

EAST RENFREWSHIRE COUNCIL30 June 2021Report by Deputy Chief ExecutiveSTRATEGIC END YEAR COUNCIL PERFORMANCE REPORT 2020-21**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Council performance at end-year 2020-21 based on performance indicators in the [Outcome Delivery Plan \(ODP\) 2020-23](#) as well as reflecting some key areas of the Council's response to supporting residents and communities during the pandemic. An end-year complaints report is included.

**RECOMMENDATIONS**

2. It is recommended that Council:
- (a) Scrutinises and comments on the summary of the Council's performance at end-year 2020-21 at Annex 1 and;
  - (b) Scrutinises and notes the end-year complaints report attached at Annex 2.

**BACKGROUND AND CONTEXT**

3. The Council sets out its contribution to the partnership outcomes in the [Community Plan](#) through the content of the Outcome Delivery Plan (ODP). The ODP is a three year plan, updated annually which sets out the Council's critical activities and critical indicators for the 3 year period 2020-23. It conveys what the Council is doing to contribute to the delivery of the agreed Community Planning local outcomes. The Council is responsible for ensuring that the money we spend contributes towards achieving these outcomes and we work in partnership with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust to deliver our outcomes. The review of the ODP was delayed in 2020 due to the pandemic and the ODP 2020-23 plan was not approved by Council until October 2020.

4. As a result of Covid-19 this has been a very atypical year with large variations across communities' and individuals' lived experience during the pandemic. Services were also operating at different levels, as the Council focused on essential services and the safety of, and support for, the most vulnerable. As a result comparative changes in indicator values from the previous year should be treated with caution, given the impact and extenuating circumstance of the pandemic. Preliminary data has been included for a small number of results from the Citizen's Panel. The Panel survey this year focused on gauging perceptions on the impact of the pandemic. There is ongoing research and engagement to better understand the impact on Covid-19 on our communities.

5. Performance updates on strategic indicator set included in Annex 1 have a latest data update, for most this will be for end-year 2020-21. Note some indicators have a time lag and the latest data will be 2019-20 e.g. educational attainment, or occasionally more historic. Indicators relating to expected primary achievements at Curriculum for Excellence levels have no new update given that data on teacher judgements was not collected due to the pandemic.

6. Reporting on our performance against the strategic indicators in the ODP alone does not capture the extent and impact of the challenges Council staff faced during April 2020 to March 2021, with many working under very challenging circumstances and beyond their role to maintain existing services while also establishing and delivering new services. With the first wave of the pandemic hitting in March 2020 the Council focused on the delivery of essential services, supporting the most vulnerable, including those in the 'shielding' category, responding to and implementing government guidance. Over the year new services have been created to administer household and business grants, create and distribute food packages, undertake wellbeing calls, roll out digital devices, offer financial support and, of course, enable testing and vaccination delivery.

7. Throughout the pandemic HSCP staff have been in front-line roles working with those most vulnerable and at risk. Our Education staff have faced significant uncertainty and huge operational and logistical challenges of meeting rapidly changing scenarios and requirements for educational delivery and qualification arrangements at very short notice. Much of this work has been achieved through unprecedented levels of remote and agile working. Our annual performance report in September will provide details on some of stories behind the Council's response to during the pandemic. Annual department level performance reports for 2020-21 will also provide information on services' responses to the pandemic and will be presented to Cabinet, Education Committee and the Integrated Joint Board in the autumn. Regular updates to the Emergencies Committee in [May](#), [June](#), [October](#) and [December](#) in 2020 also provided further detail on the Council's response to the pandemic.

## COVID-19 RESPONSE

8. During the COVID-19 outbreak the HSCP adapted services and continued to support the most vulnerable families and individuals in East Renfrewshire, particularly those where there are public/child protection issues or an identified risk of harm. Services continue to shift the balance of care and have one of the highest proportions of children being looked after in the community in Scotland. During the pandemic our care experienced young people have a voice through our Champions Board with ongoing participation and engagement. To further support the needs of our young people during the pandemic period, HSCP worked in partnership with Education and other stakeholders to establish the Healthier Minds Service aligned to school communities.

9. During the year there have been extended periods of closure for schools and nurseries due to the impacts of the pandemic. Throughout the periods of closure, geographical hubs were established to support the childcare of key workers and children from more vulnerable households. Funding was provided to support our most vulnerable children and young people through the provision of free school meals during school holiday periods and a winter and spring hardship payment for eligible pupils. Over 200,000 free school meals packs were delivered during periods of lockdown and in cases where eligible children and young people had to self-isolate. In addition funding to support Education recovery and Digital Inclusion has been provided which is being utilised to employ additional temporary staff as well as the provision of 773 devices, 51 connectivity solutions to support remote learning where required.

10. Business Gateway and the Council's employability services provided a dedicated support to businesses who required advice, direction and support, not to grow, but to survive. To help support local businesses the Scottish Government provided additional funding, managed by local councils. This included the relaxation of Non Domestic Rate payments for retail, hospitality and leisure properties and the provision of grants to small

businesses and to those that have recently registered as being self-employed. During 2020/21 the Council distributed around 3000 grants worth £20 million to local businesses. This has ensured that the vast majority of local businesses have survived during the pandemic.

11. The Council and the HSCP worked with and supported Voluntary Action East Renfrewshire to establish a Community Hub connecting vulnerable and isolated households to a range of community supports (e.g. shopping service; welfare calls; prescription deliveries; and digital support) many of which are delivered by volunteers. The Council was also asked to establish support arrangements for vulnerable local people including a 'shielding' service to support those with the most high risk medical conditions. We established a local helpline, email address, web content and social media encouraging 'shielding' residents to get in touch with the Council. We also proactively made phone calls to each 'shielding' resident to discuss what support they had available from family and friends and assess any residual needs, including food, prescriptions and other support including befriending and digital support.

12. Temporary food provision for the most vulnerable in our community was also established using our allocation from the Scottish Government's Food Fund, which also funds the free school meals. The Council has also been responsible for various funding streams associated with financial hardship and support for isolation, with significant further funding available in 2021/22 which is currently being planned. A range of hardship payments to vulnerable families has also been implemented. Through the Connecting Scotland Programme over 2,000 devices have been issued to households across East Renfrewshire to empower people digitally, with additional digital support being provided for people in receipt of devices.

13. During the pandemic we have focused our services on supporting those at greatest risk in both community and residential settings. This saw additional staff support through redeployment and recruitment for care at home and our care homes. There has been increased collaborative working with the third/community sector and additional support given to partner provider organisations, particularly our care home providers. During the year we have successfully delivered the flu and COVID-19 vaccination programmes to housebound residents and our care home populations.

14. The pandemic significantly affected how health and social care was provided to the most vulnerable in our community. Throughout the pandemic our focus has remained on continuing to provide essential care and support to those identified as most vulnerable or in the greatest need. During the crisis period, the HSCP enhanced its collaborative working arrangements with partner providers, the third sector and community groups to ensure effective support continued in the community. Support to care homes was increased and care homes were given priority access to medication and provided with additional care home liaison nursing, occupational therapy and social work review support.

15. New services were also set up including a Personal Protective Equipment (PPE) Distribution Hub and a Community Assessment Centre. A mobilisation plan was produced which detailed local responses to the pandemic within East Renfrewshire and also took account of the impact across NHS Greater Glasgow and Clyde.

## **OTHER STATUTORY REPORTING**

16. We have a statutory duty to report on complaints. An end-year summary report on complaints is attached at Annex 2.

17. We also have a statutory duty to report on a suite of benchmarking indicators that make up the national Local Government Benchmarking Framework (LGBF), to enable comparative performance analysis with other local authorities. LGBF data for year 2019-20, which presented a pre pandemic position on performance, was reported to Cabinet on 3 June 2021. A full set of comparative results can also be accessed via the [MyLocal Council Tool](#).

18. The Community Plan Annual Progress report and Fairer East Ren progress reports for 2020/21 are also on today's meeting agenda.

19. The 2017-21 Equality and Human Rights Mainstreaming Report provides details on progress to meet our equality outcomes and mainstream equalities, in line with the requirements of the 2010 Equality Act. It also presents the new set of equality outcomes for 2021-25. This report is available on our [website](#).

## COUNCIL PERFORMANCE

20. Of the 50 indicators in the plan, there has been an update available for 38 of these indicators in the last year. It was agreed by Council in October 2020 that due to the impact of COVID, targets would not be set for the ODP for the year 2020-21 and indicator values would be viewed as establishing baselines and reset for the period 2021-24. Proposed three year targets are included for most indicators in the new ODP 2021-24 which is also being considered at today's meeting.

21. Despite the focus on the response to COVID and the impact on the means and methods of service delivery, East Renfrewshire Council has continued to achieve excellent performance results across many areas including educational attainment, reducing recurrence of reports of anti-social behaviour, and maintaining support for local businesses through economic development activities in addition to helping business survive through the distribution of COVID business recovery grants. The ever changing nature of local lockdowns and new grant programmes has posed significant challenges for staff in the distribution of crucial grants. Excellent household waste recycling rates continue to be maintained with 2020-21 rates to be verified by Scottish Environment Protection Agency (SEPA) in September 2021 and street cleanliness rates remained above the national average.

22. As well as educational attainment, education results show continued excellent results in primary and secondary school exclusion rates, and children reaching expected milestones by entry to primary school. The gap between the most and least deprived children achieving 5 or more awards at SCQF level 5 continues to reduce. Although impacted by COVID and associated restrictions, there were 1252 awards achieved by young people in the academic year ending June 2020 and our street work with young people was extended to cover all communities rather than narrowly targeted areas of East Renfrewshire

23. Despite the additional challenges of providing key Health and Social Care services during the pandemic all those that required a protection plan had one in place and there was an improvement in the outcomes of women who had experienced domestic abuse. HSCP services also continued to support older people and people long term conditions. In the social health care Talking Points survey, that asks if people's needs are being met, 91% of respondents felt they were living where or as they wanted to live. The percentage of those whose care need reduced following re-ablement reduced significantly from 67% in 2019-20 to 31% in 2020-21. Earlier discharges from hospital and people being discharged with the same level of support during the pandemic are likely to have impacted on levels of need during the year with a subsequent impact on outcomes achieved. We continued to develop

our support for unpaid carers in collaboration with our local Carers' centre and have continued to see high levels of carers (91%) reporting that service quality of life was maintained.

