

EAST RENFREWSHIRE COUNCIL

CABINET

3 December 2015

Report by Deputy Chief Executive

STRATEGIC MID 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 mid-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 and a mid-year complaints report is attached at Annex 4.

RECOMMENDATIONS

3. It is recommended that Cabinet:
 - (a) Scrutinises and comments on the summary of the Community Planning Partnership and Council's mid-year performance for 2015-16 (Annex 1).
 - (b) Notes 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 November 2015.
 - (c) Notes the mid-year complaints report attached at Annex 4.

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 along with some Local Government Benchmarking Framework (LGBF) indicators not included in the ODP.
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.

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.

8. Indicators included in Annex 1 have a latest data update that has not been previously reported, for some this will be for mid-year 2015-16, for others this may be an end year 2014-15 update that was not available at year end. Occasionally some health indicators have a time lag and the latest data will be more historic. At mid-year point there is no column for 2015-16 in the graphs. The 2015-16 target displayed is for end- year 2015-16.

9. Indicators with no new data to report are listed under Annex 2, such as some Police data and service cost data that are not yet available.

COMMUNITY PLANNING PARTNERSHIP PERFORMANCE

10. 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 mid-year point, with the Community Planning Partnership performing well against set targets. Overall, of the updated indicators with a target set for the SOA, 90% 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. An advice note to Cabinet on the focus and priorities of the PAR is attached in Annex 3.

COUNCIL PERFORMANCE

11. East Renfrewshire Council continues to achieve excellent performance results across many areas including educational attainment and exclusion rates, council tax collection, and child protection re-registrations. The Council also performs consistently well in other areas such as meeting housing quality standards and dealing with customer requests through Customer First. The Council is performing well across the majority of the ODP indicators; however there are areas where we want to build on our current performance levels.

12. Overall, of the updated ODP indicators at mid-point 2015-16 the Council's performance is positive across three quarters 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. There is a likelihood that some indicators with a red status at mid-year will recover by year end 2015-16 and departments are closely monitoring progress.

PUBLICATION OF MID YEAR PERFORMANCE INFORMATION

13. 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

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

CONSULTATION

15. There have been various consultations in the past six months both internally and externally.

PARTNERSHIP WORKING

16. 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

17. 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

18. This report details the performance of East Renfrewshire Community Planning Partnership and the Council at mid-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

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- (b) Notes 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 November 2015.
- (c) Notes the mid-year complaints report attached at Annex 4.

REPORT AUTHOR

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BACKGROUND PAPERS

- Strategic End-Year Performance Report 2014-15 and Performance Animation, Cabinet 25 June 2015
- Strategic Mid-Year Performance Report 2014-15, Cabinet 5 December 2014
- Outcome Delivery Plan 2015-2018, Cabinet 4 June 2015

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

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

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



East
Renfrewshire
Community
Planning
Partnership

Strategic Mid-Year Performance Report 2015-16

The enclosed provides an update of Council and Community Planning Partnership (CPP) performance data at mid-year point in 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.

