 1).
- (b) Considers the Advice Note in 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 10 May 2016.

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BACKGROUND PAPERS

- Strategic Mid-Year Performance Report 2015-16, Cabinet 3 December 2015
- Strategic End-Year Performance Report 2014-15 and Performance Animation, Cabinet 25 June 2015
- Outcome Delivery Plan 2015-2018, Cabinet 4 June 2015

KEY WORDS: This report sets out the performance at end-year 2015-16 for the Council and Community Planning Partnership.

The keywords are: “performance management, ODP, SOA, PAR, outcome delivery plan, LGBF, indicators, end-year performance, outcomes, performance report, complaints”

Single Outcome Agreement 2013 - 2016
Outcome Delivery Plan 2015 - 2018



East
Renfrewshire
Community
Planning
Partnership

Strategic End-Year Performance Report 2015-16

The following provides an update of Council and Community Planning Partnership (CPP) performance data at end-year point 2015-16. 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.

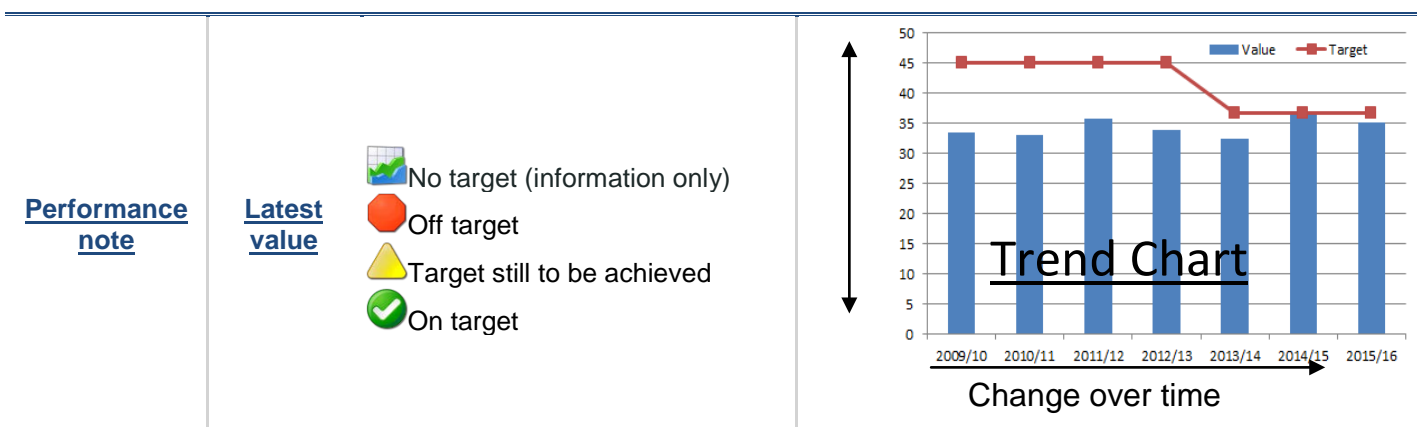
Data note

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 2017'.

Key

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



Performance areas for discussion

Indicators highlighted in green show where performance is very good.

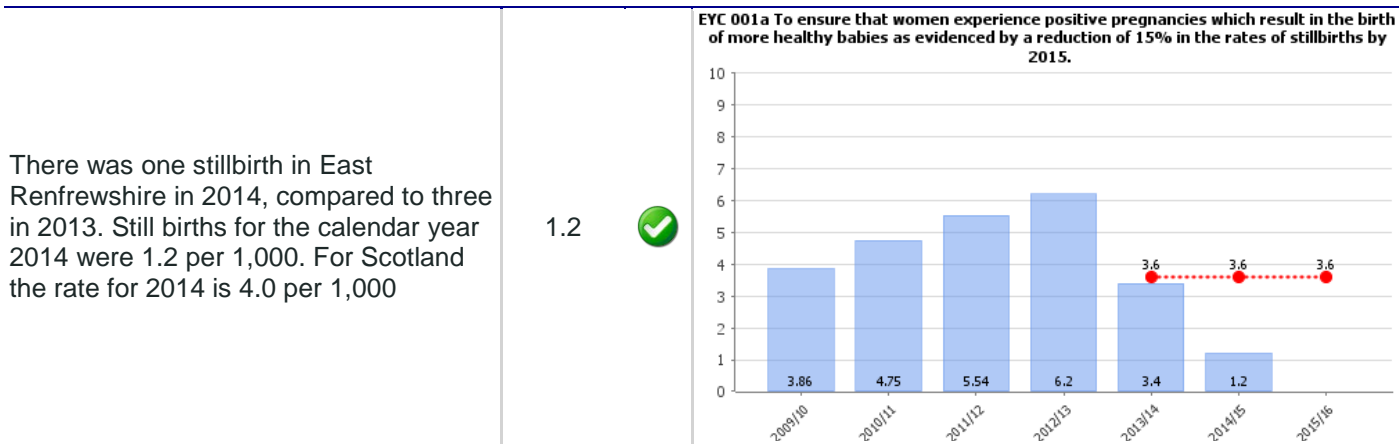
Indicators highlighted in red show where performance is off target.

Indicators where there is no new data available at end-year point are listed in Annex 2.

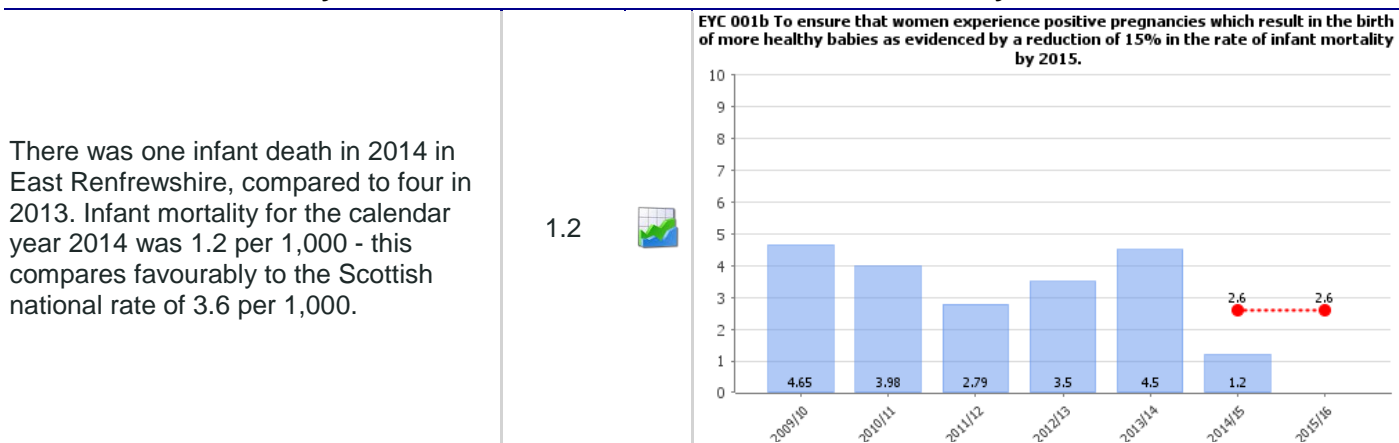
SOA 1 Partnership Performance

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

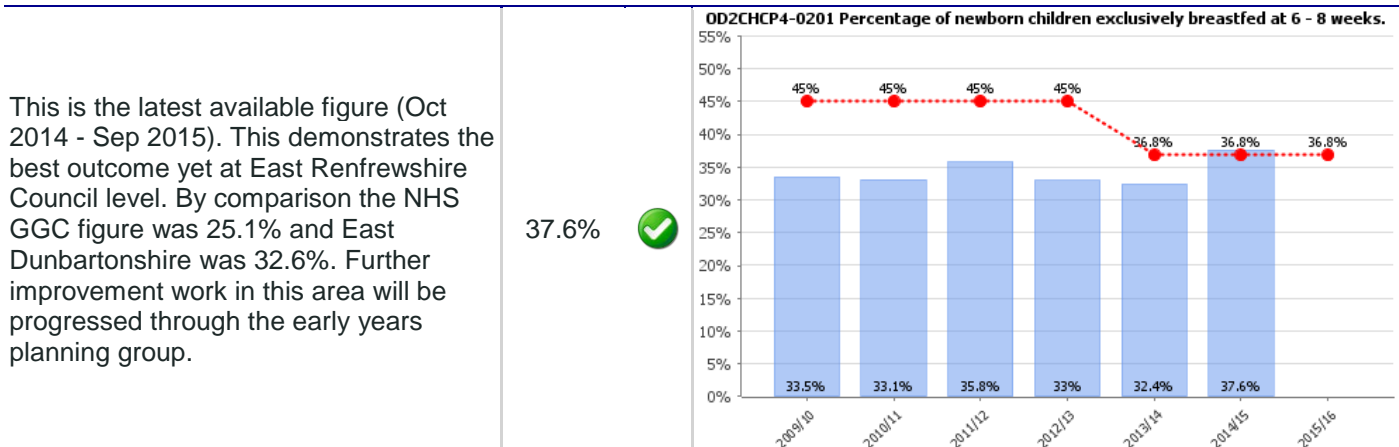
To ensure that women experience positive pregnancies which result in the birth of more healthy babies as evidenced by a reduction of 15% in the rates of stillbirths.



To ensure that women experience positive pregnancies which result in the birth of more healthy babies as evidenced by a reduction of 15% in the rate of infant mortality.



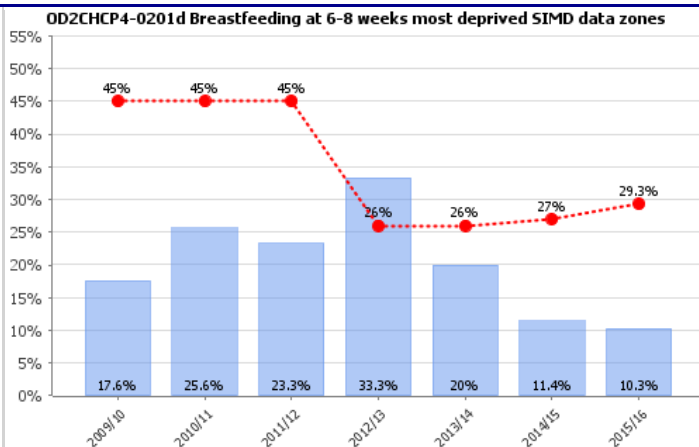
Percentage of new born children exclusively breastfed at 6 - 8 weeks.



Breastfeeding at 6-8 weeks most deprived SIMD data zones

10.3% latest available figure (Sep 2015) demonstrates that there are still issues with breastfeeding in deprived areas. Activity around this indicator has been reviewed and resource identified for the coming year for targeted work to improve performance. In comparison NHS GGC figure was 16.1% and East Dunbartonshire was 10.7%

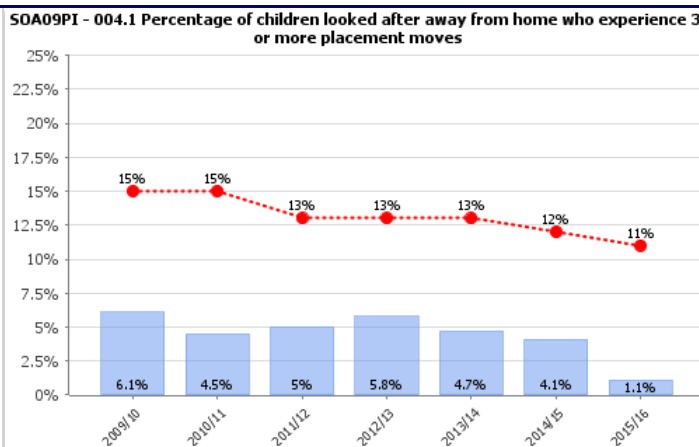
10.3%



Percentage of children looked after away from home who experience 3 or more placement moves

The stability of placement for looked after children, an important measure of attachment and future outcomes, has significantly improved on the 2014/15 figure with those experiencing 3 or more placements falling to 1.1 per cent (from 4.1%).

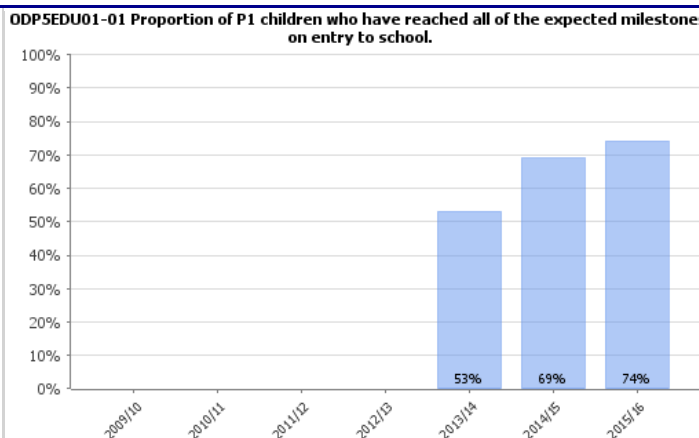
1.1%



Proportion of P1 children who have reached all of the expected milestones on entry to school.

The 2015-16 results showed a 5% increase and were more consistent across the 22 primary schools than the previous year. Results have been shared with establishments to identify strengths, areas where staff can be further supported to improve their practices and to ensure greater consistency across the authority. As a result the 2016-17 results are expected to be closer to the 2017-18 target of 90%. Schools also recorded 93% of pupils as having no developmental milestone concerns.