24. 39 units were added to the affordable housing supply in 2020-21 including 34 new build affordable homes, plus 5 properties purchased by local residents through LIFT Open Market Shared Equity Scheme. 7 of these new builds were built to an accessible standard. As a result we are still on track to meet the cumulative target of 225 units by 2022, although the effects of COVID may impact on the delivery of affordable housing and this is being closely monitored. The overall condition of our road network very slightly declined from 35.5% of the network requiring maintenance last year to 36.4% in 2020-21, however the Council has seen a considerable improvement in relation to the condition of A class and B class roads over recent years. Our City Deal expenditure against the Capital Plan was lower than anticipated at £1.8 million in 2020-21. Delays were due to the pandemic coupled with slow responses from statutory bodies, however works are due to start on site in 2022.

25. The latest Citizens' Panel survey showed that despite the challenging year 67% of respondents remained satisfied with Council services, and 88% were satisfied with public parks and open spaces. As would be expected, due to the very limited opening of libraries and sports centres, attendances at these venues were significantly lower than in previous years.

26. Sickness absence across the Council improved from 10.1 days per FTE in 2019-20 to 8.2 days per FTE in 2020-21, and the rate can be attributed to both long and short term absence. These figures do not include any absences related to COVID. We are currently moving towards the inclusion of some level of COVID absence in our sickness performance indicators, and therefore we may see the impact of this in next year's absence figures.

27. The Council still performs well across the majority of the ODP indicators in what has been the most challenging of years. In the remaining areas where there is scope for building on levels of performance, services are assessing targets as part of plans for renewal. Departments will continue to closely monitor progress and take appropriate action. The focus is now on recovery whilst still responding to the challenges of COVID before moving to a renewal phase. We also want to retain some of the positive lessons learned during the pandemic in order to build towards achieving previous performance levels, particularly in areas where services were most affected by the impact of COVID.

## COMPLAINTS

28. All Scottish councils are required to assess and monitor their complaints handling performance quarterly against a number of high level performance indicators identified by Scottish Public Services Ombudsman (SPSO). A report on our performance against these indicators at end-year point is attached at Annex 2.

29. The volume of complaints received has decreased from the corresponding period in 2019-20 – down by 15.6% from 1,313 to 1,108. The Council narrowly missed the SPSO target for responding to frontline complaints (5 days) recording an average of 5.1 days, and missed the target for investigation complaints (20 days) recording an average of 24.7 days. The Council's response to the pandemic heavily impacted the response to complaints especially in the first quarter as there was a focus on essential services along with the humanitarian response to the impact of Covid-19. The rate for all complaints upheld remains similar to last year – down by 3% points to 35%.

30. Evidence shows that the Council is continuing to use complaints information to inform service improvements across the organisation. Some of these are targeted at improving the

efficiency of services along with improving the customer experience with the introduction of online booking systems. Others include improved communication with customers around changes, especially those enforced by COVID-19.

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

31. 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**

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

## **CONSULTATION**

33. There have been various consultations in 2020-21 and services across the Council continue to consult with customers and communities as part of service delivery and redesign. Staff had to be creative about consultation methods with digital means being used more to replace face to face contact. Key examples included consultation with families around early year education provision which confirmed methods of delivery were appropriate and responsive to family needs. Extensive consultation took place to develop our new equality outcomes for 2021 – 2025.

## **PARTNERSHIP WORKING**

34. This report summarises performance of the Council towards the outcomes within the Community Plan. Results could not have been achieved without continued excellent partnership working, including with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust. This was even more evident this year with extensive collaborative working for example with the voluntary sector as part of the humanitarian response to the pandemic and supporting Voluntary Action East Renfrewshire's Community hub.

## **IMPLICATIONS OF REPORT**

35. 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**

36. This report details the performance of the Council at end-year 2020-21. The Council is performing well across the majority of the ODP indicators considering the additional services created and resources required to respond to the pandemic, however COVID-19 has, and will continue to have, an impact on future performance and delivery of services. Despite growing challenges the Council's aim remains unchanged - making people's lives better and achieving positive outcomes for all of our communities.

**RECOMMENDATIONS**

37. It is recommended that Council:

- (a) Scrutinises and comments on a summary of the Council's performance at end-year 2020-21 (Annex 1) and;
- (b) Scrutinises and notes the end-year complaints report attached at Annex 2

**16 June 2021**

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**BACKGROUND PAPERS**

- Local Government Benchmarking Framework 2019-20, Cabinet 3 June 2021
- Outcome Delivery Plan 2020-2023, Council 28 October 2020
- Strategic End-Year Performance Report 2019-20, Council 24 June 2020

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Outcome Delivery Plan 2020 - 2023

**Strategic End-Year Performance Report 2020-21**

The following report provides an update of Council performance data at end-year 2020-21. The information contained in this report includes indicators in the Outcome Delivery Plan 2020-23.

**Data notes**

Indicators included in Annex 1 have a latest data update, the most recent being end year 2020-21. Some indicators have a time lag and the latest data will not be the current year, e.g. some health and education data. Of the 50 indicators in the plan, there has been an update available for 38 indicators in the last year.

**Targets**

It was agreed by Council in October 2020 that due to the impact of COVID, targets would not be set for the ODP for the year 2020-21 and would be reviewed and reset for the period 2021-24. 3 year targets have been set for most indicators in the new ODP 2021-24, to be considered at Council on 30 June.

**Key**

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

<p><u>Performance note</u></p>	<p><u>Latest value</u></p>	<p>Trend Chart</p> <p>Change over time</p>
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# ODP 1 Council Performance



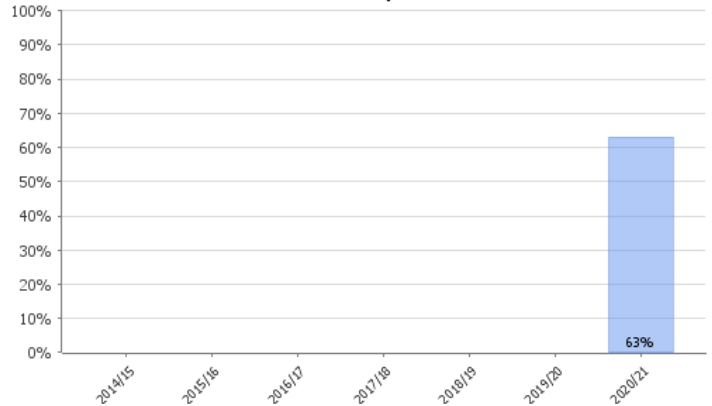
All children in East Renfrewshire experience a stable and secure childhood and succeed.

## Percentage of children subject to child protection who have been offered advocacy

The average to date for 2020/21 Q1, Q2 and Q3 is 63%. The COVID pandemic and lockdown continued to impact on our ability to engage with children and young people the way we did under pre-lockdown conditions. We continue to see more consistent offer of advocacy to children subject to child protection and an overall improvement in practice. Across Q1, Q2 and Q3 59 out of 95 children who have been subject to child protection and/or had an Initial/Review Child protection Case Conference).

63%

HSCP-ADV-01 Percentage of children subject to child protection who have been offered advocacy

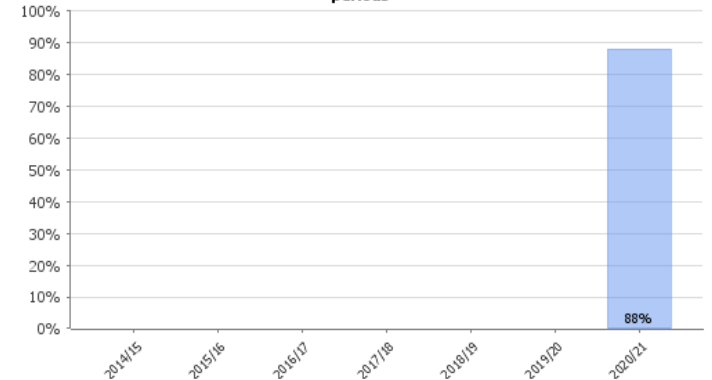


## Percentage of children with child protection plans assessed by the multi-agency team as having an increase in their scaled level of safety at three monthly review periods

Average annual outturn based on Quarters 3 and 4 only for 2020-21. Review Case Conferences mainly saw an increase in the safety of the child, however for one the risk increased and the child was accommodated.

88%

HSCP-SoS-01 Percentage of children with child protection plans assessed by the multi-agency team as having an increase in their scaled level of safety at three monthly review periods

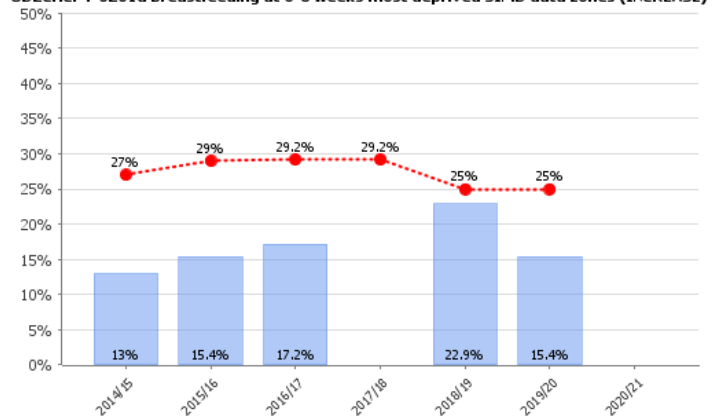


## Breastfeeding at 6-8 weeks most deprived SIMD data zones

2019/20 data. 15.4% of infants living in our most deprived areas (SIMD 1) were exclusively breastfed at the 6-8 week child health review. We tend to see variation in the breast feeding rates across years as was the case for 2019-20 and there may be further variations for the year of the pandemic. Children & Family Team are aware of this and continue to prioritise and fully support all breast feeding mothers with a focus on those living within SIMD 1 & 2. The antenatal pathway within the Universal Pathway commences in July 2021 with home visits commencing late August. This will enable early discussions with pregnant women particularly around infant feeding which we hope will lead to an increase in interest in breast feeding particularly in SIMD 1 & 2.

15.4%

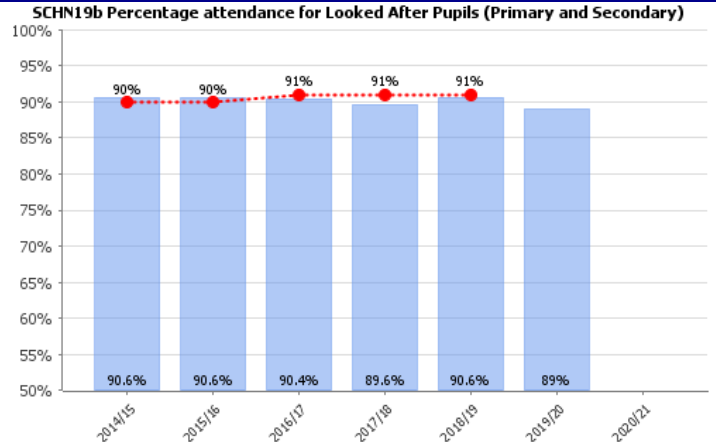
OD2CHCP4-0201d Breastfeeding at 6-8 weeks most deprived SIMD data zones (INCREASE)



**Percentage attendance for Looked After Pupils (Primary and Secondary)**

2019-20 data.  
Attendance rates of looked after children and young people attending our Primary and Secondary schools decreased slightly in 2019-20 to 89%. Procedures for regular checks on attendance data will continue to be strengthened. Quality Improvement Officers will include the attendance of looked after children on their agendas at pastoral meetings with head teachers.