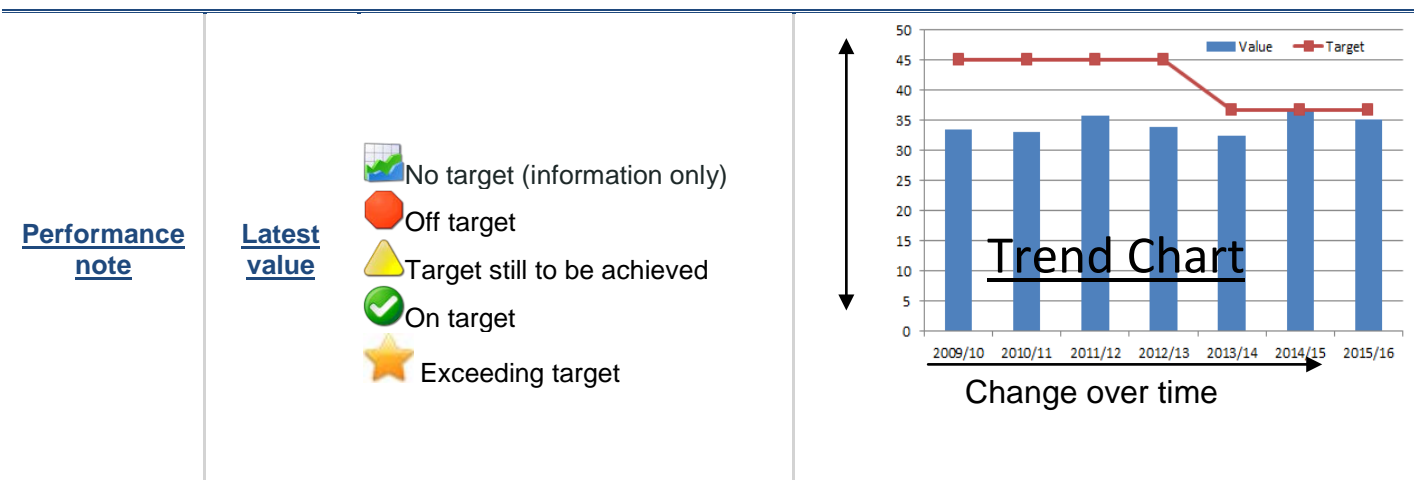
Data note

The data shown in the column beside the status symbol denotes the latest available data.

Indicators included in Annex 1 have a latest data update that has not been previously reported, for some this will be for mid-year 2015-16, for others this may be an end year 2014-15 update that was not available at year end. Occasionally some health indicators have a time lag and the latest data will be more historic.

The target value for 2015-16 in the graphs shows the annual 2015-16 target.

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 mid-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.

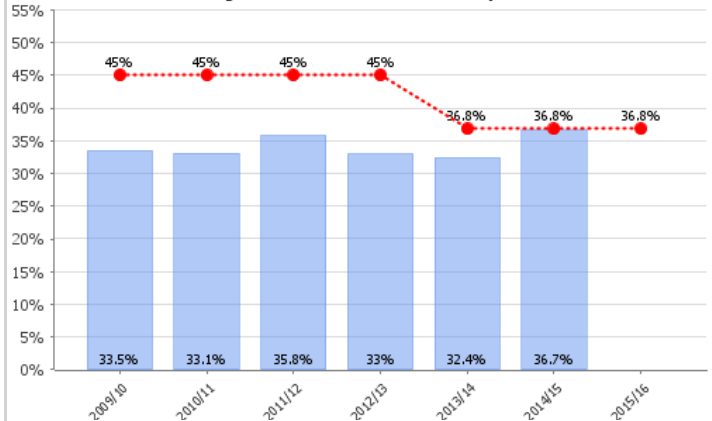
Percentage of new-born children exclusively breastfed at 6 - 8 weeks.

Further improvement work in this area will be progressed through the early years planning group.

35.2%



OD2CHCP4-0201 Percentage of newborn children exclusively breastfed at 6 - 8 weeks.



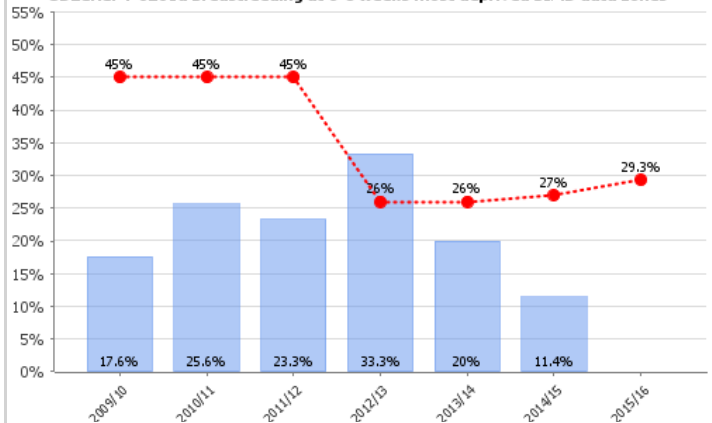
Breastfeeding at 6-8 weeks most deprived SIMD data zones

This target measures exclusive breastfeeding rates, which are falling across Scotland. Mothers who start breastfeeding are breastfeeding for longer however most are moving to mixed feeding (bottle and breast) rather than exclusive breastfeeding. East Renfrewshire has one of the lowest attrition rates (stopping breastfeeding) which should be noted as a positive.