74%



ODP 1 Council Performance

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



01 Parents are supported to provide a safe, healthy and nurturing environment for their families.

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	2015/16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of pre-five establishments being awarded silver level 'Family Friendly' accreditation	N/A	N/A	N/A	N/A	51%	50%	✔	Target exceeded.
Number of unplanned or underage pregnancies among Postponing Parenthood participants	0	0	0	0	0	0	✔	Target achieved.

02 Our young children are healthy, active and included.

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	2015/16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	59.6%	61.2%	61%	61.3%	59.5%	60%	✔	The 2015-16 result was 0.14 marks out of 28 off target. Results have been shared with nursery and primary establishments to identify strengths and areas for further improvement.
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	55.1%	56.8%	55.4%	55.3%	55%	56%	⚠	The 2015-16 result was 1% below the target (equivalent to 0.28 marks out of 28). Results have been shared with nursery and primary establishments to identify strengths and areas for further improvement.

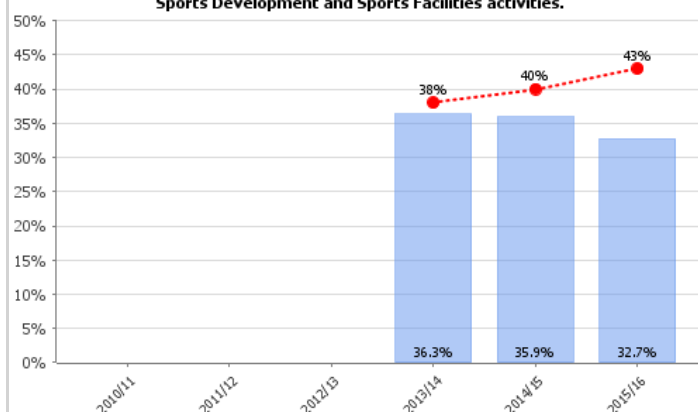
% of children 8 years and under accessing sport through Sports Development and Sports Facilities activities.

Increases in programme uptake suggest customer management systems as currently configured are not accurately measuring this indicator.

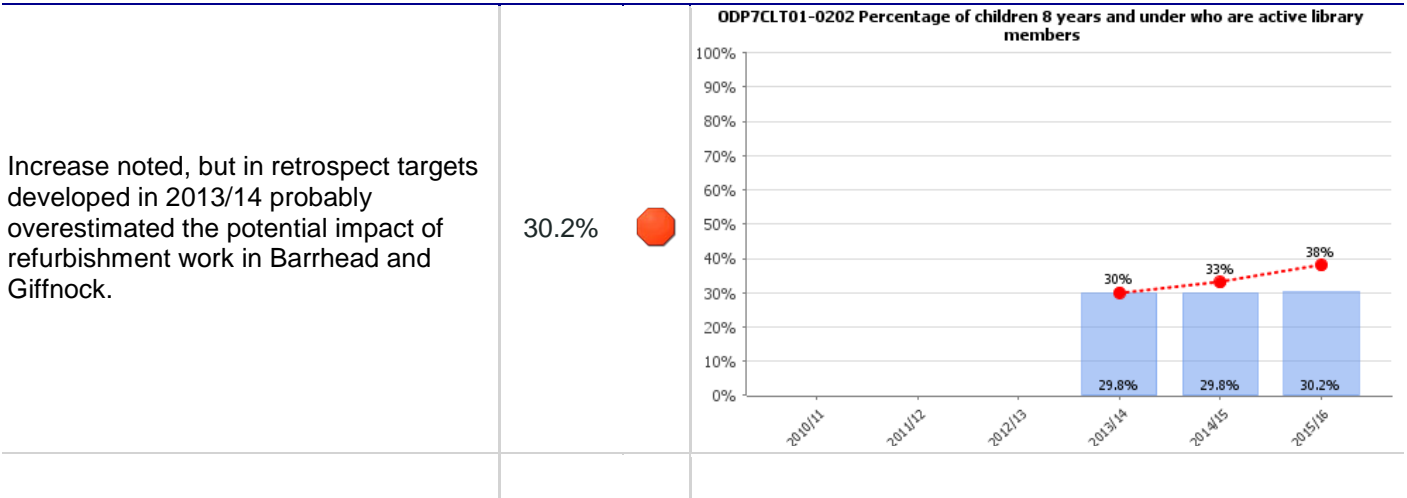
32.7%



ODP7CLT01-0201 Percentage of children 8 years and under accessing sport through Sports Development and Sports Facilities activities.



% of children 8 years and under who are active library members



03 Our young children are safe and cared for.

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	2015/16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of child protection re-registrations within 12 months of de-registration.	9.5%	17.6%	12.5%	3.8%	8.3%	17%	✔	Thirty six children were registered in 2015-16.
% of parents of pre-five children reporting their child feels safe and cared for in nursery	N/A	N/A	98%	99%	98.7%	98%	✔	Target achieved.

SOA 2 Partnership Performance

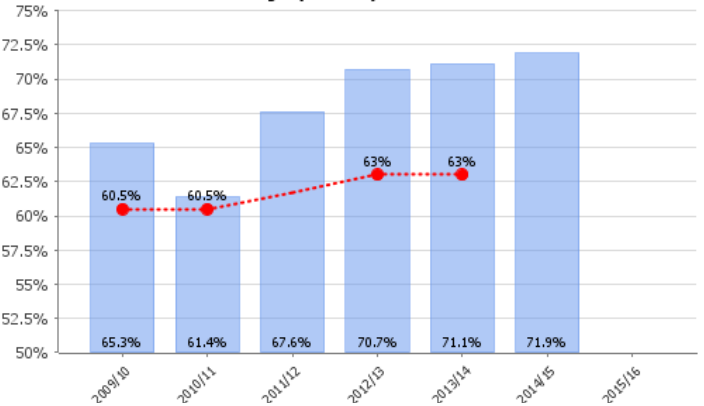
East Renfrewshire residents are fit and active and have the skills for learning, life and work.

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

Data updated to reflect Insight and post results services. In 2014-15 the Council achieved its best performance to date with 71.9% of S4 achieving 5+ at L5; this is an increase of 0.8% on 13-14 and is considerably higher than the Council's virtual comparator of 49.6%. The Council is currently on course to achieve the 3-year average target (2015-17) of 71.5%. Next update October 2016.


71.9% 

OD2EDU3-0101a National examination results: 5+ @ L5 by end of S4. 3-year average target (2015-17) of 71.5%

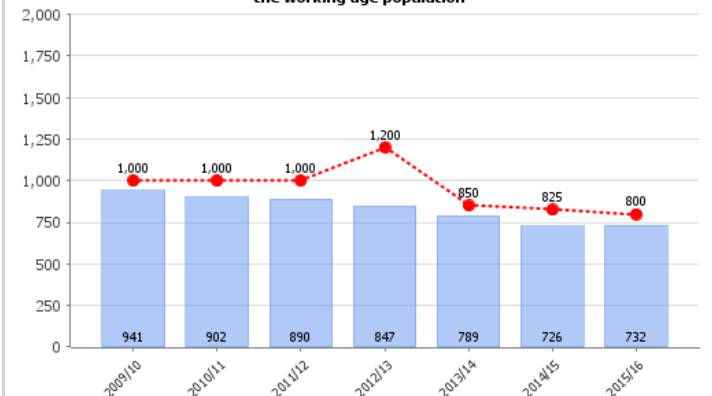


Number of claimants in receipt of out of work benefits per 10,000 of the working age population

Target exceeded. Number claiming out of work benefits: 4080. Population base: 55700
Benchmarking: ranked 5 of 32, 1st quartile among Scottish Local Authorities.


732 

SOA10PI - 002.1 002.1 Number of claimants in receipt of out of work benefits per 10,000 of the working age population

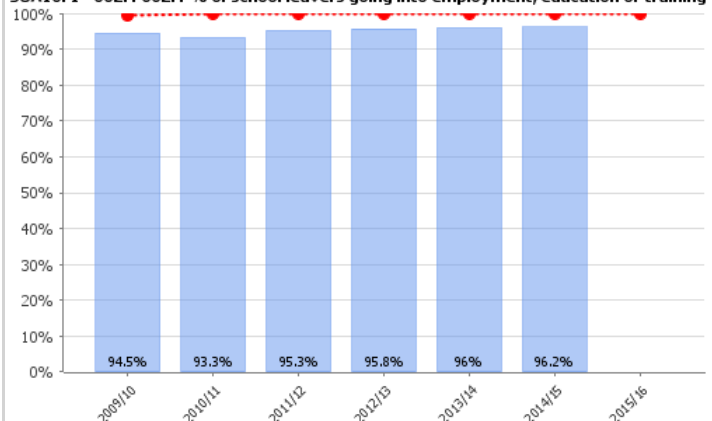


% of school leavers going into employment, education or training

ERC ranked 2nd in % of pupils entering positive destinations for 2014/15, an improvement from 3rd in 2013/14. The 2014/15 result is the best-to-date and remains above the national average of 92.9%.

96.2% 

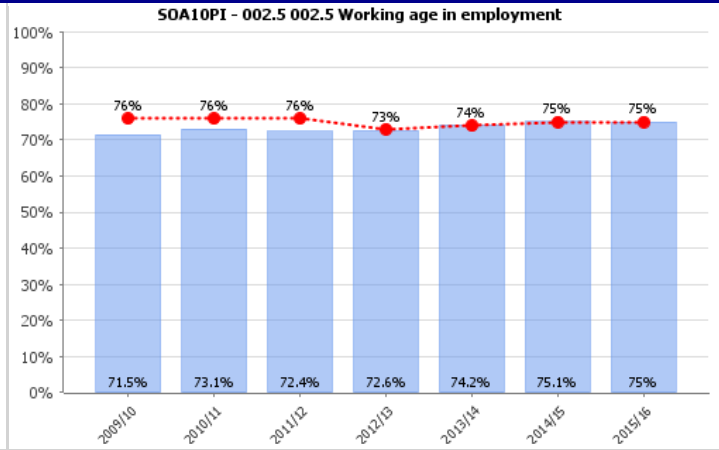
SOA10PI - 002.4 002.4 % of school leavers going into employment, education or training



Working age in employment

Target met. Ranked: 15th of 32, 2nd quartile among Scottish Local Authorities.

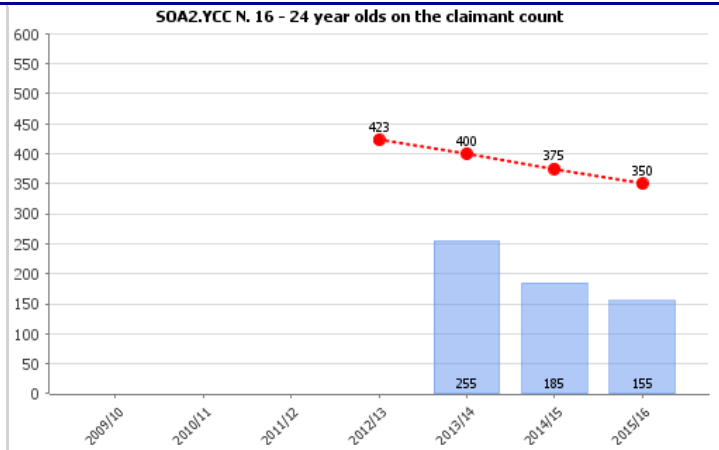
75%



Number of 16 - 24 year olds on the claimant count

Target exceeded. The number of job seekers aged 16-24 has been steadily declining with 1.8% of those aged 16-24 on the claimant count.

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ODP 2 Council Performance

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



01 Children are confident, effective learners and achieve their full potential.

Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of pupils reporting that their school is helping them to become more confident. (Target of 93% by 2017-18)	92%	83%	92%	90%	90%	--		There was a 7% increase from the baseline in 2012-13. Currently, the department is 3% below its 2017-18 target. Establishments, particularly secondary schools, are being supported to ensure that staff reflect and improve approaches that lead to an increase in pupils reporting that they are becoming more confident.
% of pupils in P6-S6 taking part in volunteering activities	44%	47%	51%	54%	N/A	55%		A number of schools have been making closer links with local community groups which have resulted in increased opportunities to work with elderly residents and those with additional support needs. Schools are ensuring that the volunteering activities which children and young people are undertaking are tracked, monitored and celebrated as appropriate. Next data available from end June 2016.
% of Primary and Secondary Schools with Level 1 Rights Respecting Status	N/A	N/A	N/A	N/A	66%	50%		Of the three levels of recognition; we have 3 schools that have the 'recognition of commitment' status; 12 schools with Level 1 and 7 schools with Level 2 (where level 2 is the highest of the 3). We are experiencing a significant delay between application for status and this being awarded. Percentage recorded includes only those schools who have achieved Level 1 status or better.

03 Residents have the skills for employment through increased take up of education and training opportunities.

Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of adults completing learning programmes, reporting that the learning has improved their ability to obtain, improve or sustain their employment.	N/A	N/A	96%	96%	95%	95%		Target achieved
% of adults completing learning programmes through Culture & Sport, reporting that the learning has improved their ability to obtain, improve or sustain their employment.	N/A	N/A	96%	96%	95%	95%		Target achieved
Number of individuals entering employment, training or education as a result of training and employability services.	283	304	346	316	253	300		Target not met. The first half of the year was slow due to delays with the European Social Fund (ESF) Programme this resulted in no ESF funding being available to support ESF eligible employability activity. This is a national issue affecting Local Authorities who rely on ESF for

Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
								employability programmes. However, activity has accelerated throughout the year as EU funded programmes have been put in place.