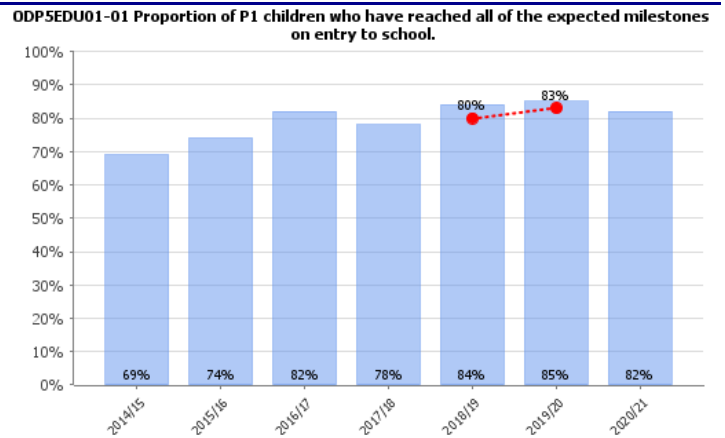
89%



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

2020-21 data.  
Following an increasing trend over the previous three years, there was a slight decrease in the proportion of children attaining their developmental milestones; perhaps not unexpected given the impact of school/ELC closures due to COVID. Despite the impact of COVID-19, developmental milestone attainment in 2020/21 was the third highest recorded since 2013-14. Cohort size 1183.

82%



## ODP 2 Council Performance

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

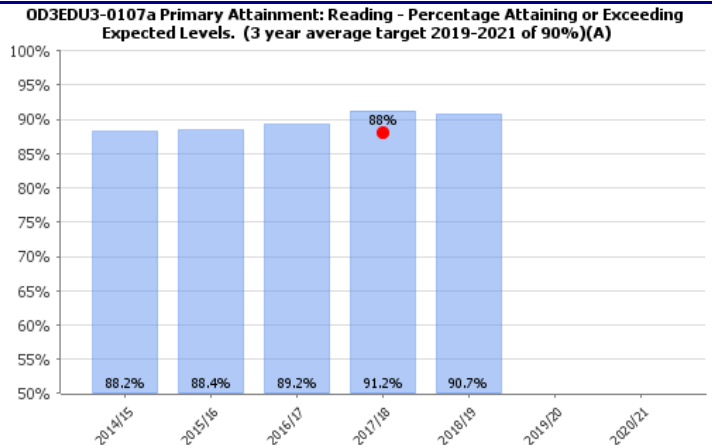


### Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2019-2021 of 90%)

2018/19 data.

In 2019-20, the Scottish Government did not collect Curriculum for Excellence levels in Reading.

90.7%

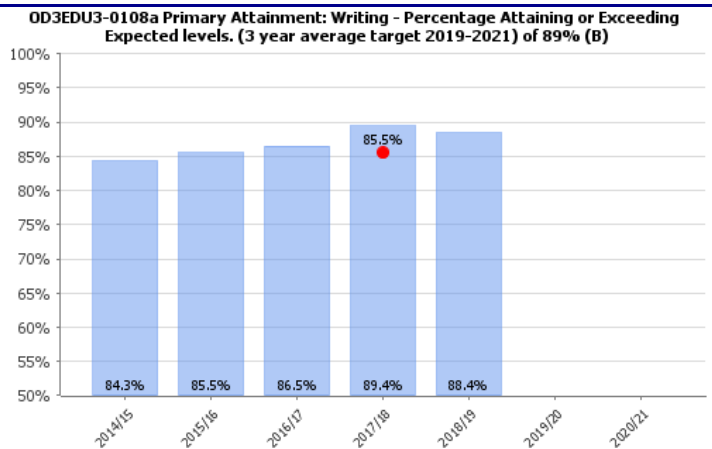


### Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. (3 year average target 2019-2021) of 89%

2018/19 data.

In 2019-20, the Scottish Government did not collect Curriculum for Excellence levels for Writing.

88.4%

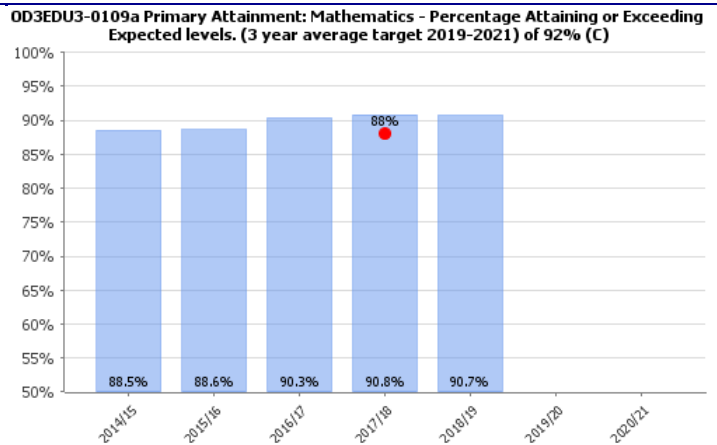


### Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2019-2021) of 92%

2018/19 data.

In 2019-20, the Scottish Government did not collect Curriculum for Excellence levels in Mathematics.

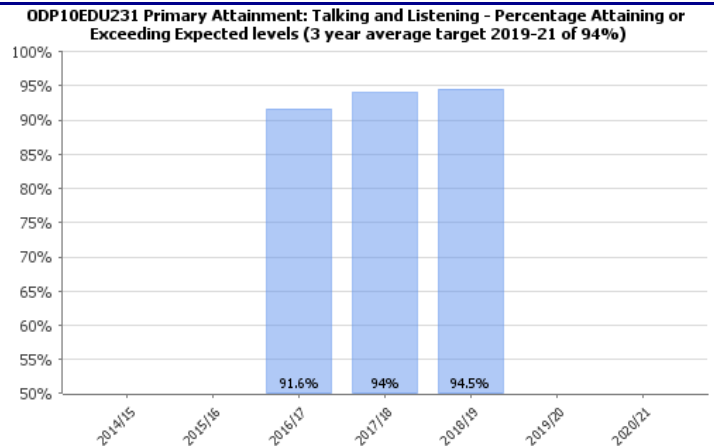
90.7%



**Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels (3 year average target 2019-21 of 94%)**

2018/19 data.  
In 2019-20, the Scottish Government did not collect Curriculum for Excellence levels in Talking and Listening.

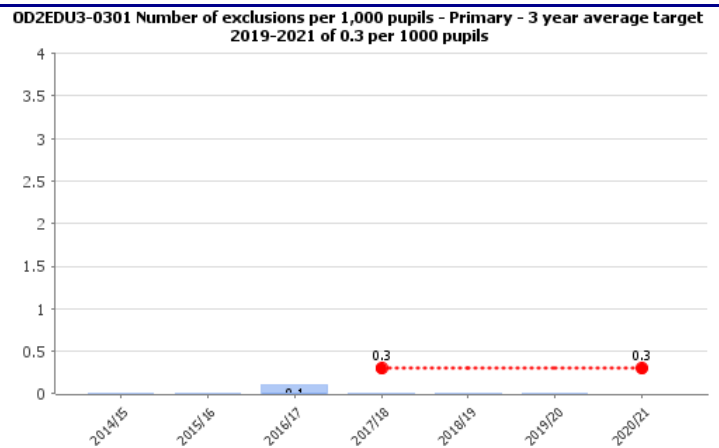
94.5%



**Number of exclusions per 1,000 pupils - Primary - 3 year average target 2019-2021 of 0.3 per 1000 pupils**

2019/20 data.  
In 2019/20 there were no temporary exclusions within the primary sector; there have been no exclusions recorded in 6 of the last 8 years. East Renfrewshire compares very favourably to the national value of 8.1 incidents per 1000 pupils (latest published data for 2018-19). The department has set a challenging three year average target of 0.3 incidents per 1000 pupils for 2019-21 and is on target to achieve this.

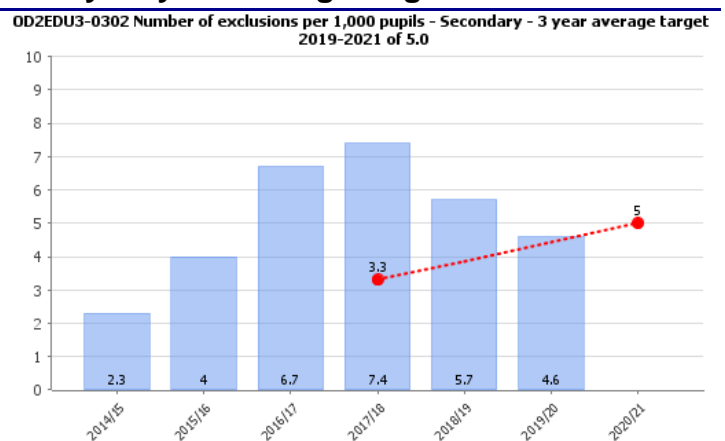
0



**Number of exclusions per 1,000 pupils - Secondary - 3 year average target 2019-2021 of 5**

2019/20 data.  
Although the school year was cut short due to COVID, in 2019-20 the number of exclusions in the secondary sector did decrease to 4.6 incidents per 1000 pupils. The ERC performance compares very well with the national figure of 39.6 incidents per 1000 pupils (latest published data for 2018-19). The Council has set a very challenging three year average target of 5 incidents per 1000 pupils for 2019-21 and is slightly above this for both sessions thus far.