8.9%



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



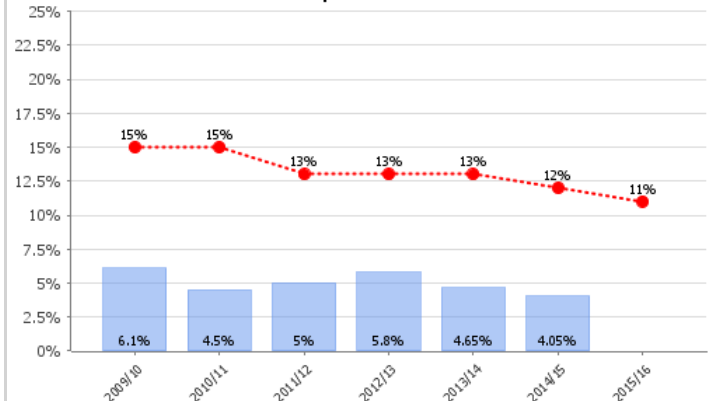
% of children looked after away from home who experience 3 or more placement moves

Only one of 110 children looked after away from home in the first six months of 2015-16 had experienced 3 or more placements.

0.91%



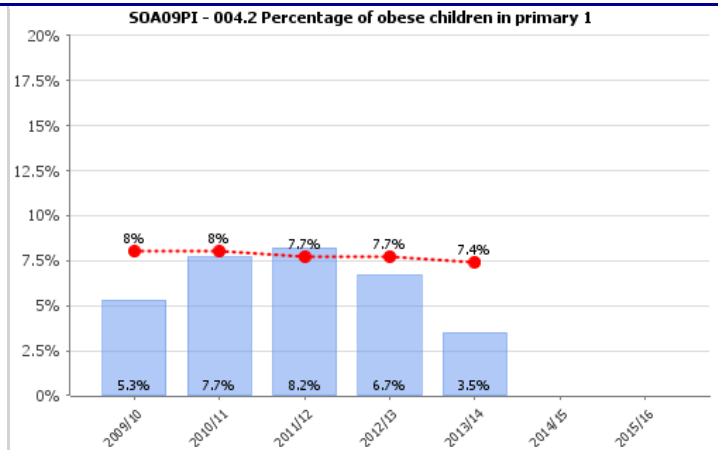
SOA09PI - 004.1 Percentage of children looked after away from home who experience 3 or more placement moves



Percentage of obese children in primary 1

Data from seven schools is not included in the most recent publication. This equates to approximately 230 children. As a result the figures quoted school year 2013/14 should be treated with extreme caution.

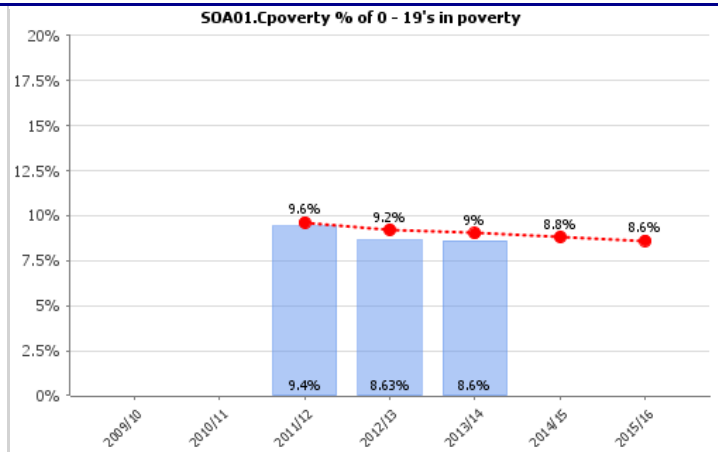
3.5%



% of 0 - 19's in poverty

In August 2013 8.6% of children aged 0-19 live in a low income household compared to 17.2% across Scotland.