Number of individuals sustaining employment or training six months after leaving WorkER

Target not met. The number of individuals sustaining employment or training is higher than the year end number reported. However, the previous management information system was not recording longer term outcomes. A new Management Information System has now been procured and is able to track clients over the long term

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04 Residents are active and optimise their health and well-being.

Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015 /16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Long-term Conditions- All LTCs crude admission rate per 100,000	1,801.8	2,016.9	2,131.1	2,027.3	N/A	1,941	✓	Apr 2014 - Mar 2015 figure, previous year 2,131 per 100,000. NHS GGC 2014-15 rate was 2,843
Sport & Leisure Management. Number of attendances per 1,000 population to all pools	3,606	3,289	2,582	2,969	3,080	3,450	⚠	Target missed by just over 10%. Improvement is expected as numbers continue to recover in Barrhead Foundry and Neilston Leisure Centre.
Number of attendances per 1,000 population for indoor sports and leisure facilities	4,437	4,534	4,345	4,730	5,534	5,400	✓	Target exceeded. Attendances now include school use as of August 2015.
Number of Library visits per 1000 population	5,378	5,301	4,717	5,262	6,258	6,220	✓	Target exceeded.
Number of organised events which encourage residents to participate in activities which promote health and wellbeing within the Dams to Darnley Country Park and Whitelee Access Project.	219	239	216	183	191	215	⚠	Target not met. A range of events which encourage local residents to become more active and involved have run throughout the year which includes stroller sessions, health walks and volunteering. The projects continue to attract visitors and receive positive and encouraging feedback.
Theatre attendances per 1000 population to Eastwood Park Theatre, including hirers' events and direct programming.	N/A	N/A	457	498	506	477	✓	Target exceeded
Sports Development usage per head of population	N/A	1.42	1.44	1.56	1.63	1.47	✓	Target exceeded.

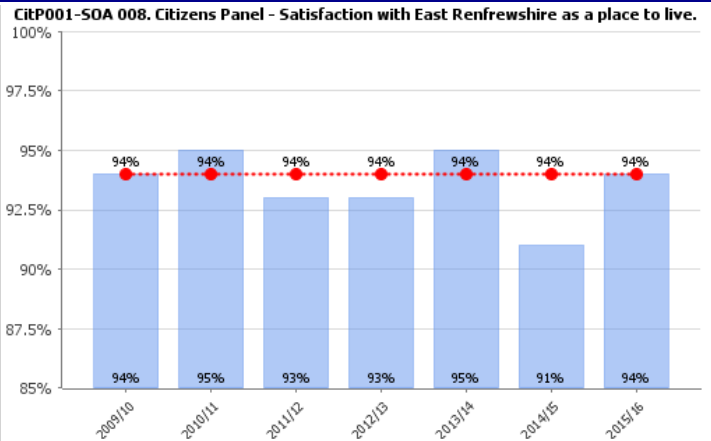
SOA 3 Partnership Performance

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

Citizens' Panel - Satisfaction with East Renfrewshire as a place to live.

21st Citizens' Panel Survey- 94% of the population was very satisfied or satisfied with East Renfrewshire as a place to live. This is a 3% improvement on the previous year and brings this measure back on trend.

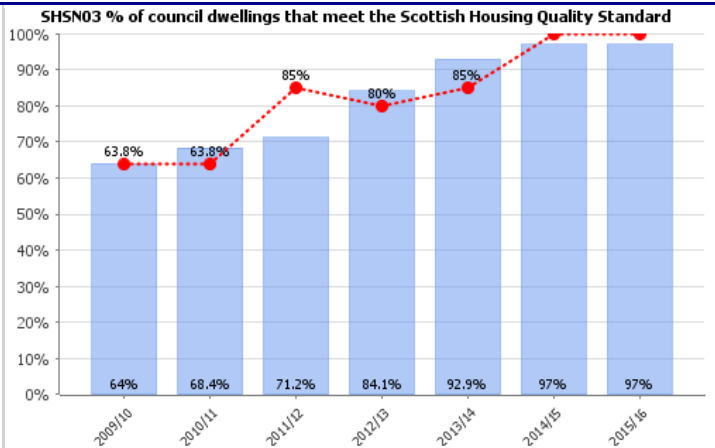
94%



% of council dwellings that meet the Scottish Housing Quality Standard (SHQS)

Target met. The SHQS programme for Council dwellings has been achieved, with no Council dwellings failing SHQS on completion of the programme. The remaining 3% are works that cannot be undertaken as the tenant or mixed tenure owner has not consented to the works, for example door entry systems.

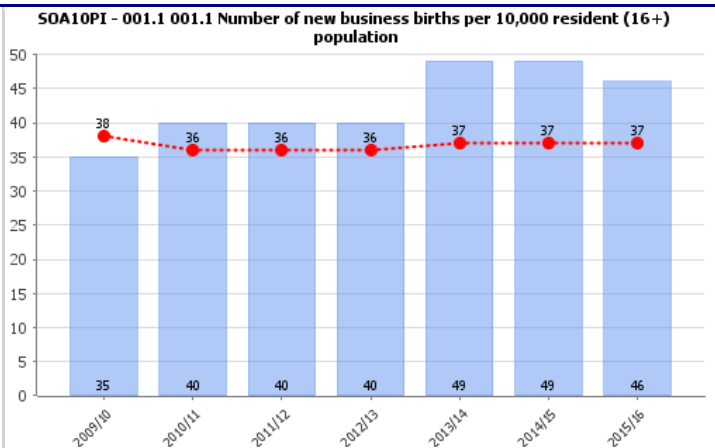
97%



Number of new business births per 10,000 resident (16+) population

Target exceeded.

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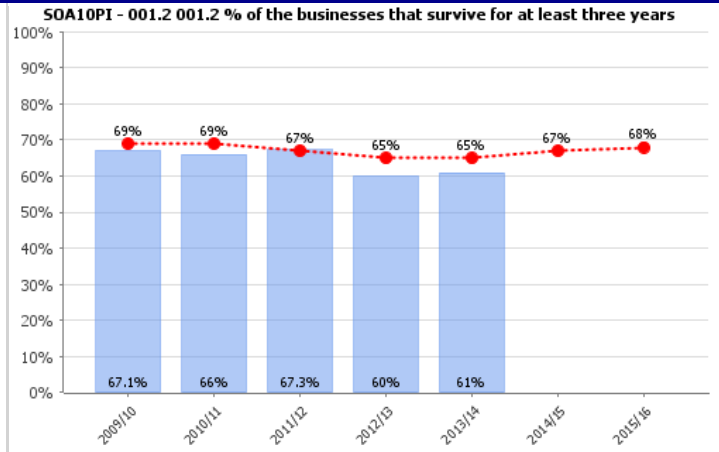


% of the businesses that survive for at least three years

61% of the 295 business start-ups in 2011 were still in operation by the end of the 2014. This amounts to 180 business start-ups surviving their first 3 years of service. Early indications for business survival in the coming years are positive with 94.4% of the 360 businesses starting up in 2013 still in operation in the following year. Rank 22nd of 32, 3rd Quartile among Scottish Local Authorities.

These figures are the latest available with the 2014/15 figures due for release Winter 2016. Delays to securing EU funding support for business growth interventions meant that there was no grant support available to businesses.

61%



ODP 3 Council Performance

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




01 The economy is stronger through increased business growth, targeted support and investment.





Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Number of businesses which have grown through targeted business support.	18	36	61	43	41	20		Target exceeded.
% of Economic Development Building Warrants fast tracked through the Building Warrant application process.	N/A	N/A	N/A	N/A	100%	80%		Target exceeded. Both Economic Development Building Warrants were fast tracked through the Building Warrant application process.
Increase visitor and resident participation in ER event programme.	30,000	49,149	47,200	28,000	34,000	30,000		Two large scale events successfully delivered. This includes 7,000 attending Armed Forces Day in 2015 and 27,000 people attending Electric Glen in 2016. For Electric Glen 87% of visitors rated their experience excellent and very good. 38% of attendees were from the local area.

02 Our natural and built environment is enhanced and our environmental impact minimised.


Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
The length of paths newly created or managed (km).	N/A	N/A	9.2	5.3	2.3	2		Target exceeded. 1.8km of path has been constructed through an area of Council owned greenspace and woodland in Newton Mearns. In addition, a further section of path was constructed along the Levern Water, Barrhead close to the waterworks site. This provides a connection to Salterland Road and complements the ongoing regeneration works in this area.
Number of schools maintaining Eco-schools Green Flag status	N/A	30	31	30	31	32		3 primary schools recently maintained their Green Flag status and a number of schools are waiting to be assessed. There are currently 31 schools with Green Flag Status and a number of establishments that have submitted applications this session; Eco Schools Scotland is changing and have put our applications on hold until the new session as a result.
Number of hectares of greenspace in East Renfrewshire improved/created.	0.6	2.75	2.75	0.5	2	3		Target not met. Works are continuing within the waterworks site with a number of local groups carrying out new planting and maintenance of the beds. A new orchard has been planted on open ground beside the waterworks and involved school children from St Lukes and Barrhead High Schools as well as other community groups. When established this will provide a fitting entrance way to Barrhead full of colour and life.

Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Number of hectares of greenspace and mature woodland in East Renfrewshire maintained by the Parks Service				595	595	--		595 hectares maintained.

03 Residents live in communities that are strong, self-sufficient, resilient and supportive.

% East Renfrewshire area covered by an active Community Council	100%	100%	100%	100%	64%	100%		7 of 11 Community Councils are active. The Community Planning team will continue to work with residents to establish the remaining 4 Community Councils throughout 2016/17.
% of groups receiving support from the Community Planning Team active after one year.	N/A	N/A	100%	90%	100%	100%		All 14 community groups were still active after 1 year of receiving support from the Community Planning Team.
% Citizens' Panel respondents who strongly agree/agree that they can influence decisions affecting their local area	25%	35%	41%	41%	37%	41%		Target missed- performance 4% below target.
Number of social enterprise organisations with earned income in excess of £100,000 employing more than five people.	25	27	27	29	28	25		Target exceeded.

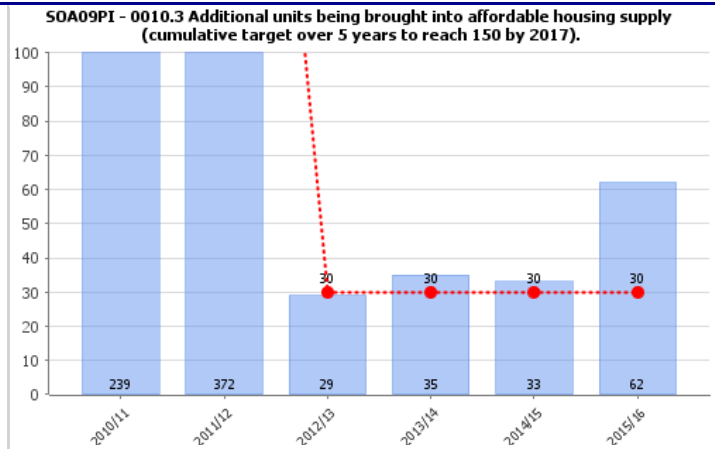
04 Residents live in warm, dry and energy efficient homes.

Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.	91.2%	95.1%	100%	99.9%	99.9%	100%		Target met. The Scottish Housing Quality Standard programme for Council dwellings has been achieved, with no Council dwellings failing SHQS on completion of the programme. 2 tenants have refused to have a gas supply installed and these properties are classed as exemptions to the SHQS.

Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 150 by 2017).

Target exceeded. Over 2015/16, 62 additional units of affordable housing have been brought into the supply. This includes 53 new build homes for social and mid-market rent in Newton Mearns (Link HA) and Barrhead (Barrhead HA). Also, 7 'off the shelf' purchases. 1 Open Market Shared Equity Scheme purchase and 1 property through the Mortgage to Rent Scheme. Cumulative total of 161.

62



05 Residents have access to a range of services via travel choices based on an integrated and sustainable transport network.

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	2015/16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Increase in cycling, measured by the number of cyclists passing through programme count sites over the count period.	N/A	N/A	N/A	6,828	6,018	3,871		In 2014 the figure was calculated by taking an average at the count sites. In 2015, an external company was used to collect and present the data and advised the best method was to use the total numbers at each site. This new method shows actual cyclist numbers over the last 2 years: 2014 = 6,828 and 2015 = 6,018. Future targets will now be re-baselined based on this new method of calculation.
% of Class A roads that should be considered for maintenance treatment	23.7%	18.2%	21.6%	23.9%	18.8%	21.4%		Target exceeded. It is difficult to directly compare year on year results as only 50% of A class road length surveyed each year in a single direction.
% of Class B roads that should be considered for maintenance treatment	41.5%	28.2%	28%	32.9%	31%	27.6%		Target not met. However, it is difficult to directly compare year on year results as only 50% of B class road length surveyed each year in a single direction.
% of Class C roads that should be considered for maintenance treatment	37%	34.5%	36.7%	36.2%	31.7%	36.1%		Target exceeded. However, it is difficult to directly compare year on year results as only 50% of C class road length surveyed each year in one direction.
% of unclassified roads that should be considered for maintenance treatment	50.1%	51.6%	50.3%	42.5%	44.7%	-		44.7% of unclassified roads should be considered for maintenance treatment.
% of the road network that should be considered for maintenance treatment.	45.1%	43.3%	43.5%	39.1%	39.2%	43.3%		Target exceeded. 39.2% of overall road network should be considered for maintenance treatment.