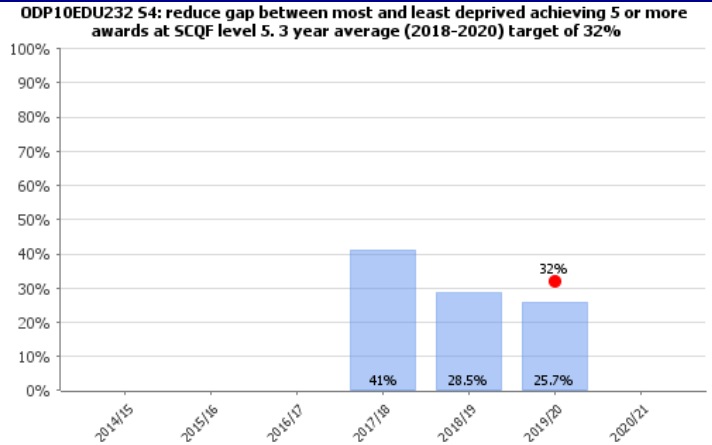
4.6



**S4: reduce gap between most and least deprived achieving 5 or more awards at SCQF level 5. 3 year average (2018-2020) target of 32%**

2019/20 data.  
The gap between the proportion of young people achieving 5 or more SCQF level 5 qualifications in SIMD deciles 9 and 10 compared to deciles 1&2 reduced further by 2.8% in 2019/20 to 25.7%. There were 126 pupils in SIMD deciles 1 and 2 and 813 in deciles 9 and 10 in 2019/20.

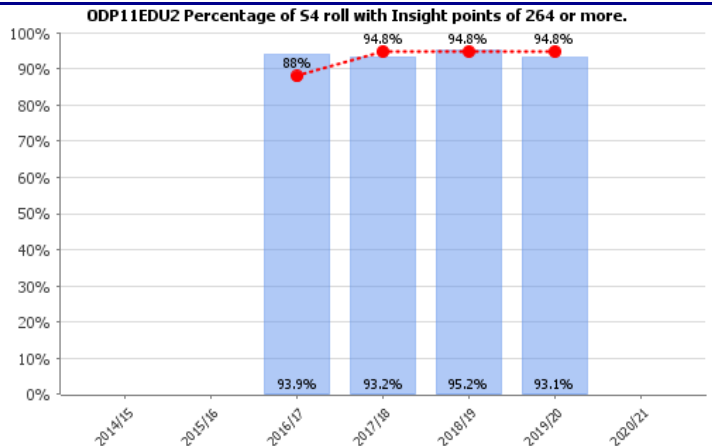
25.7%



**Percentage of S4 roll with Insight points of 264 or more**

2019/20 data.  
The percentage of S4 pupils with total Insight point scores of 264 or more (equivalent to eight "Pass" awards at National 4) increased to 93.1% in 2020. Cohort size 1440.

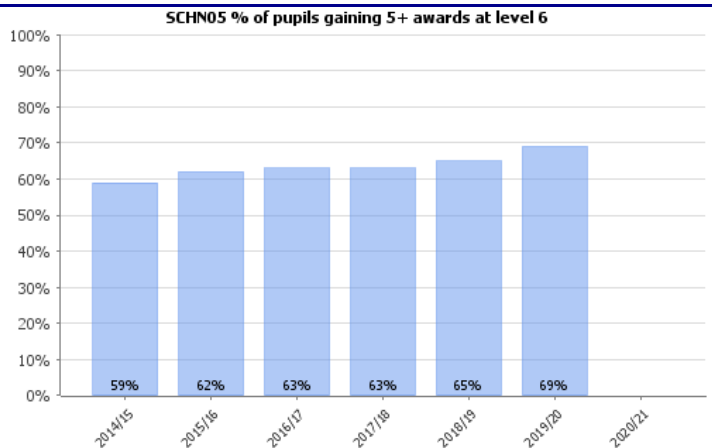
93.1%



**Percentage of pupils gaining 5+ awards at level 6**

2019/20 data.  
The proportion of children achieving 5 or more awards at SCQF level 6 increased by 4% this year to 69%; the national value for this measure is 31% below. The Council have been ranked 1st for this measure since 2011-12 and has remained at least 18% above the Virtual Comparator over the past five years. The Council has a three year (2019-2021) target of 65%. Cohort size 1347.

69%

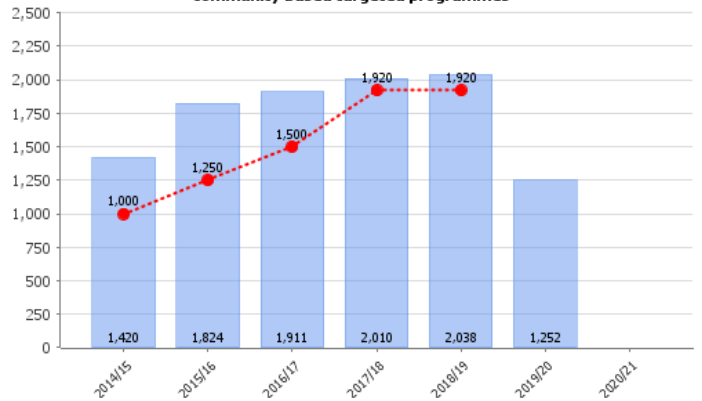


**Number of awards achieved by young people participating in school and community based targeted programmes**

2019/20 data.  
 COVID has impacted on performance in the 2019/20 and 2020/21 academic years. Data not yet available for school year ending June 2021.

1,252

OD3CESOA301-01 Number of awards achieved by young people participating in school and community based targeted programmes

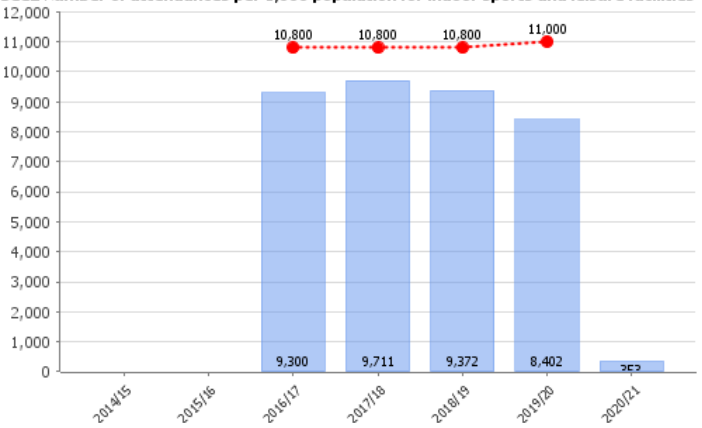


**Number of attendances per 1,000 population for indoor sports and leisure facilities**

2020/21 data.  
 Venues had limited operation during 2020/21 through a brief opening period during September- November which was further impacted by capacity constraints to adhere to social distancing and general COVID regulations.

353

SCC2 Number of attendances per 1,000 population for indoor sports and leisure facilities

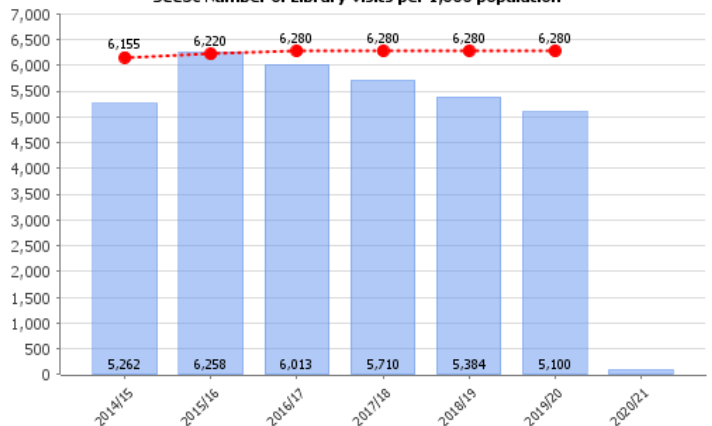


**Number of Library visits per 1,000 population**

2020/21 data.  
 Limited operations during the year, with smaller libraries closed throughout the period. During the short period when open (including click and collect service only), there was restricted access to adhere to COVID regulations.

98

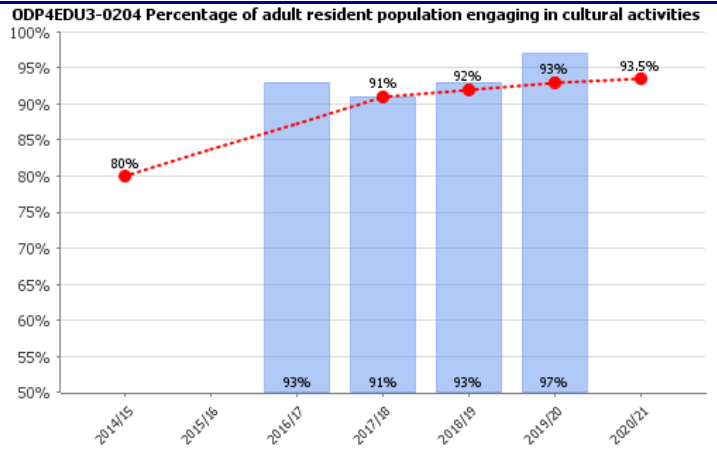
SCC5c Number of Library visits per 1,000 population



**Percentage of adult resident population engaging in cultural activities**

2019/20 data.  
 Most recent data for 2019/20 shows a large majority of respondents engage in cultural activities - 97%. Baseline is 422 respondents.

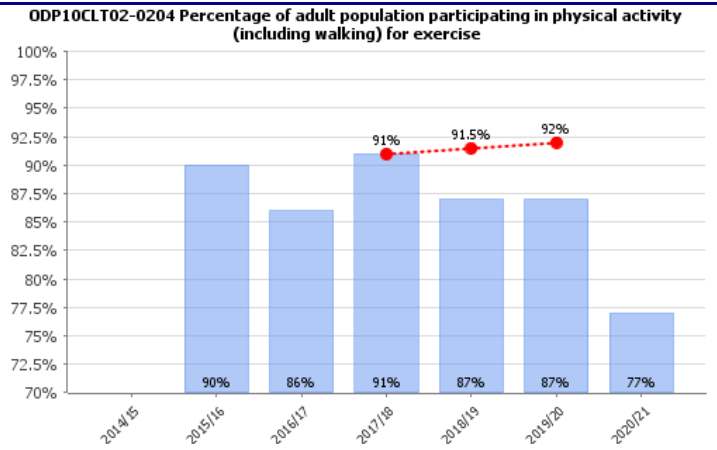
97%



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

2020/21 data.  
 In a challenging year in which many leisure facilities were forced to close for long periods due to COVID, there was a notable decrease in adults who participated in physical activity for exercise. Baseline 382 respondents.