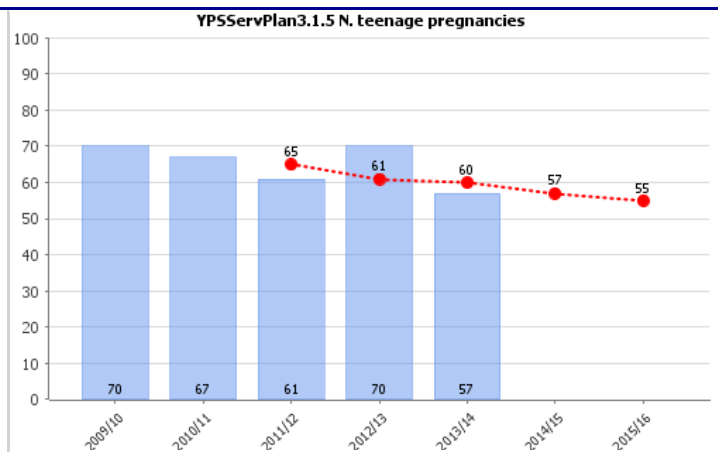
8.6%



Number of teenage pregnancies

Data refers to the 2013 calendar year. There were 57 births, still births or terminations to females aged under 20 in the 2013 year. This is a rate of 19.9% and is a decrease on last year.