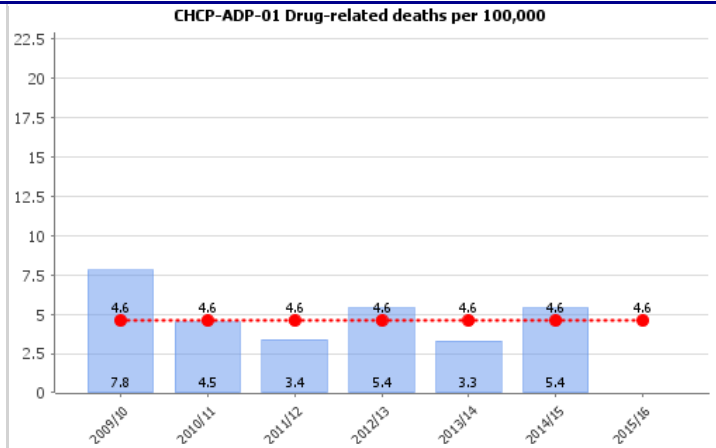
SOA 4 Partnership Performance

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

Drug-related deaths per 100,000 population

The most recent data shows there were 5.4 deaths per 100,000 population in 2014. (This figure includes accidental poisonings and intentional self-poisoning). In comparison the NHS GGC figure was 16.5 deaths and East Dunbartonshire was 3.7 deaths.

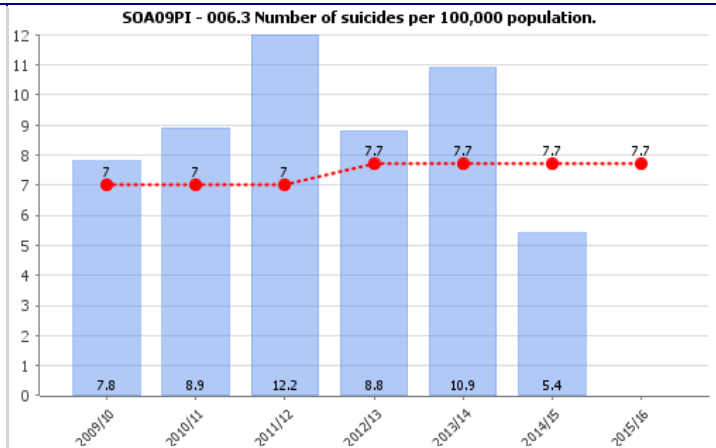
5.4



Number of suicides per 100,000 population.

By convention the number of suicides are derived from codes relating to 'Intentional self-harm' and 'Events of undetermined intent' However, this over-estimates the true number of suicides, because some 'undetermined intent' deaths will not have been suicides - but their numbers are unknown. The latest data for 2014 puts the local rate at 5.4 deaths per 100,000, compared to a NHS GGC rate of 13.3 deaths and an East Dunbartonshire rate of 10.3 deaths. Data for 2015 will not be available until late 2016.

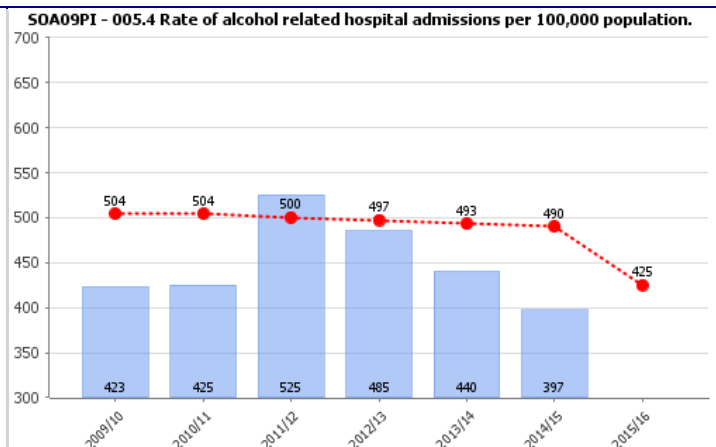
5.4



Rate of alcohol related hospital admissions per 100,000 population.

Data from 2010/11 to 2014/15 revised to reflect latest information from the NHS Information and Statistics Directorate. The absolute number for 2014/15 was 355 admissions.

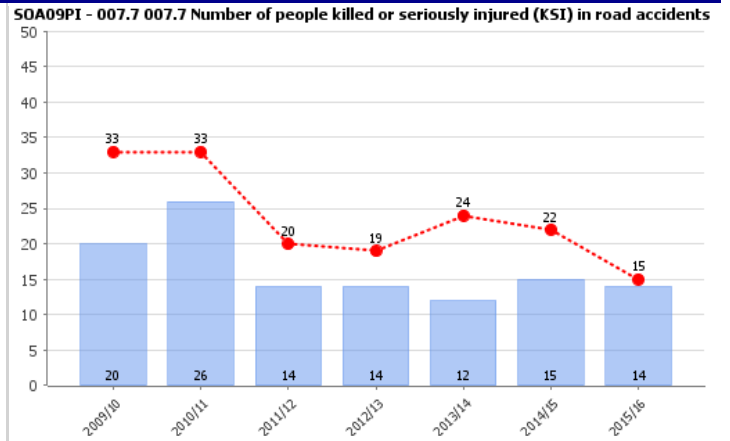
397



Number of people killed or seriously injured (KSI) in road accidents

14 persons were seriously injured and there were no fatalities in 2014.

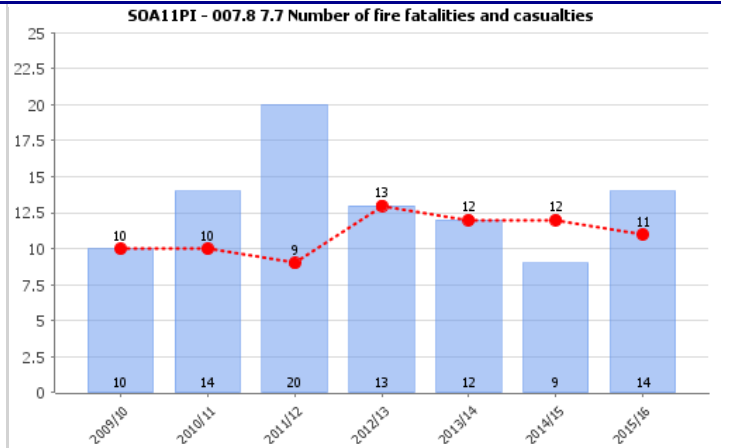
14



Number of fire fatalities and casualties

During 2015-6 there were 2 fire fatalities and 12 casualties of fire in East Renfrewshire. This is a 55% increase on the previous year.

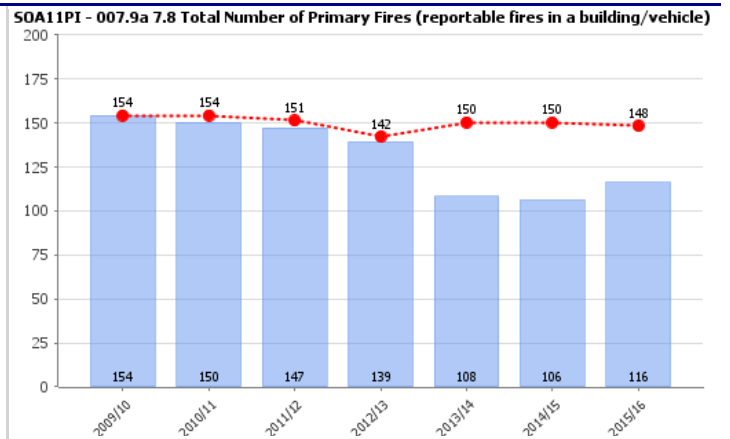
14



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

During 2015/16 there were 116 primary fires within East Renfrewshire an increase of 9.4% on the previous year.

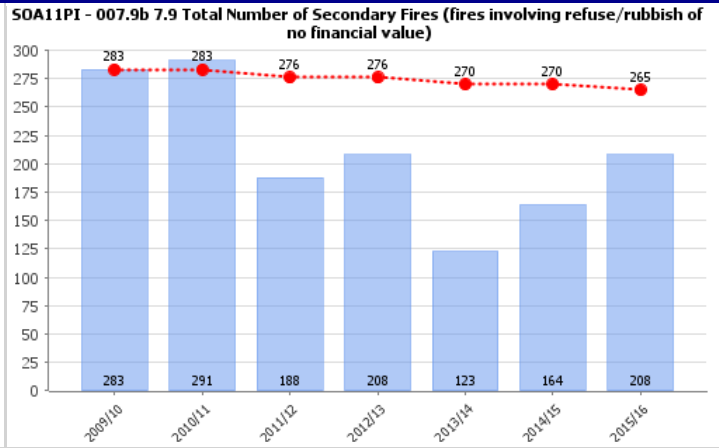
116



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

There were 208 secondary fires in East Renfrewshire during 2015/16 this is an increase of 27% on the figure for the previous year.

208



ODP 4 Council Performance

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



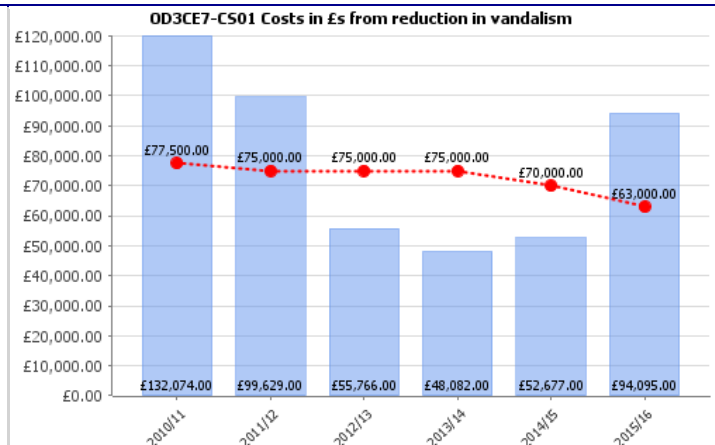
01 Communities experience fewer incidents of vandalism, street disorder and anti-social behaviour.

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	2015/16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of Diligence Testing carried out at all appropriate retail tobacco sellers in East Renfrewshire	N/A	N/A	100%	100%	100%	100%	✔	Target met. 100% of premises inspected.
% of out of hours domestic noise complaints resolved by the Community Wardens at first point of contact	N/A	95%	95%	96%	96%	95%	✔	During 2015/16 the Community Wardens received 1053 domestic noise complaints, 762 of these required their attendance at the locus; all but 22 of these were attended within one hour.
% of anti-social behaviour reports recorded as resolved by the Anti-Social Behaviour Incident Team at first point of contact	76%	78%	78%	78%	80%	80%	✔	During 2015/6 - 80% of anti-social behaviour reports were recorded as resolved by the anti-social behaviour team at the first point of contact.
% of antisocial behaviour incidents resolved to the satisfaction of complainant	94%	94%	95%	94%	94%	94%	✔	On target- 94% of antisocial behaviour incidents attended by the Council's Community Wardens are resolved to the satisfaction of the reporter. Methods of resolution vary and include advice being offered; extra attention being given; referring reporter to appropriate partnership body or Council department; addressing the problem with the other party etc.

Costs in £s from reduction in vandalism

The cost of vandalism has increased in the last year due to the nature of the damage (e.g. repairing vandalised roof lights and repairs due to fire-raising in council properties) and an increase in the total number of incidences. However our work by our community wardens to patrol educational properties out of hours has seen a decrease in the number of incidences that took place in this area.

£94,095.00

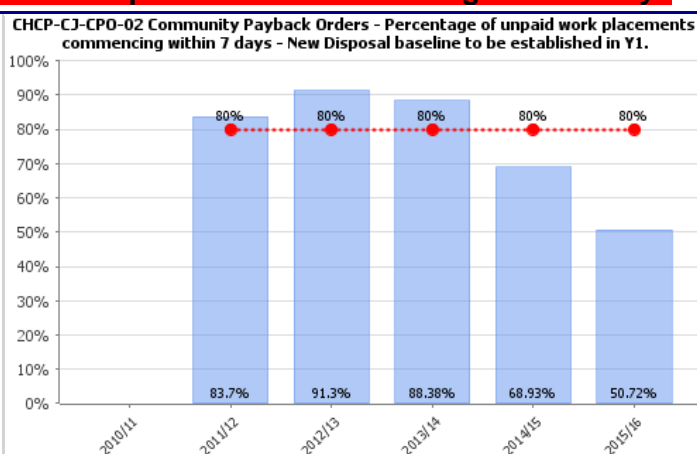




02 Community safety and public protection is safeguarded.

Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Community Payback Orders - % of unpaid work placement completions within 6 months.	93%	82.6%	90.4%	84.8%	75%	80%		The percentage of unpaid work completions has fallen slightly below target this year.
Community Payback Orders - % of new disposal reports allocated within 24 hours	100%	100%	100%	100%	100%	100%		All reports were allocated within 24 hours as they have been consistently for the last four years.
% of Building Standards Emergency Call Outs responded to by Building Standards within 2 hours.	N/A	N/A	N/A	N/A	100%	100%		Target met. All Dangerous Building Emergency Call Outs were responded to by Building Standards within 2 hours.