77%





## ODP 3 Council Performance

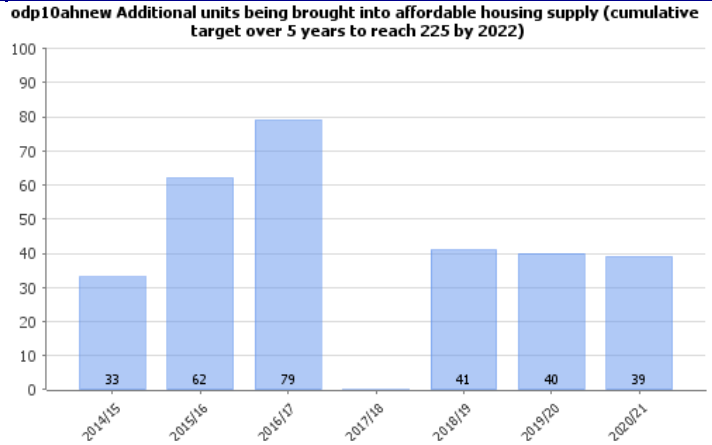
East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents



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

2020/21 data.  
34 new build registered social landlord (RSL) affordable homes by Link Housing Association (5) and Sanctuary Housing Association (17), Barrhead Housing Association (12), plus 5 properties purchased second hand by local residents through LIFT Open Market Shared Equity Scheme. 7 new builds built to accessible standard (21% of those built).

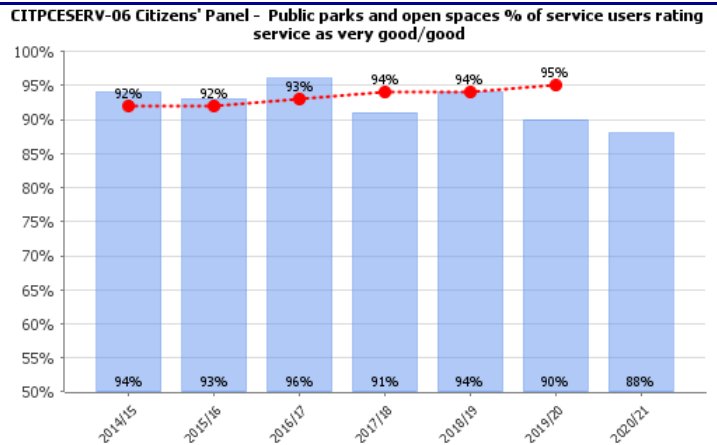
39



### Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good

2020/21 data.  
Panel data indicated that 88% of respondents were satisfied with public parks and open spaces, retaining a majority positive rating despite the extenuating circumstances of the pandemic. Baseline respondents - 511.

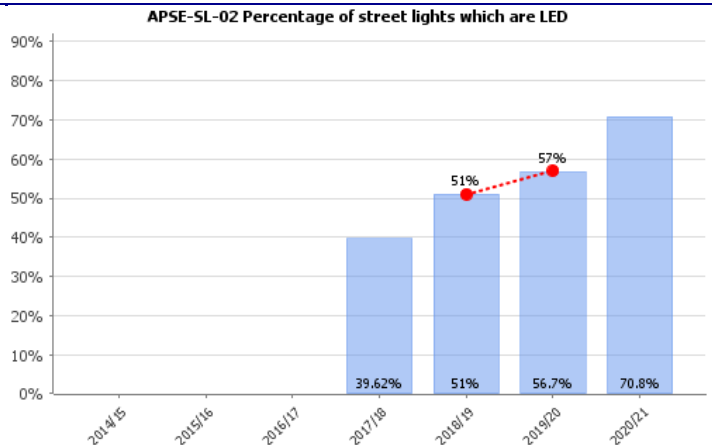
88%



### Percentage of street lights which are LED

2020/21 data.  
Target exceeded. 10,811 of 15,274 total lighting units.

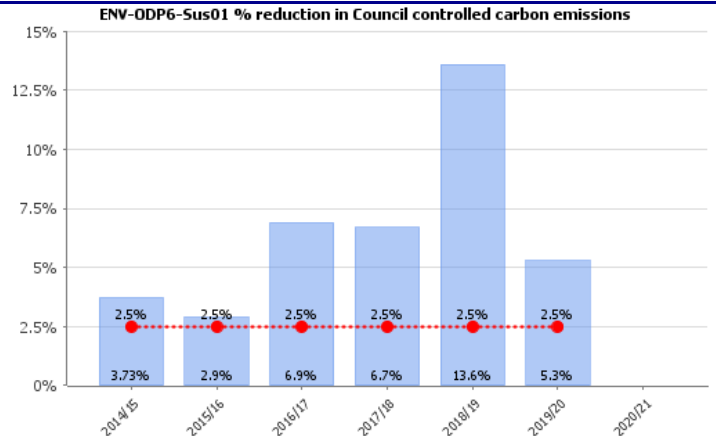
70.8%



**Percentage reduction in Council controlled carbon emissions**

2019/20 data.  
Data not available at end year. Awaiting data from external consultant.

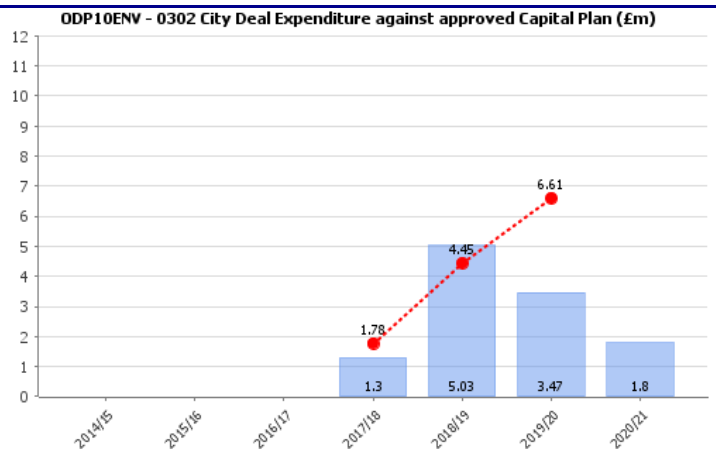
5.3%



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

2020/21 data.  
£1.8m. Considerably lower than anticipated due to delays in projects. Delays were due to the pandemic and slow responses from statutory bodies. No works are due to start on site until 2022.

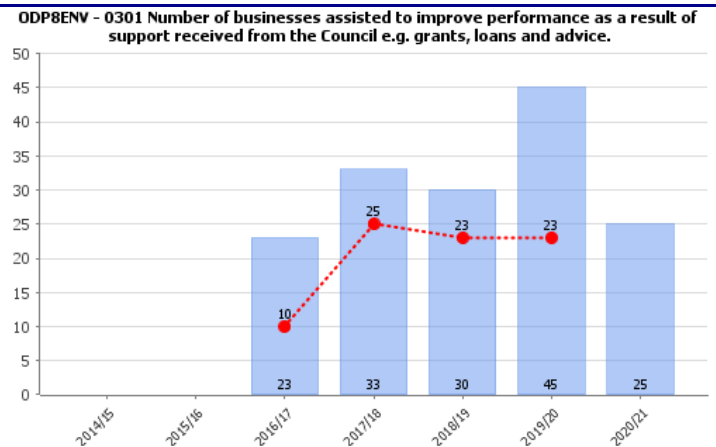
£1.8m



**Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.**

2020/21 data.  
Target exceeded. 25 Business Development Grant applications submitted. 1,500 individual businesses supported through Covid-19 Grants. Since March 2020 the Economic Development team have processed 2962 payments to the value of £19,489,510. The ever changing nature of local lockdowns and new grant programmes has posed a significant staffing resource issue for the team.

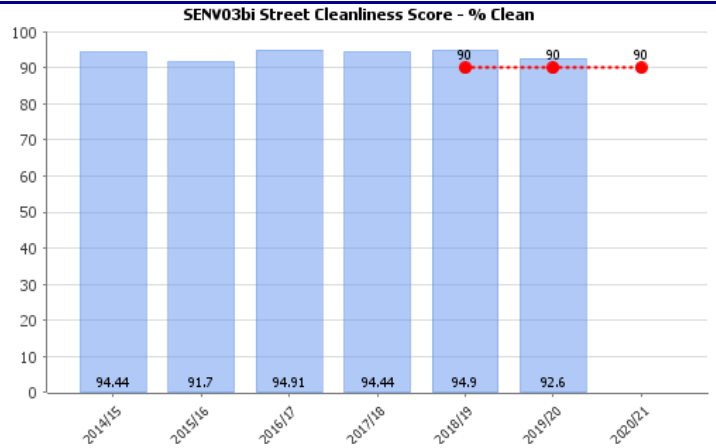
25



**Street Cleanliness Score - % Clean**

2019/20 data.  
 Target exceeded. We continue to allocate resources and target our well-known litter hotspots following investment in new fleet during 2019/20. Our score remains above the national average, although there was a slight decrease in 2019/20, this decline is reflective of the trend nationally. ERC ranked 16th for 2019/20. (National average 92.2).

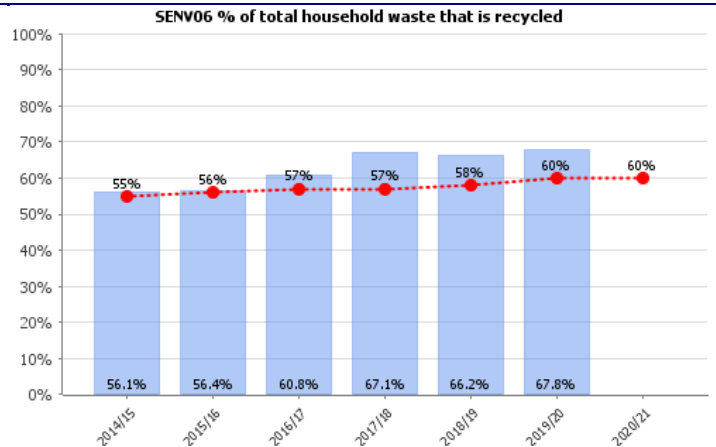
92.6%



**Percentage of total household waste that is recycled**

2019/20 data.  
 East Renfrewshire Council remained the top recycling council in Scotland for the fourth year in a row. Maintaining above average levels of recycling compared to all other Councils and consistently sitting above the target of 60% as set by the Scottish Government.

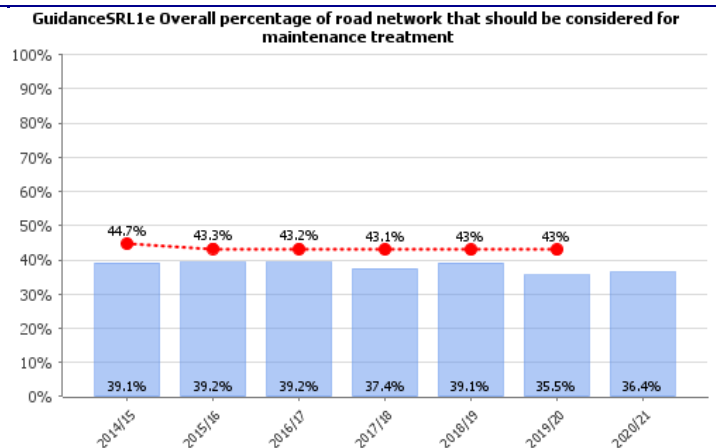
67.8%



**Overall percentage of road network that should be considered for maintenance treatment**

2020/21 data.  
 The Council has seen a considerable improvement in relation to the condition of A class and B class roads over recent years (second and ninth best in Scotland respectively for 2020). However, our overall performance is brought down in relation to C class and Unclassified roads. Additional capital resources of £3m per year from 2019/20 - 2023/24 have been allocated. For 2021/22 road improvements will be concentrated on C class and Unclassified roads.

36.4%



# ODP 4 Council Performance

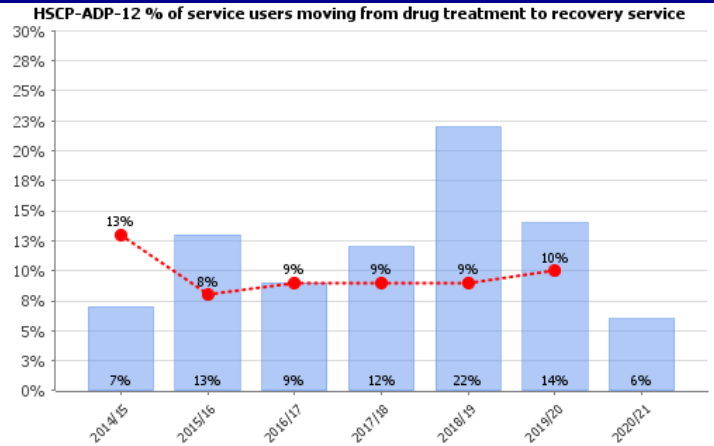
East Renfrewshire residents are safe and live in supportive communities



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

2020/21 data.  
19 individuals of the 2020-21 referral caseload were transferred to the recovery team over the course of the year. The team had 351 referrals between 1 April 20 - 31 March 2021 which equates to 6%. This is a lower percentage than in previous years of monitoring this indicator. Due to the impact of COVID the Community Addictions Service was focused on ensuring individuals supported and stable in their treatment as emergency changes were made. The recovery team also had significantly reduced staffing from 4 to 1 staff member during this period.

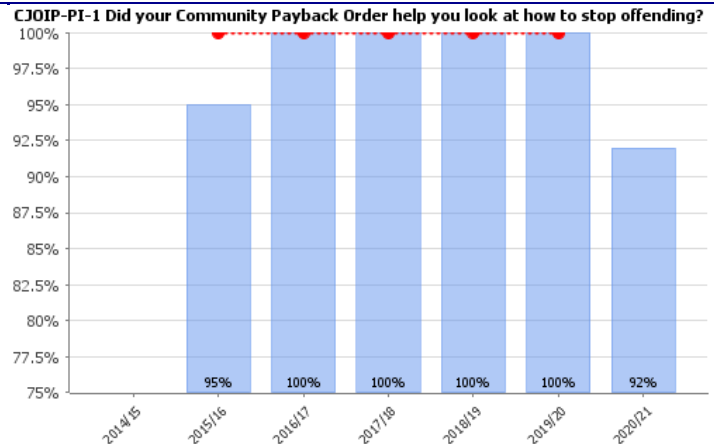
6%



## Did your Community Payback Order help you look at how to stop offending?

2020/21 data.  
Due to the COVID-19 pandemic, unpaid work was suspended on 23rd March 2020. As a result, just 44 Community Payback Orders were completed compared to 205 in the previous year (a 79% reduction). 13 survey forms were returned for those completing CPOs in 2020/21 with a 92% positive response.

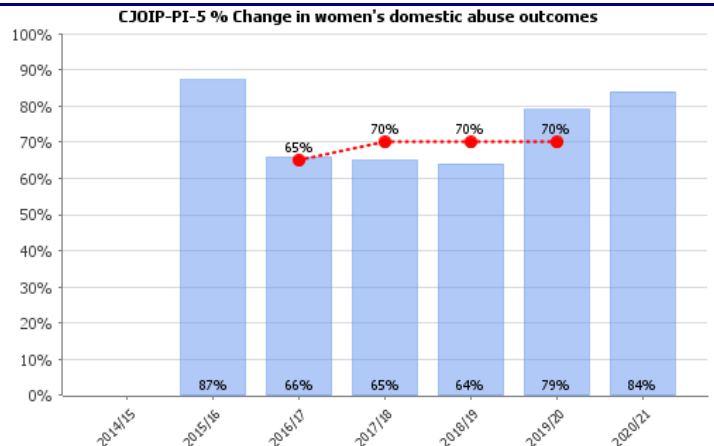
92%



## Percentage Change in women's domestic abuse outcomes

2020/21 data.  
From April 2020 – March 2021, East Renfrewshire Women's Aid service reported significant change and improvement for women across all reported outcomes 114 reviews were completed with 84% of women assessed noting improvement in progress in their outcomes overall. Reduction in risk is reflected in the significant increases in the areas of safety with 89% improvement, health & wellbeing 80%, and empowerment and self-esteem 80%.

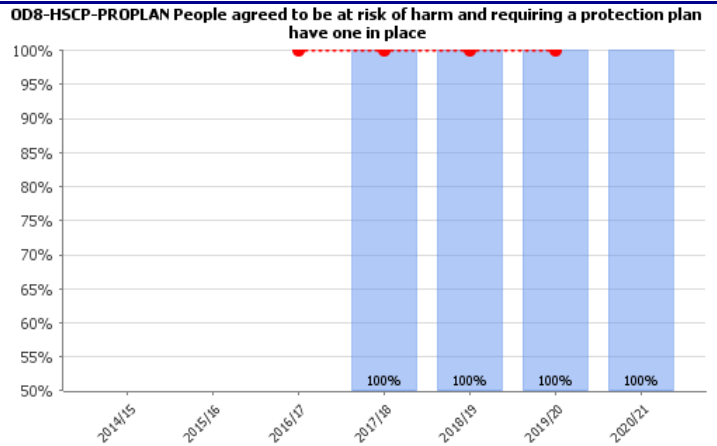
84%



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

2020/21 data.  
All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place.

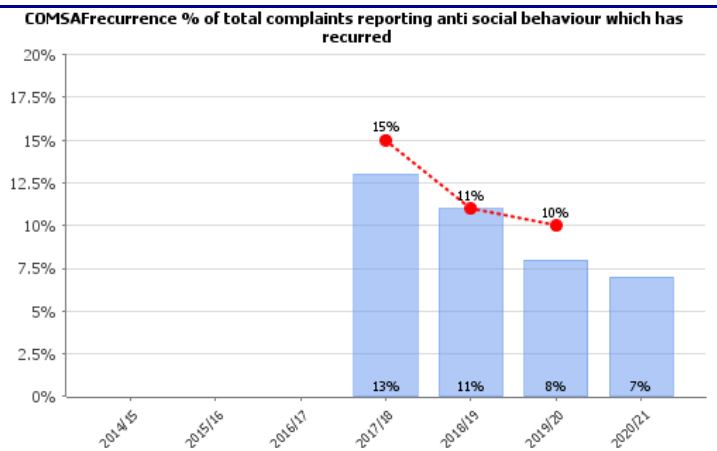
100%



**Percentage of total complaints reporting anti-social behaviour which has recurred**

2020/21 data.  
ASBO calls have decreased during the pandemic. There were a total of 307 noise calls of which 121 calls were classified as anti-social behaviour. 22 calls were to residents who had previously reported issues with their neighbours. Community Safety work closely with partner to reduce instances of anti-social behaviour and engage with repeat offender in order to moderate their behaviour.

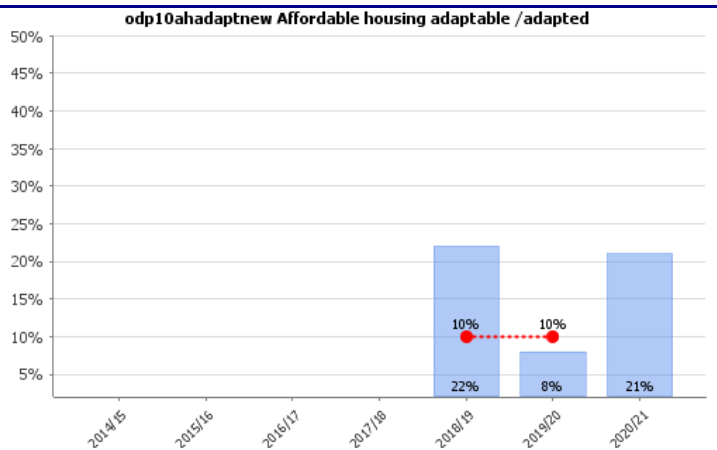
7%



**Affordable housing adaptable /adapted units**

2020/21 data.  
7 of 34 new homes built for affordable housing in 2020/21 were built to accessible standard. This equates to 21% of homes built in this year.

21%

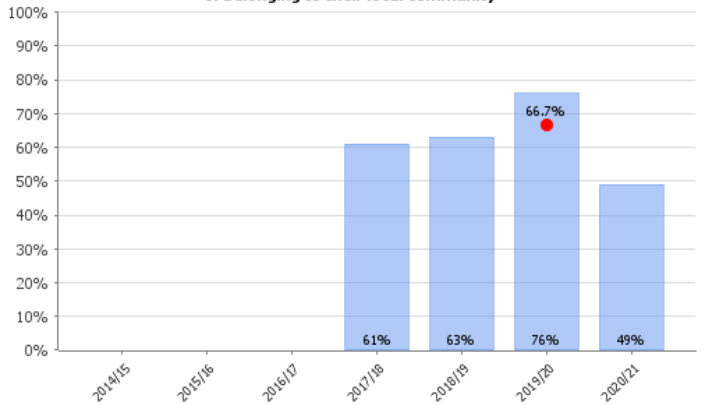


**Percentage of respondents who agree/strongly agree that they feel a strong sense of belonging to their local community- Citizens' Panel**

2020/21 data.  
 Although this figure is low, the current pandemic has negatively impacted on how residents are feeling. However, this rate should also be considered in conjunction with responses to another open-ended question in the panel survey, where a stronger sense of community was the most commonly mentioned positive change seen during the pandemic that they would like to retain. (430 responses)

49%

CP CITP-CII04 % of respondents who agree/strongly agree that they feel a strong sense of belonging to their local community



## ODP 5 Council Performance



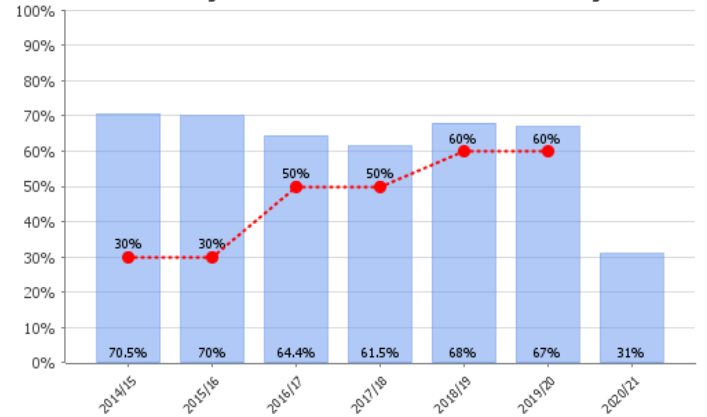
Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives

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

2020/21 data.  
Of the 237 re-ablement discharges, 73 were discharged with a reduced or no service in 2020/21. Additionally 22 people were re-admitted to hospital and a further 19 died or were transferred out of the authority. Performance in this regard has significantly decreased on the 2019/20 (67%) outturn. Earlier discharges from hospital and people being discharged with the same level of support during the pandemic are likely to have impacted on levels of need during the year with a subsequent impact on outcomes achieved. This is the result of increased levels of frailty and greater complexity at the point of hospital discharge during the pandemic and additional resource pressures on the service.