Community Payback Orders - Percentage of unpaid work placements commencing within 7 days


Work to rectify delays to the start of community placement order work placements has seen considerable improvement with 18 of 21 orders on time in the final quarter.

50.72% **03 Residents are protected from harm and abuse and their dignity and human rights are respected.**


Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Average time (working days) to complete adult support and protection enquiries.	3.8	5	5	4.2	4.9	5		An average of 75% of Adult Support & Protection enquiries were completed within the 5 day target in 2015/16.

04 Our vulnerable residents are able to live as safely and independently as possible in the community and have control over their care and support.


Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of people with learning disabilities with an outcome-focused support plan.	N/A	50%	86%	71%	97%	70%		Although Scottish Government funding of the Public Social Partnership redesign of supported living has now ceased the work of the PSP continues using the model. All clients have now been reviewed bar two who are in progress at present.
% of community alarm calls responded to and resolved on first point of contact.	100%	100%	100%	100%	100%	100%		During 2015/6 the CCTV control room handled 136,185 Community Alarm activations with 100% being resolved at the first point of contact.

Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of Telecare clients stating Telecare has made them feel safer at home.	N/A	94.6%	94.7%	95.6%	91.4%	94%		91.4% of telecare clients surveyed in 2015/6 believed that Telecare has made them feel safer at home.


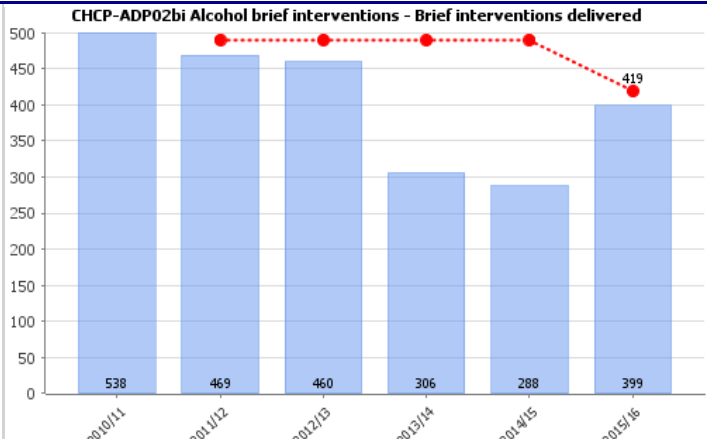
05 Carers' roles in providing care is recognised and valued.

Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
People reporting 'quality of life for carers' needs fully met (%)	66.3%	69.0%	70.9%	74.6%	68.9%	70.0%		Of 740 valid responses 511 reported their needs fully met with a further 152 (20.5%) reporting their needs partially met. A total of 77 people (10%) reported their needs being unmet.

06 People are improving their health and well-being by recovering from problematic drug and alcohol use.

Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of people with alcohol and/or drug problems accessing recovery-focused treatment within three weeks.	98.4	99	100	100	100	95		100% of people accessed recovery-focused treatment within three weeks. Please note Q2 data is provisional.

Alcohol brief interventions - Brief interventions delivered

<p>Brief interventions are a way to identify a person's alcohol consumption pattern and determine whether if at risk, their level of risk can be reduced. Cumulative delivery by end quarter 3 is 399 interventions delivered- on track to meet the end of year target of 419.</p>	<p>399 </p>	 <p>CHCP-ADP02bi Alcohol brief interventions - Brief interventions delivered</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>538</td> </tr> <tr> <td>2011/12</td> <td>469</td> </tr> <tr> <td>2012/13</td> <td>460</td> </tr> <tr> <td>2013/14</td> <td>306</td> </tr> <tr> <td>2014/15</td> <td>288</td> </tr> <tr> <td>2015/16</td> <td>399</td> </tr> </tbody> </table>	Year	Value	2010/11	538	2011/12	469	2012/13	460	2013/14	306	2014/15	288	2015/16	399
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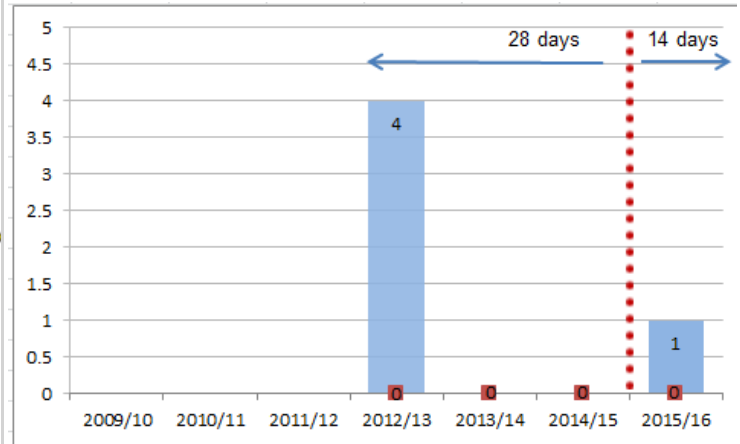
SOA 5 Partnership Performance

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

Delayed discharge: people waiting more than 14 days to be discharged from hospital into a more appropriate care setting

Indicator changed from April 2015 to 14 days from 28 days, further revision of this indicator will see this being further reduced to 72 hours from April 2016. There was one person waiting more than 14 days for discharge in December 2015 though in the previous two months of the Quarter there were none.

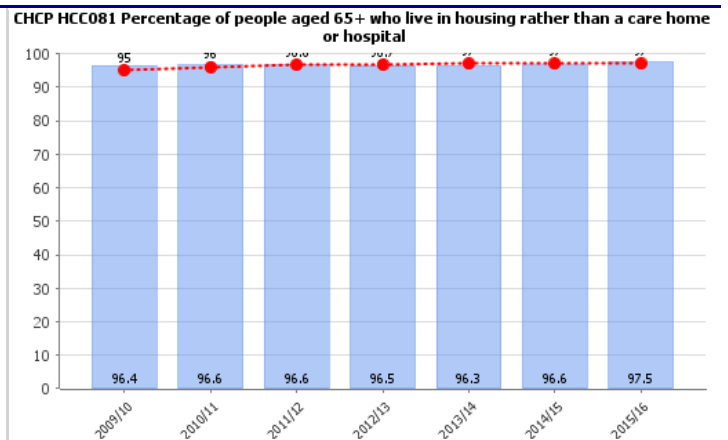
1



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

There is continuing stability in the number of people living in housing rather than a care home or hospital. At April 2016 there were 575 East Renfrewshire residents (65 and over) living in care homes.

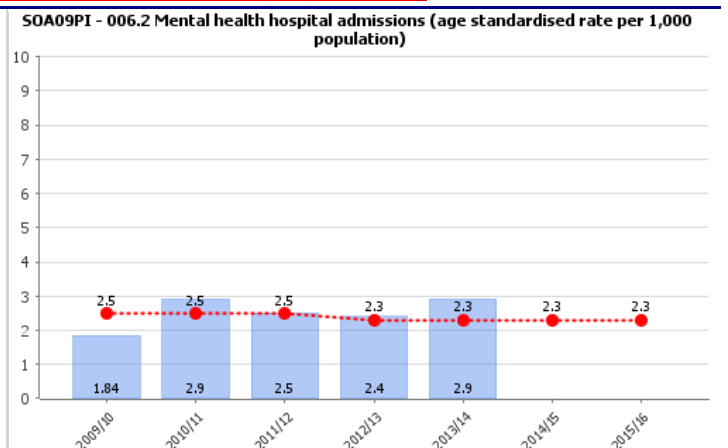
97.5



Mental health hospital admissions (age standardised rate per 1,000 population)

In the year to June 2014 there were 129 mental health related hospital admissions for East Renfrewshire residents. This is stable on the 2013/14 position but below target.

2.9



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.

01 Older people are able to live as safely and independently as possible in the community and have control over their care and support.

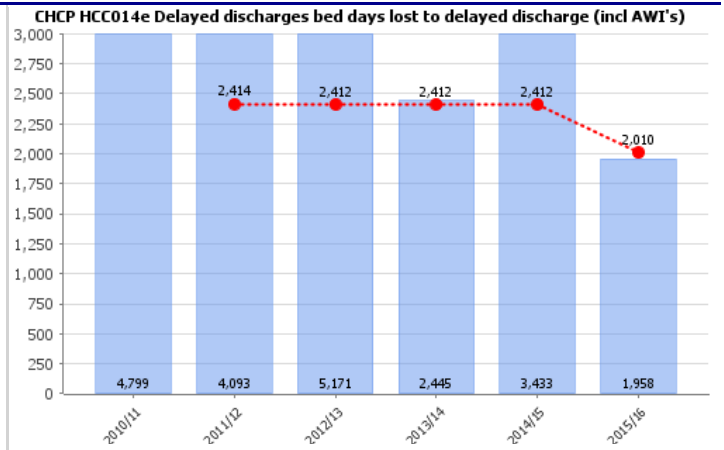
Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
People reporting 'having things to do' needs fully met (%) ¹	67.9%	67.7%	71.0%	66.0%	61.7%	62.0%		Of a total of 965 responses, 596 reported their needs fully met with a further 286 (29.6%) reporting their needs partially met. a total of 83 (8.6%) respondents stated their needs were not being met in this regard this year.
People reporting 'staying as well as you can' needs fully met (%)	79.2%	77.1%	78.1%	79.0%	76.9%	77.0%		A total of 746 respondents reported their needs being fully met in regard to staying as well as they can. A further 179 (18.5%) stated their needs were partially met in this regard, with only 44 (4.5%) claiming their needs remained unmet this year.
People reporting 'feeling safe' needs fully met (%)	95.4%	94.6%	98.1%	80.4%	82.0%	84.0%		Of 971 valid responses 796 reported their needs fully met with a further 134 (13.8%) reporting their needs partially met. A total of 41 (4.2%) people reported their needs being unmet.
People reporting 'seeing people' needs fully met (%)	76.8%	77.5%	81.9%	77.2%	73.7%	75.0%		Of 967 valid responses 713 reported their needs fully met with a further 215 (22.2%) reporting their needs partially met. A total of 39 (4%) people reported their needs being unmet.
People reporting 'living where you want to live' needs fully met (%)	94.1%	89.3%	94.5%	78.5%	77.6%	80.0%		Of 957 valid responses 742 reported their needs fully met with a further 158 (16.5%) reporting their needs partially met. A total of 57 (6%) people reported their needs being unmet.
People reporting 'being respected' needs fully met (%)	95.5%	94.9%	96.4%	95.4%	95.8%	94.0%		Of 946 valid responses 906 reported their needs fully met with a further 38 (4%) reporting their needs partially met. A total of two people (0.2%) reported their needs being unmet.
Prevention Team - Number of service requests received	N/A	N/A	N/A	N/A	780	--		780 service requests were received in 2015/16.
Prevention Team - Number of vulnerable residents receiving support through implementation of bespoke prevention packages and handout prevention packages	N/A	N/A	N/A	N/A	11,283	--		11,283 in total.

¹ Prior to 2014/15 data on 'fully met' and 'partially met' were reported under Talking Points indicators. From Qtr 1 2014/15 data has been reported on fully met only.

Delayed discharges bed days lost to delayed discharge

Currently exceeding target with data available to January 2016.

1,958

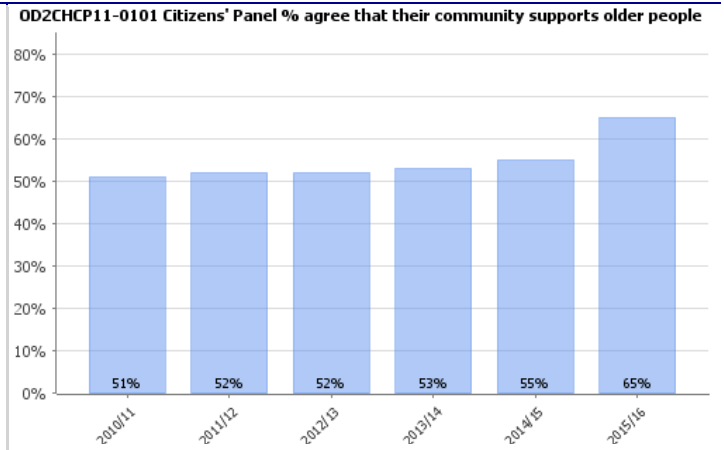


02 Older people feel included and empowered to make a valuable contribution to their local communities.














Citizens' Panel % agree that their community supports older people




This figure continues to increase year on year.