31%

OD2CHCP6-0102 Percentage of those whose care need has reduced following re-ablement

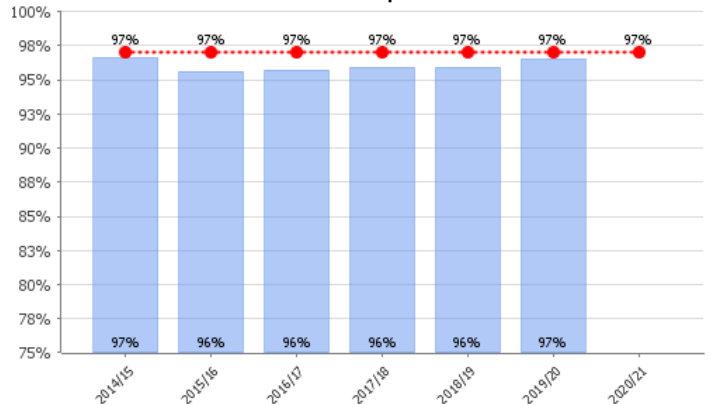


### Percentage of people aged 65+ who live in housing rather than a care home or hospital

2019/20 data.  
Latest data released May 2021. Indicator is still under development by Scottish Government and may change in future. Due to different configurations of services, figures for the hospital/hospice categories may not be comparable across partnership areas. Figure comprises 91.6% of people living unsupported at home, with a further 4.9% being supported to live at home.

97%

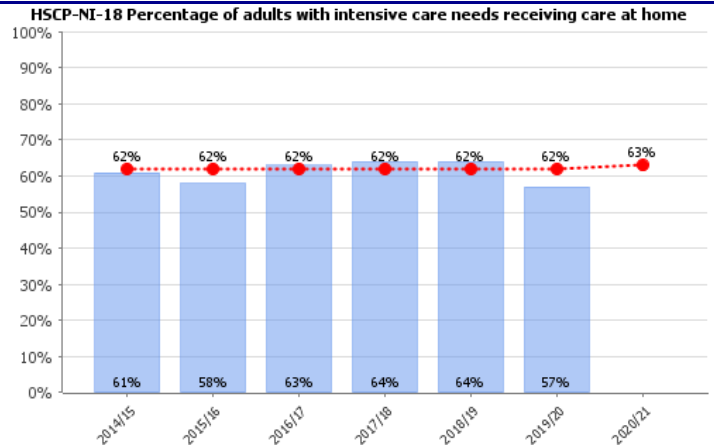
HSCP-MSG-Home Percentage of people aged 65+ who live in housing rather than a care home or hospital



**Percentage of adults with intensive care needs receiving care at home**

2019/20 data.  
 Data relates to all adults receiving personal care at home against care home residents and those receiving continuing care in acute settings. Updated reporting in care home resident numbers in 2019/20 impacting on performance for this indicator. In the reporting period we continued to develop our re-ablement approach and invested in more occupational therapists to support this. The aim of re-ablement is to maximise individuals' ability to care for themselves. (Source: Public Health Scotland).

57%



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

2020/21 data.  
 In 2020/21 of the 663 valid responses 601 reported their needs met. This year's figure is up on 2019/20 (88%).

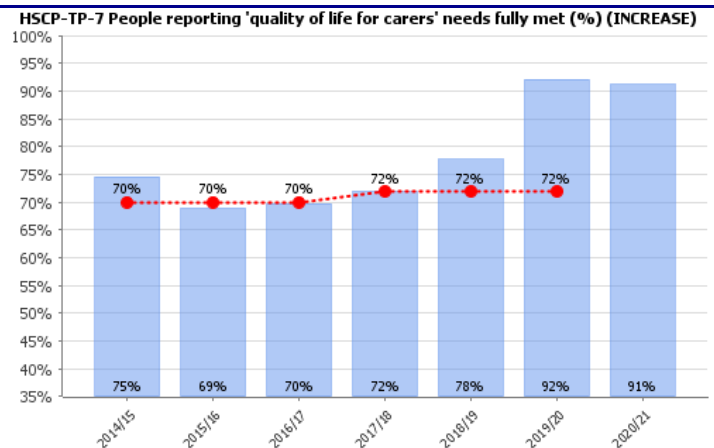
91%



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

2020/21 data.  
 In 2020/21 of the 154 valid responses 141 reported their needs met. This year's figure is similar to 2019/20 (92%).

91%



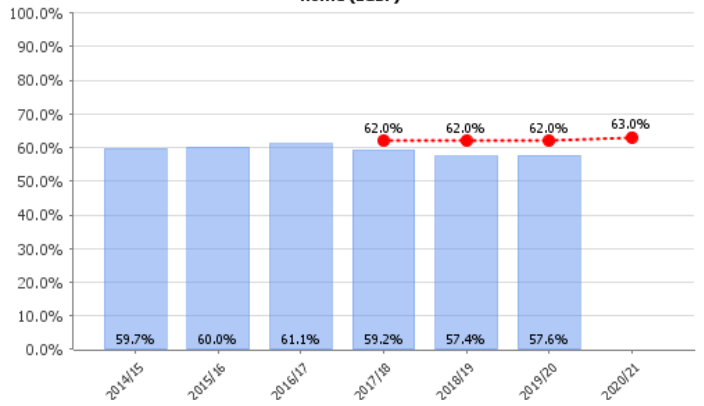


**% of people aged 65 or over with long term care needs receiving personal care at home (LGBF)**

2019/20 data.  
 The LGBF data shows that our performance has improved slightly compared with the previous year (57.4%). 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 and ongoing improvement of our care at home services continues.

57.6%

SW03a % of people aged 65 or over with long term care needs receiving personal care at home (LGBF)



# Customer, Efficiency, People- Council Performance



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

2020/21 data.

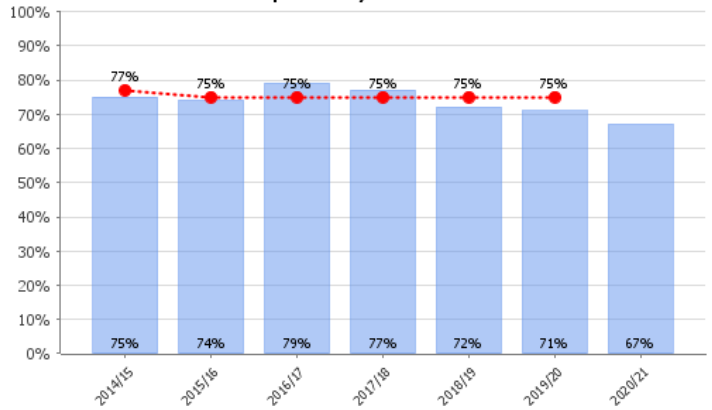
In an extremely challenging year, overall satisfaction levels with Council services have held firm with only a small reduction on the previous year. (Baseline - 493 respondents).

National results from the Scottish Household Survey (SHS) on satisfaction with public services have declined since 2011.

The Council's 20/21 satisfaction rating of 67% compares well against the most recent national rating from the SHS in 2019 52.6%, prior to the impact of Covid-19.

67%

CitP002 - SOA 00 % of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.



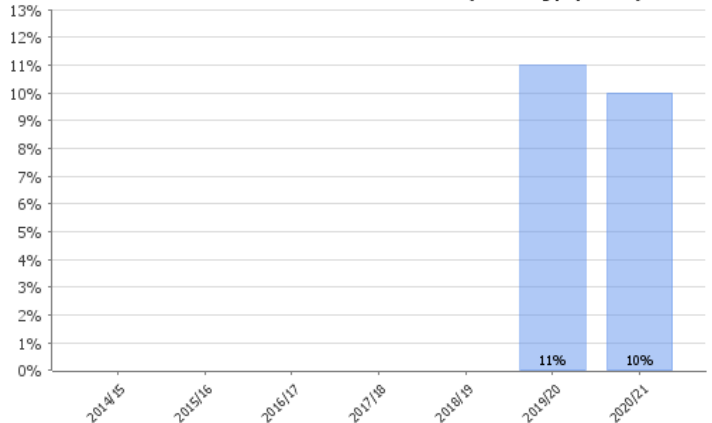
## Percentage of customer contact made online (excluding payments)

2020/21 data.

10% equates to 24,565 contacts. This is a decrease in demand of 968 for general online services compared to this time last year, this is due to the limiting of and prioritisation of services due to the pandemic i.e. the withdrawal of special uplifts for most of the year. However we did see more online transactions from some services such as Registration certificates, Blue Disabled Parking Badges and National Entitlement Card applications.

10%

OD CF 2020 5 % of customer contact made online (excluding payments)



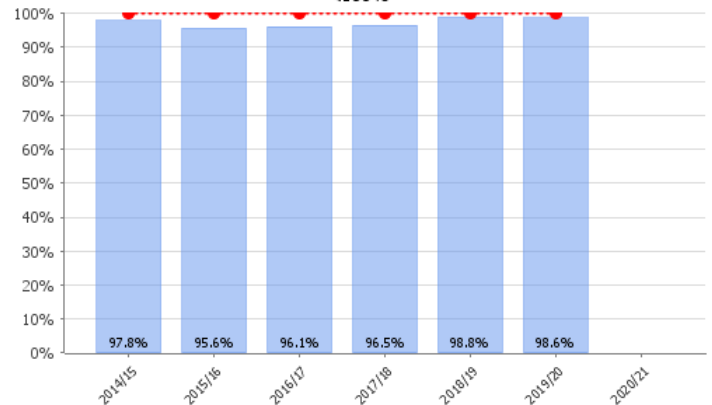
## Actual Council revenue outturn against revised revenue budget. Target <100%

2019/20 data.