65%

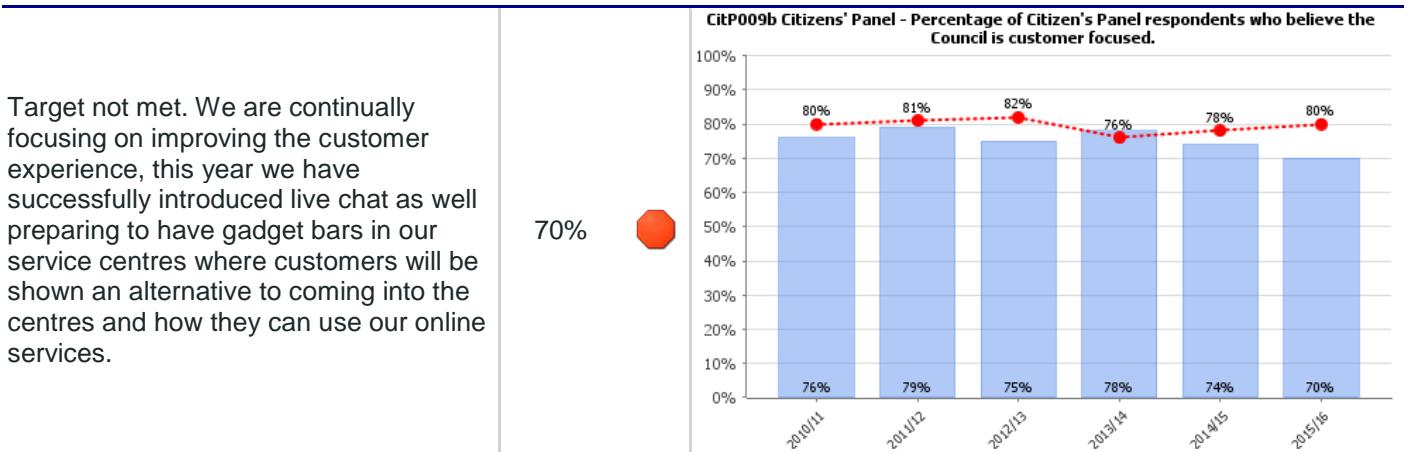


Customer- Council Performance

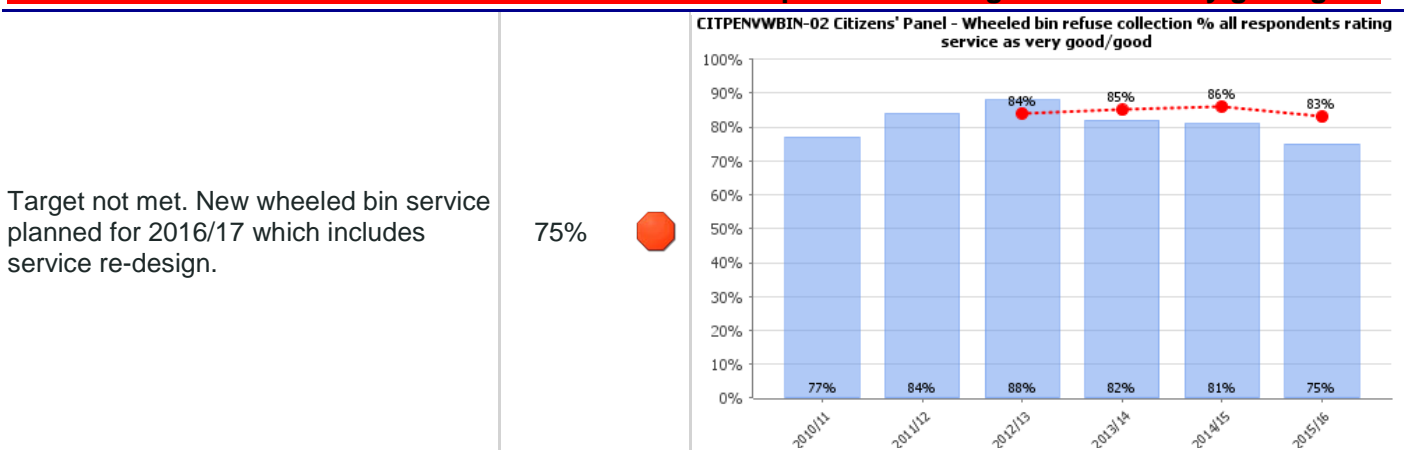
Our residents are well informed, enabling them to access accountable and responsive services.								
Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Number complaints received per 1,000 population.	N/A	N/A	18.1	17.3	18.2	--		There were 1,677 complaints received across the council in 2015-16, an increase of 98 compared to 2014-15.
Average time in working days to respond to complaints at stage one (frontline resolution).	N/A	N/A	3.5	4.1	3.6	5		We continue to perform within target timescales set with a slight increase in performance since last year.
Average time in working days to respond to complaints at stage two (investigation).	N/A	N/A	11.1	15.7	14.1	20		We continue to perform within timescales for stage 2 complaints, with a decrease in time taken to respond since last year.
Average time in working days to respond to complaints after escalation (investigation).	N/A	N/A	10.3	14.5	14.6	20		We continue to perform within timescales for escalated complaints, despite a small increase in time taken to respond since last year.
Number of complaints upheld/partially upheld by the SPSO, which include recommendation(s) for the Council.	N/A	N/A	N/A	N/A	2	0		Two partially upheld complaints during 2015/16 which resulted in recommendations for the Council.
Citizens' Panel results - % of respondents who think East Renfrewshire Council is efficient.	75%	70%	77%	73%	73%	75%		We have narrowly missed our ambitious target in 2015-16, but have maintained performance from the previous year.
% of parents reporting they are happy with their child's school	N/A	N/A	97%	97%	97%	97%		Target achieved. Data taken from 3697 parent questionnaires.
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	90%	89%	94%	94%	93%	92%		Target exceeded.
Citizens' Panel results - % who think the Council provides enough information on how services are performing?	49%	42%	44%	53%	52%	50%		Target exceeded.
Citizens' Panel: % of service users rating libraries service as very good/good	98%	98%	90%	94%	96%	96%		Target met.
Citizens' Panel: % of service users rating sport and leisure facilities as very good/good	86%	79%	85%	81%	77%	86%		Target not met.
Citizens' Panel results - % of all respondents rating street cleaning and litter patrol as very good/good	55%	61%	64%	61%	58%	62%		Slightly behind target. Since the survey was conducted, 'Recycle on the Go' bins have now been implemented and an educational campaign was carried out in an effort to tackle problem areas such as school routes and to help improve residents' perception.
% of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	74%	78%	76%	75%	74%	75%		Target narrowly missed.

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	2015/16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Citizens' Panel - Theatre/Arts % of service users rating service as very good/good	96%	92%	96%	97%	93%	--		Performance has decreased by 4% from previous year.
Citizens' Panel results - % of all respondents rating health and social care service for adults as very good/good	N/A	88%	89%	87%	92%	--		The large majority of Panel members were satisfied with health and social care services for adults.
% of council buildings in which all public areas are suitable for and accessible to disabled people	84.1%	85.1%	83%	85%	85%	86%		Target not met. 72 properties out of a total of 85 are suitable for and accessible to disabled people. Great difficulty in resolving the outstanding issues in these properties without significant investment due to property layout.

Citizens' Panel - % of Citizen's Panel respondents who believe the Council is customer focused



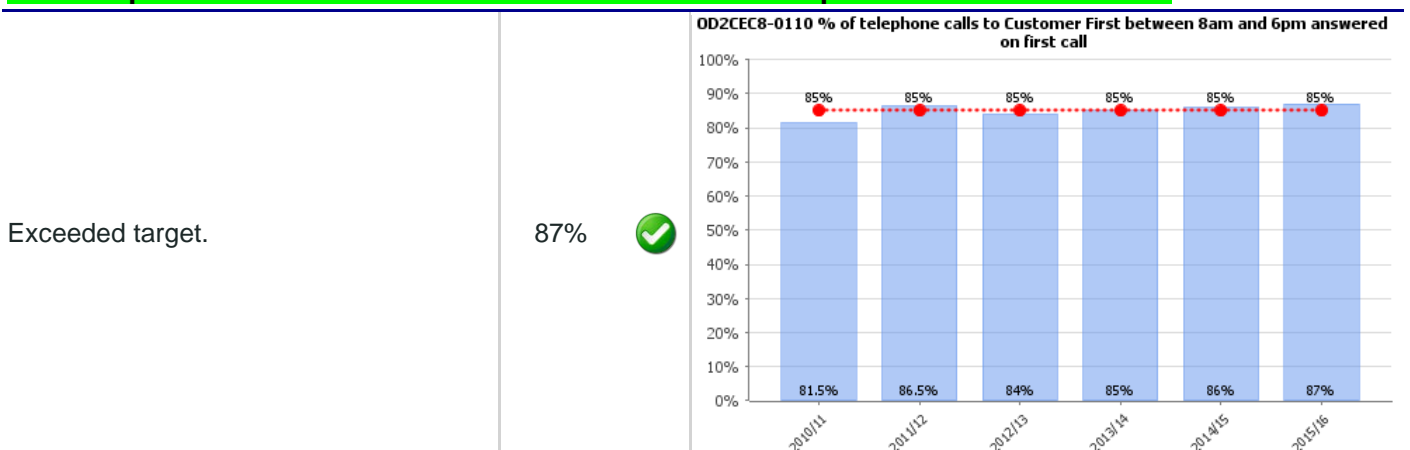
Citizens' Panel - Wheeled bin refuse collection % all respondents rating service as very good/good



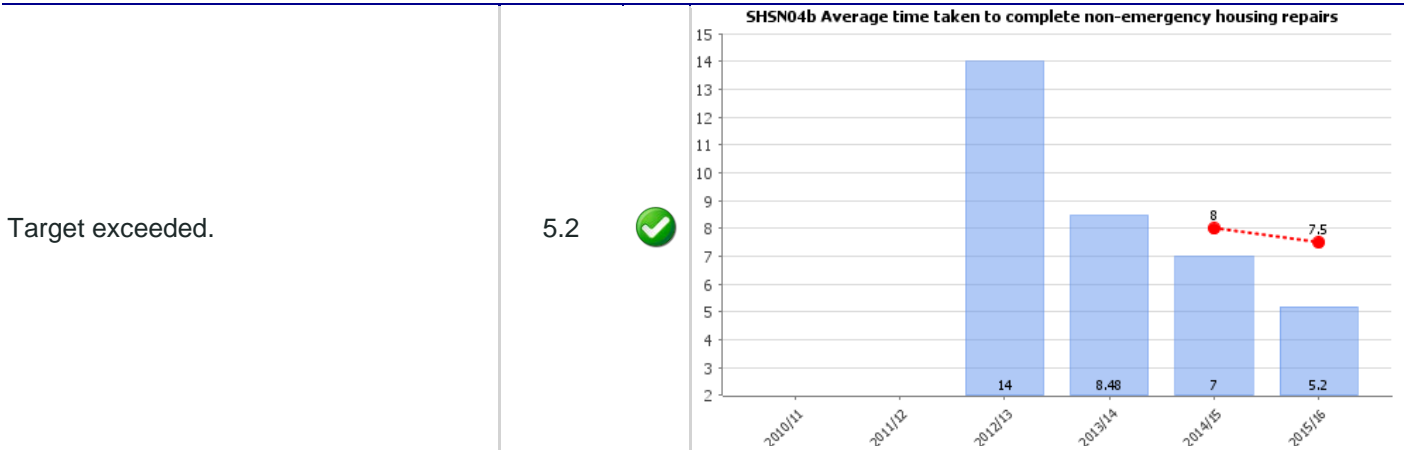
Efficiency- Council Performance

01 Our systems and processes are streamlined, enhancing customers' access to services.								
Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	2015/16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of all customer requests which are dealt with at the first point of contact by Customer First.	86%	86%	91%	91%	90%	85%	✓	The high performance should continue with training and development of new staff.
% of planning applications received online.	25.1%	37.4%	42.7%	45%	56%	50%	✓	Target exceeded. A total of 835 planning applications were received of which 466 were received online.
% of all building warrants received online.	0%	0%	N/A	22.5%	24%	20%	✓	Target exceeded. A total of 1117 building warrant applications were received of which 268 were received online.
Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours)	0.4	0.79	0.36	0.33	0.36	1	✓	Target exceeded. Average time was 21 minutes 35 seconds (0.36 hours).
% of rent due lost through properties being empty during the last year.	1.9%	1.8%	1.3%	0.8%	0.9%	0.8%	⚠	Target not met. Housing Services have reviewed the repair process for voids and improvements have been made. Areas of low demand still present concerns and impact on this figure. Housing Services are undertaking a full review of allocation processes to develop a more customer focused and efficient system that will also reduce void rent loss.
% of trading standards business advice requests that were dealt with in 14 days	100%	100%	100%	100%	100%	100%	✓	Target met. 149 all completed within 14 days.

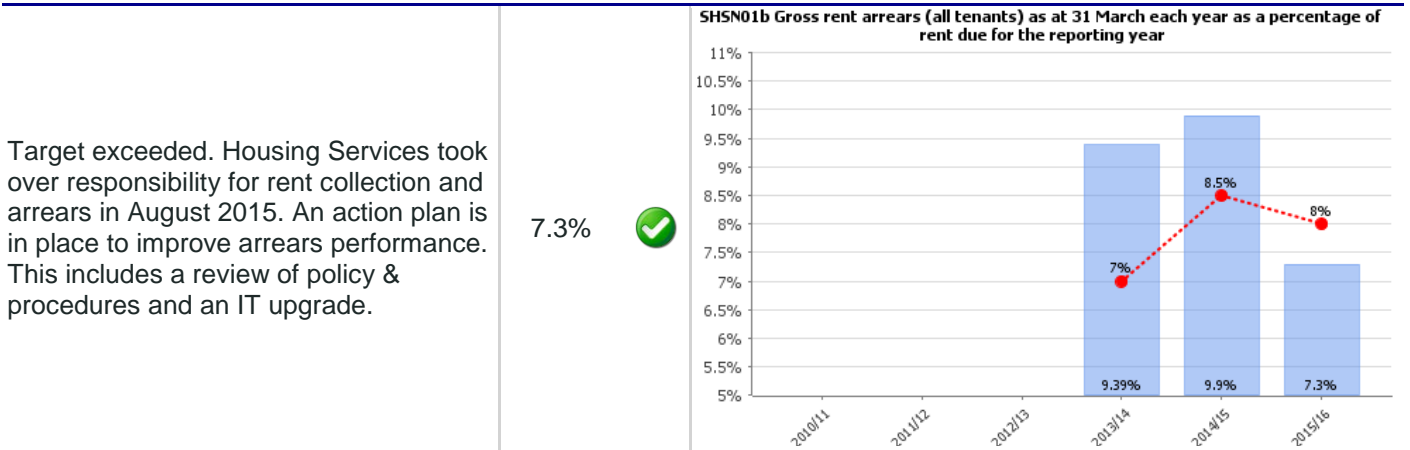
% of telephone calls to Customer First between 8am and 6pm answered on first call



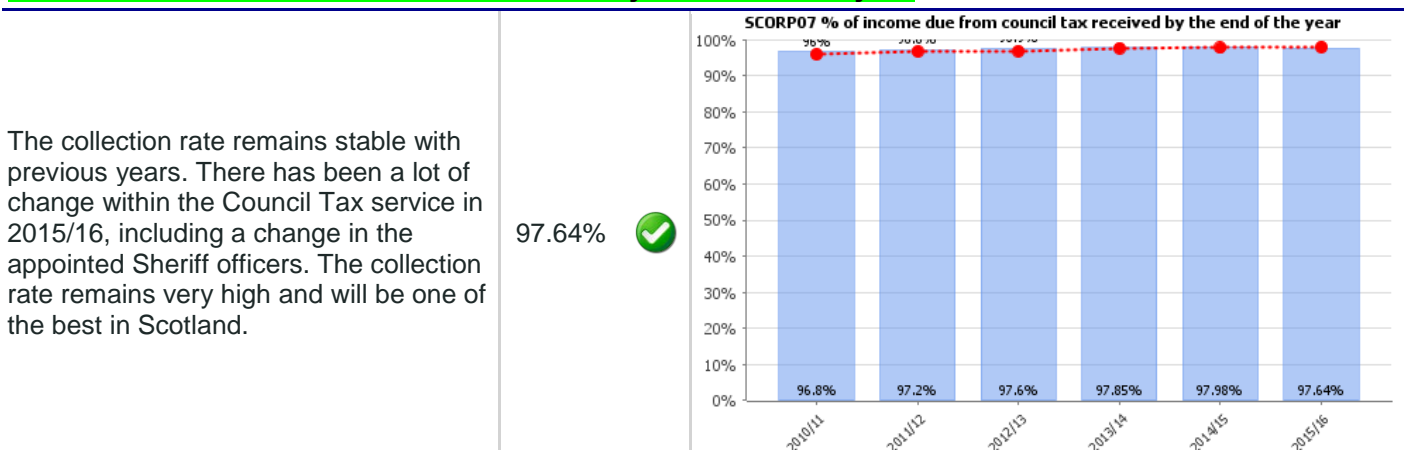
Average time taken to complete non-emergency housing repairs



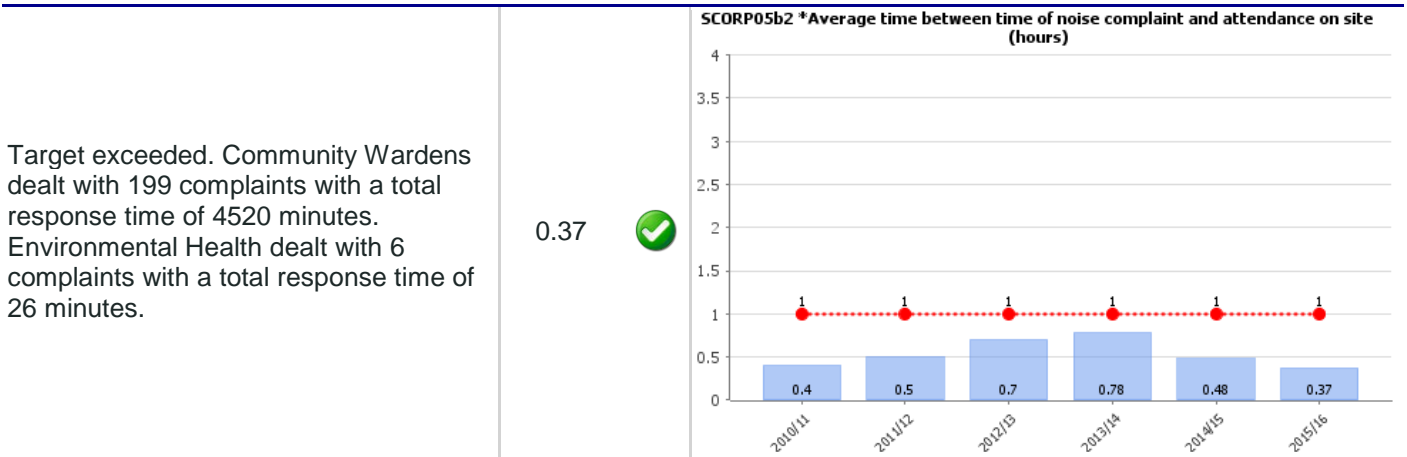
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year



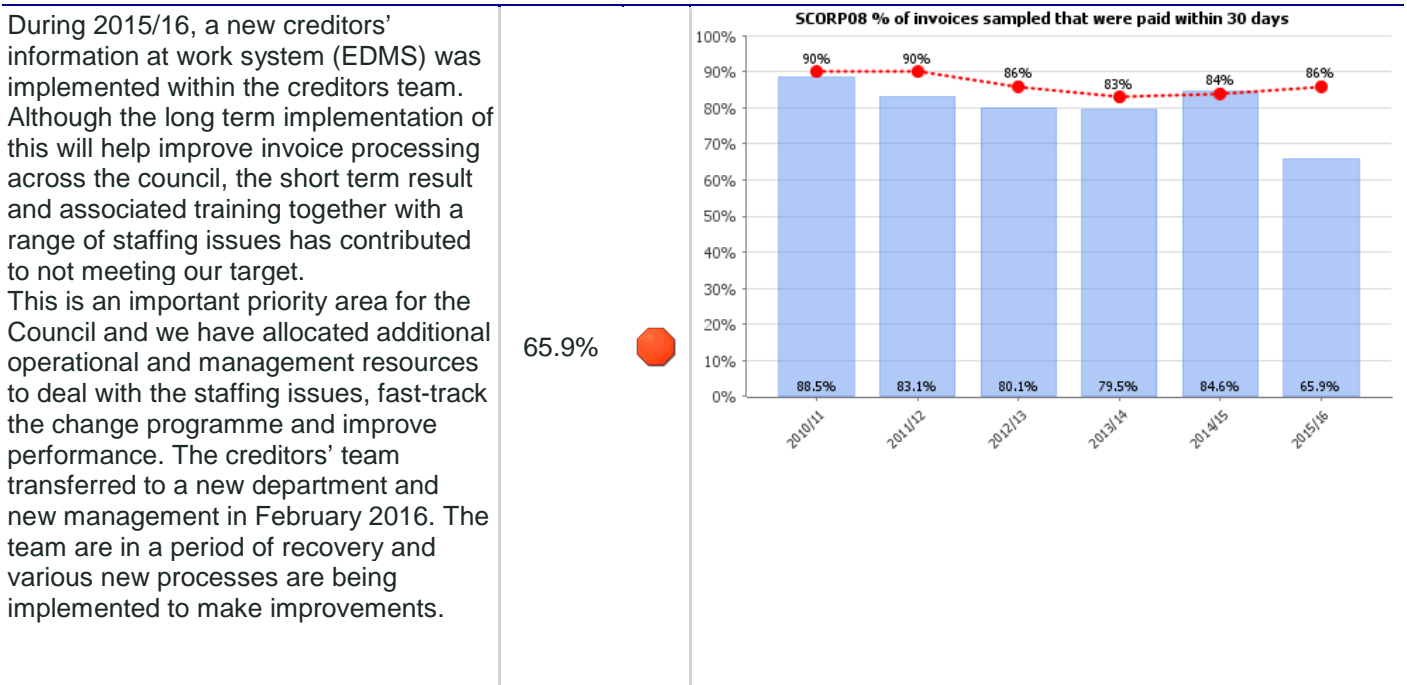
% of income due from council tax received by the end of the year






Average time between time of noise complaint and attendance on site (hours)







% of invoices sampled that were paid within 30 days

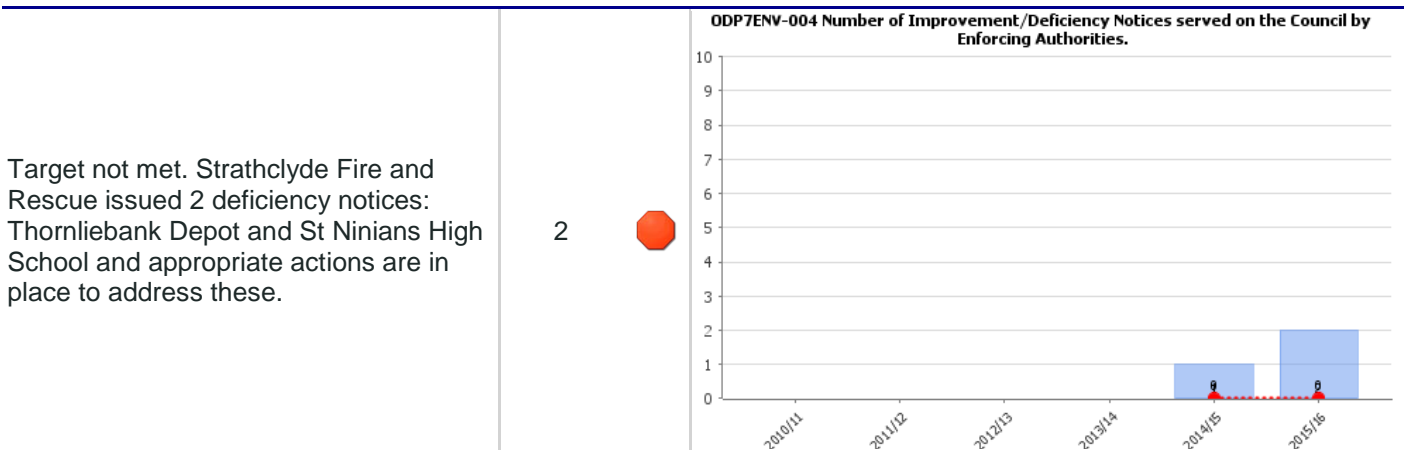


02 Residents benefit from cost effective and efficient services that comply with financial and legislative requirements.

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	2015/16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of ERC services (greater than 10 full time equivalents) excluding schools covered by the Corporate Risk Model.	N/A	N/A	N/A	100%	100%	100%		Target is met.
% of first reports for Building Warrants issued within 20 working days.	N/A	N/A	N/A	94.6%	98%	95%		Target exceeded. 1027 Building Warrants have been issued within this period. 1006 have been responded to within 20 days, 98%.
Number of days taken to process new /change of circumstance housing benefit claims.	N/A	N/A	N/A	8.1	5.41	12		Target exceeded. 13464 new claims and change events took 72826 days, averaging 5.41 days

Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
Number of days taken to process new and change of circumstance council tax reduction (CTR) claims.	N/A	N/A	N/A	10.74	7.1	10		Target exceeded. 10302 new claims and change events took 73116 days, averaging 7.10 days
Increase the amount of free positive publicity generated through press and broadcast, to inform residents of new and existing council services.	N/A	N/A	N/A	N/A	£657,264.00	£750,000.00		The way in which we report media coverage needs to be updated to take into account positive and negative views over social media. We have recorded over £650k free publicity using EAVs this was achieved despite reduction in staff for the press office. Improvement plans will be taken forward to review how we report and monitor media coverage.
Planning - Average time (weeks) to deal with applications	N/A	8.3	7.2	7	6.9	8.4		Target exceeded
Road cost per kilometre £	£18,018.00	£18,646.00	£16,418.01	£15,332.63	£15,658.18	--		ERC ranked 31st in road cost per kilometre for 14/15, compared with 30th in 13/14.

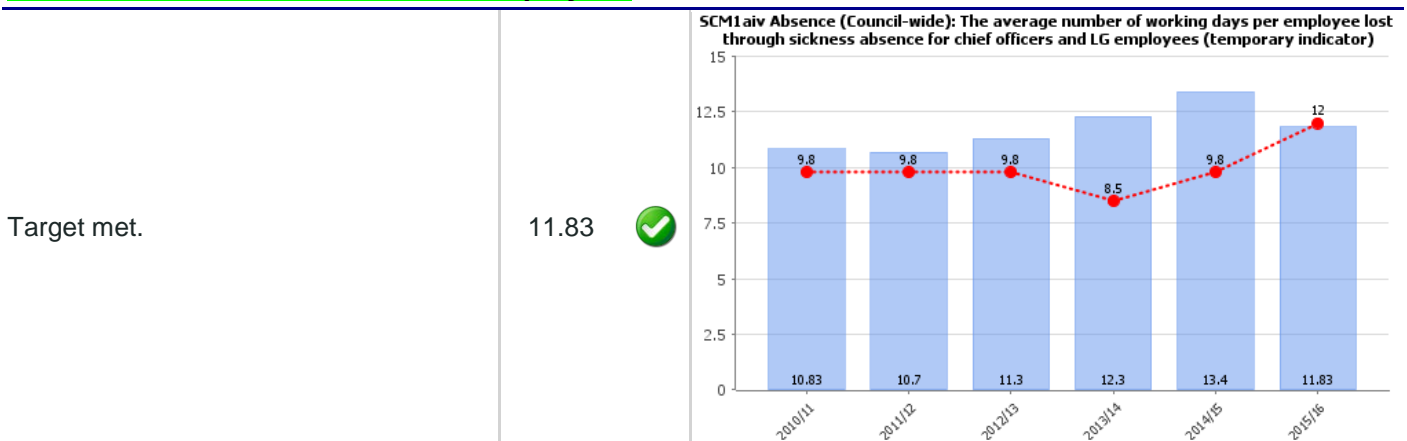
Number of Improvement/Deficiency Notices served on the Council by Enforcing Authorities.