Actual expenditure vs budgeted is monitored and managed throughout the year. The final position will be known in June 2021. Target is <100%.

98.6%

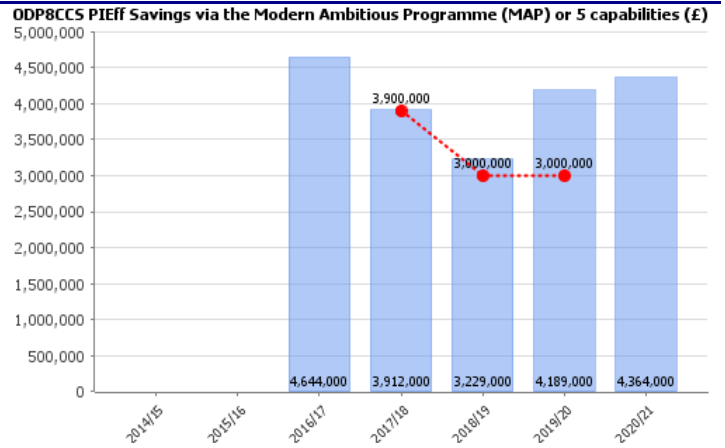
OD3FINC8-0109 Actual Council revenue outturn against revised revenue budget. Target <100%



**Savings via the Modern Ambitious Programme (MAP) or 5 capabilities (£)**

2020/21 data.  
£4.364 million in savings for 202/21.

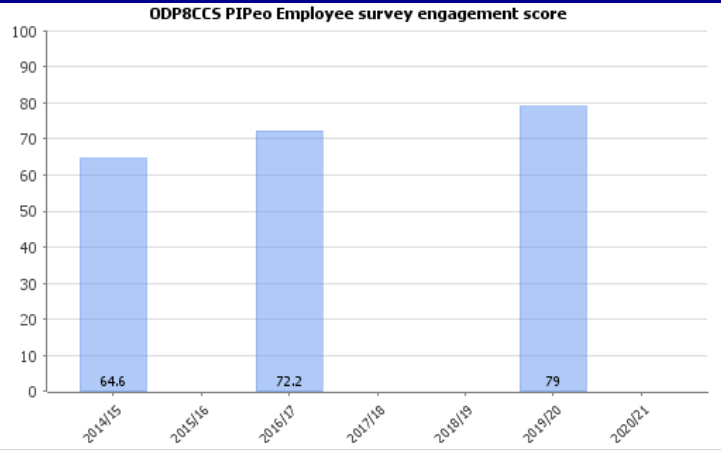
£4,364,000



**Employee survey engagement score**

2019/20 data.  
Awaiting confirmation of next employee survey.

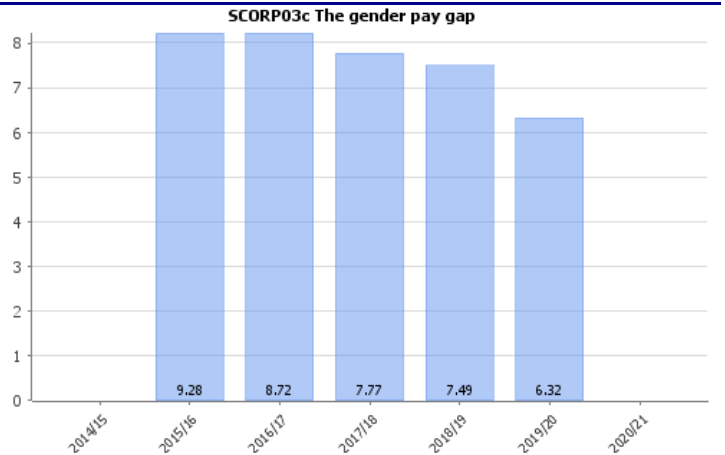
79



**The gender pay gap (%)**

2019/20 data.  
The Council continues to demonstrate commitment to equalities as demonstrated by the reduction in the gender pay gap from 7.5% to 6.3% in 2019/20.

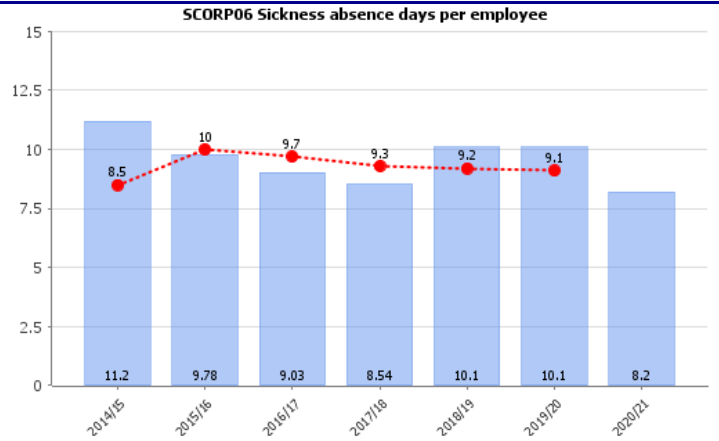
6.3%



**Sickness absence days per employee**

2020/21 data.  
 Performance for 2020/21 shows an improvement in sickness absence overall across the Council compared to the previous year. These figures do not include any absences related to COVID. We are currently moving towards the inclusion of some level of COVID absence in our sickness performance indicators, and therefore we may see the impact of this in next year's absence figures.

8.2



## End-Year complaints 2020/2021

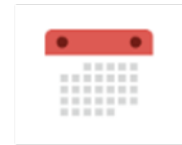
All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. During 2020/21 we received 1,108 complaints, which represented a decrease of 15.6% on the previous end-year figure of 1,313. Most complaints continue to be received by Environment Department – 66%. The data shows that we have missed the 5 day target to respond to frontline complaints with an average time of 5.1 days taken to respond and this is an increase from 4.4 days in 2019/20. The average time to respond to direct investigation complaints was above the 20 day target at 24.7 days. The Council's response time has been heavily impacted by Covid-19, especially at the start of the pandemic as resources were focussed the running of essential services and setting up the humanitarian response. As a result of complaints monitoring over the year, a number of improvement actions have been implemented and additional resources have been put in place to help improve delivery across Council services.



1,108 complaints received  
11.6 per 1,000 population ↓



66% received by  
Environment Department ↑



5.1 days frontline  
24.7 days for investigation ↓↓



34.9 % upheld at frontline ↓



67.3% of complaints resulted in  
further information being  
provided ↑



### Improvements

- The communication between the Housing Maintenance Team and tenants has been improved.
- The introduction of a new digital online booking system has been introduced for civic amenity sites.
- Roads have improved communicated with customers around changes made during the pandemic making it easier for people to walk, cycle and wheel while assisting social distancing in streets and spaces.

Note – arrows indicate direction of change from 2019-20.





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# End Year Complaints Report 2020/21<sup>1</sup>

Complaints Received per 1000 of the Population				
Description	2019/20	2020/21	Change	Notes
Number complaints received per 1,000 population.	13.9	11.6	-2.3	A total of 1,108 complaints were received in 2020/21, a decrease of 205 from 2019/20.

Complaints Closed at Stage one and Stage two			
Description	2019/20	2020/21	Change
Number complaints closed at stage one as % of all complaints	88.9% (1,135)	91.6% (1,135)	+2.7% pts
Number complaints closed at stage two as % of all complaints	9.3% (119)	6.1% (66)	-3.2% pts
Number complaints closed at stage two after escalation as % of all complaints	1.8% (23)	2.1% (23)	+0.3% pts

Complaints Not Upheld/ Partially Upheld/Upheld			
Not Upheld	2019/20	2020/21	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	51% (575)	49.8% (492)	-1.2% pts
Number complaints not upheld at stage two as % of complaints closed at stage two	44% (52)	54.5% (36)	+10.5% pts
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	65% (15)	65.2% (15)	+0.2% pts
Partially upheld	2019/20	2020/21	Change
Number of complaints partially upheld at stage one as % of complaints closed at stage one	11% (123)	13% (129)	+2% pts
Number complaints partially upheld at stage two as % of complaints closed at stage two	23.5% (28)	36.4% (24)	+12.9% pts
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	4% (1)	21.7 (5)	+17.7% pts
Upheld	2019/20	2020/21	Change
Number of complaints upheld at stage one as % of all complaints closed at stage one	38.5% (437)	37% (365)	-1.5% pts
Number complaints upheld at stage two as % of complaints closed at stage two	32.5% (39)	9.1% (6)	-23.4% pts
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	30% (7)	13% (3)	-17% pts

The average time in working days for a full response to complaints at each stage					
Description	2019/20	2020/21	Change	SPSO Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	4.4	5.1	+0.7	5	
Average time in working days to respond to complaints at stage two (investigation)	20.4	24.7	+4.3	20	
Average time in working days to respond to complaints after escalation (investigation)	15.5	17.2	+1.7	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	19.6	22.8	+3.2	20	

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

### Complaints at each stage closed within set timescales

Description	2019/20	2020/21	Change
Number complaints closed at stage one within 5 working days as % of stage one complaints	82.6% (937)	76.4% (754)	-6.2% pts
Number complaints closed at stage two within 20 working days as % of stage two complaints	65% (78)	63.6% (42)	+0.5% pts
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	82.6% (19)	82.6% (19)	same
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	67.8% (97)	68.5% (61)	+0.7% pts

### Where extensions to the 5 or 20 working day timeline were authorised

Description	2019/20	2020/21	Change
% of complaints at stage one where extension was authorised	0.5% (6)	0.7% (7)	+0.2% pts
% of complaints at stage two where an extension was authorised	1.7% (2)	3% (2)	+1.3% pts
% of escalated complaints where extension was authorised	0 (0)	0 (0)	same

### Model Complaint Handling Procedure - Core Performance Measures

The Local Authority Complaint Handlers Network, in collaboration with the Scottish Public Services Ombudsman (SPSO), have implemented a new set of standardised measures to gauge satisfaction of customers with the complaints process. The work has been done to transfer from the old complaints system, Lagan, to a new complaints management system, Goss, and this will be live as of the June 2021.

### Improvement Actions 2020/21

Complaints information is closely monitored to ensure we learn from complaints and make service improvements. In 2020/21, service improvement actions included the following:

- Housing reviewed and reintroduced neighbourhood inspections.
- A new online booking system has been introduced for civic amenity sites.
- The Housing repairs planning team has implemented a new process to keep customers informed of progress.
- The Roads team have made more information available around the introduction of pop-up cycle lanes as part of the scheme to protect public health.