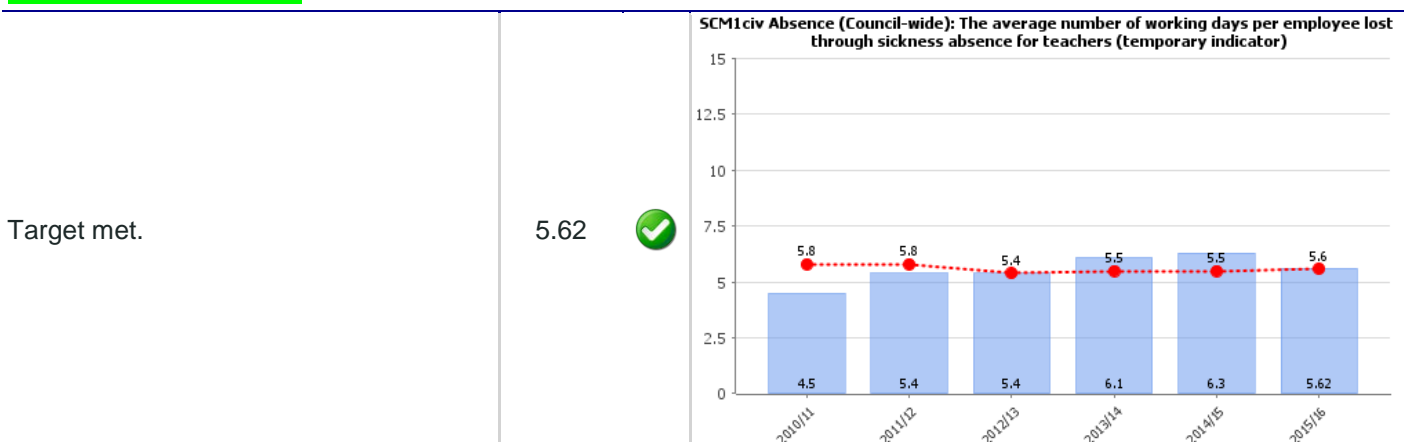
People- Council Performance

Our employees are skilled, and supported to achieve our outcomes.								
Indicator	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2015/ 16	Status	Notes and benchmark
	Value	Value	Value	Value	Value	Target		
% of ERC staff with a PRD in place	71%	81%	80%	95%	N/A	100%		As PRD year runs from summer to summer then the latest figure is based on the previous year completion rate. Performance just off target with work in a couple of areas required to achieve 100%.
% of employees and Councillors participating in Equality training reporting being confident in their ability to play their part in maintaining East Renfrewshire as a place where nobody is left behind.	N/A	N/A	N/A	100%	100%	70%		100% of respondents to a survey of employees participating in equality training have reported being either confident or very confident in their ability to play their part in maintaining East Renfrewshire as a place where no one is left behind.

Absence (Council-wide): The average number of working days per employee lost through sickness absence for chief officers and LG employees



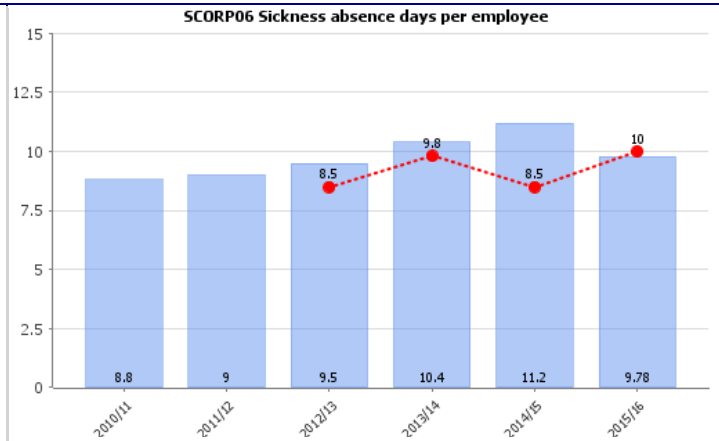
Absence (Council-wide): The average number of working days per employee lost through sickness absence for teachers



Sickness absence days per employee

Target met. Significant improvement work undertaken has enabled sickness absence to reduce; work will be ongoing to ensure this continues.

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SOA and ODP indicators with no new data available at end year 2015-16

SOA1

- 85% of all children within each Community Planning Partnership have reached all of the expected developmental milestones at the time of the child's 27-30 month child health review
- Percentage of obese children in primary 1
- % of 0 - 19's in poverty
- % of 0 - 19's in poverty SIMD 20%
- Low birth weight live singleton births as a % of total live singleton births
- Number of teenage pregnancies
- % of primary schools being awarded the 'Family Friendly' accreditation
- The number of families engaged with Culture and Sport programmes and activities for children and their carers.
- Numbers of families engaged with Library & Information Services' parent/child activities and programmes.

SOA2

- 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
- Cumulative number of East Renfrewshire smokers living in the most deprived communities supported to successfully stop smoking
- Percentage of adult population who smoke
- Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling
- National examination results: 5+ @ L6 by end of S5. 3-year average (2015-17)
- Number of exclusions per 1,000 pupils - Primary
- Number of exclusions per 1,000 pupils - Secondary
- Percentage attendance for Looked After Pupils (Primary and Secondary)
- Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels
- Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels
- Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels
- Number of awards achieved by young people participating in school and community based targeted programmes
- Percentage of pupils achieving Literacy and Numeracy at Level 5 or better by the end of S6
- Average cumulative Insight points for most deprived 30%
- Percentage of S4 roll with Insight points of 264 or fewer
- Increase the number of smokers supported to successfully stop smoking in the 40% most deprived SIMD areas

SOA3

- % of total household waste that is recycled
- Number of tourist visits to East Renfrewshire
- Percentage reduction in Council controlled carbon emissions
- Percentage reduction in business mileage by Council employees
- Percentage of Council buildings with an identified "Building Responsible Person" responsible for site specific energy/carbon/waste reduction work.
- Percentage reduction in average consumption per street lighting unit
- Sustainable Procurement progress achieved measured against the Scottish Government's Flexible Framework for Sustainable Procurement
- Street Cleanliness Score

SOA4

- % of Licensed Premises passing Challenge 25 Integrity Test – Level 1
- % of service users moving from drug treatment to recovery service
- 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
- Volume and rate of domestic housebreaking per 10,000 population
- Number of people self-directing their care

SOA5

- Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population
- % of those whose care need has reduced following re-ablement
- % of time in the last six months of life spent at home or in a homely setting
- Number of care home residents on Supportive Palliative Care Action Register (SPAR).
- % resident deaths occurring in East Renfrewshire care homes as opposed to hospital.
- % of time in the last six months of life spent at home or in a homely setting.

Customer

- % of the 18 service standards that are achieving the set standard (standards revised)
- Star rating for council website

Efficiency

- Total building maintenance requirement (backlog) per square metre of Gross Internal Area.
- Nil qualifications on the accounts given by External Audit
- Cost per attendance of sport and leisure facilities
- Cost per visit to libraries
- Cost of Parks and Open Spaces per 1,000 of the Population
- Cost per primary school pupil
- Cost per secondary school pupil
- Cost per pre-school place
- The gross cost of "children looked after" in residential based services per child per week
- The gross cost of "children looked after" in a community setting per child per week
- Balance of Care for looked after children: % of children being looked after in the Community
- Support services as a % of total gross expenditure
- Corporate and democratic core costs per 1,000 population
- Net cost of Waste collection per premise
- Net waste disposal cost per premises
- Cost of street cleaning per 1,000 population
- Cost of trading standards per 1,000 population
- Cost of environmental health per 1,000 population
- Cumulative recurring efficiency savings from PSE projects (£)
- Older Persons (Over 65) Home Care Costs per Hour
- Direct payments spend on adults 18+ as a % of total social work spend on adults 18+
- % of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.
- The Net Cost of Residential Care Services per Older Adult (+65) per Week

People (no Employee Survey 2015, next survey 2016)

- Employee Survey- I would recommend the Council as a good place to work' - % of employees who agreed or strongly agreed
- Employee Survey- I know my job contributes to the Council's objectives' - % of employees who agreed or strongly agreed
- Employee Survey- I have a clear understanding of the Council's objectives' - % of employees who agreed or strongly agreed

**EAST RENFREWSHIRE COMMUNITY PLANNING PARTNERSHIP
PERFORMANCE AND ACCOUNTABILITY REVIEW
Tuesday 10 May 2016**

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 – including East Renfrewshire Council, Skills Development Scotland, Scottish Enterprise, Scottish Government, Scottish Fire and Rescue Service, Police Scotland and Voluntary Action East Renfrewshire.

The purpose of the meeting is to review the performance of the Community Planning Partnership (CPP) against agreed targets, review strategic approaches to drive transformational change, implement the reforms to community planning, and agree and monitor improvement actions.

At the most recent meeting on 10 May 2016, Community Planning Partners discussed performance against SOA targets at end-year. Almost all the indicators are on target or have exceeded targets. There was also feedback from the outcome leads on the outcome improvement work on SOA outcomes 2, 3 and 4. This included details on progress made in SOA 2 for increasing participation of ethnic minority women in swimming, in SOA 3 around data sharing with partners, and in SOA 4 around redirection of noise calls. It was agreed that this work to progress the agreed stretch aims should continue in the current format with a progress report made to the CPP Board in June 2016.

The PAR group also discussed the Community Empowerment (Scotland) Act, the accompanying statutory guidance issued by Scottish Government, and the CPP response to the guidance. There was agreement to form a short-life working group to lead on the implementation of the Community Empowerment (Scotland) Act involving the five statutory partners named for governance and accountability (the local authority, HSCP, Police Scotland, Scottish Enterprise and Scottish Fire and Rescue Service) along with the local Third Sector Interface, Voluntary Action East Renfrewshire.

Table 1 contains a summary of the actions agreed at the PAR on 10 May 2016:

Table 1 (draft actions to be confirmed)

Agenda item	Action	Due date	Responsibility
CPP Self-assessment	To add evidence of work delivered in partnership and examples of community engagement and participation to performance reporting. In September 2016, a summary of the progress towards SOA outcomes will be published and partners will be invited to contribute case studies.	September 2016 and ongoing.	Community Planning Team to lead. PAR members to contribute case studies.

End Year Reporting	Explore the opportunities to improve health and wellbeing through targeted community or place based approaches rather than tackling each health topic individually, building on the learning of the Early Years Collaborative. Report progress to PAR in November.	PAR November 2016	Julie Murray/Candy Millard and Mhairi Shaw
CE(S)A	Submit a joint CPP response to the CE(S)A statutory guidance issued by Scottish Government. Partners will provide CP Team with any responses from national bodies.	16 June 2016	CP Team to coordinate response. PAR members to provide national responses from their organisations to the CP Team.
CE(S)A	Partners to identify training requirements for community engagement. CP Team to coordinate and deliver.	Partners to notify CP team by end June 2016.	Partners and CP Team.
CE(S)A	Set up a short-life Working Group to lead the implementation of CE(S)A with representation from (the local authority, HSCP, Police Scotland, Scottish Enterprise, Scottish Fire and Rescue Service and Voluntary Action East Renfrewshire). Report progress to PAR in November..	PAR November 2016	CP Team to coordinate. Named PAR members to participate.
CE(S)A	Invite representation from West College Scotland to attend the PAR.	PAR November 2016	Andy Cahill to identify, Lorraine McMillan to invite
Mfl	Continue Model for Improvement approaches under the three agreed stretch aims and report to the CPP Board in June 2016 and the PAR in November 2016.	CPP Board June 2016 PAR November 2016	Outcome leads: Julie Murray, Mhairi Shaw, Andy Cahill and Angela Carty/Caroline Innes

Table 2 provides an update on previous actions agreed at the PAR in May 2015.

Table 2

Action	Update Note
Progress improvement action plan from CPP Self-assessment and report at next meeting.	Ongoing: The self-assessment actions are all in progress and are now part of the approach to implementing the Community Empowerment Act.
Share CPP Self-assessment findings with Improvement Service.	Complete: The Improvement Service are satisfied with our approach to self-assessment.
Complete and submit details of partnership groups operating under each SOA outcome.	Complete: A draft Partnership Map has been completed with input from PAR members. This will be maintained and regularly reviewed by the CP Team.
Continue Model for Improvement approaches under the three agreed stretch aims and report to the PAR and the CPP Board in May/June 2016.	Complete: Agreed that Mfl work should continue and progress reported to the CPP Board in June 2016.
Progress with requirements of CE(S)A in anticipation of guidance and working towards the implementation timescale of summer 2016.	Ongoing: The guidance issued by SG is subject to a 12 week consultation period therefore the CP Team are coordinating a joint CPP response to the guidance issued in March 2016 and a short life working group set up to progress with the development of the implementation of the Act.

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