57

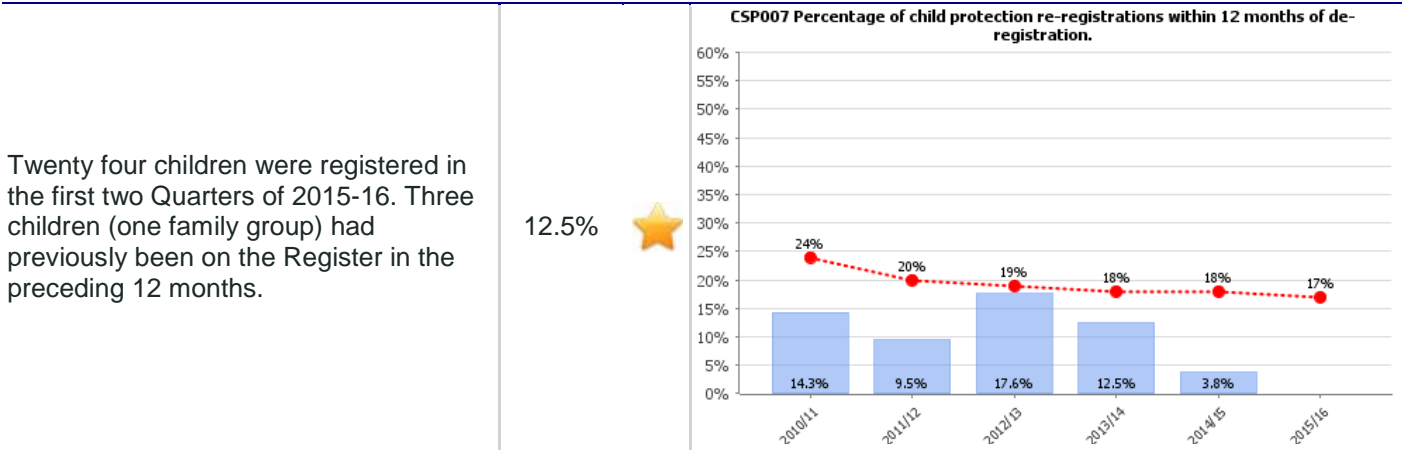


ODP 1 Council Performance

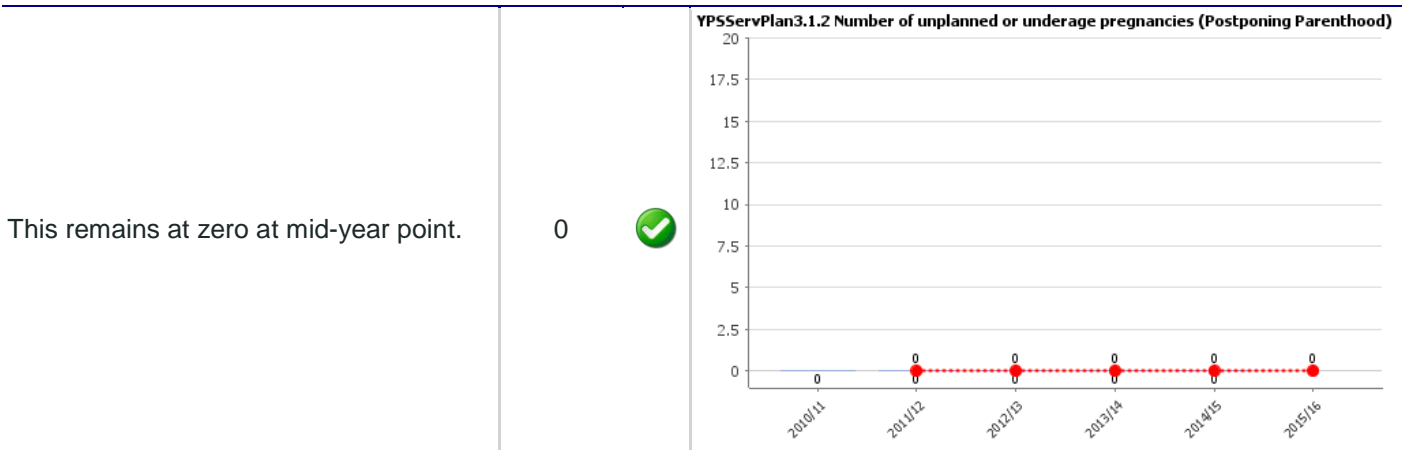
All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.



Percentage of child protection re-registrations within 12 months of de-registration.



Number of unplanned or underage pregnancies



SOA 2 Partnership Performance

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

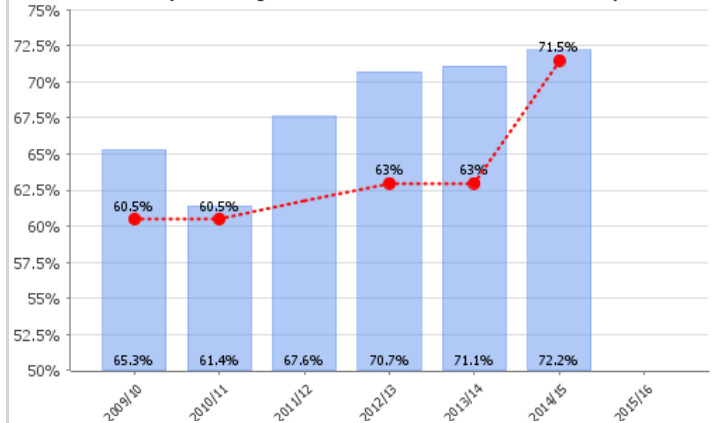
3 year average in national examination results: 5+ @ L5 by end of S4

In 2014-15 the Council achieved its best performance to date with 72.2% of S4 achieving 5+ at L5; this is an increase of 1.1% on 13-14 and is considerably higher (20.6%) than the Council's virtual comparator of 54.4%. The Council is currently on course to achieve the 3-year average target (2015-17) of 71.5%.

72.2%



OD2EDU3-0101a 3 year average in national examination results: 5+ @ L5 by end of S4



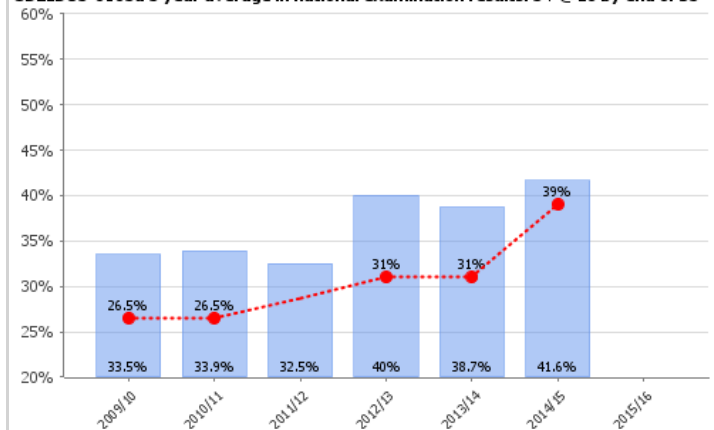
3 year average in national examination results: 5+ @ L6 by end of S5

The proportion of S5 pupils achieving 5+ awards at level 6 or better has increased by 2.9%, the highest recorded. The Council's performance compares very favourably against the virtual comparator at 24% of S5 achieving 5+ at level 6. The Council is currently on target to achieve its 3-year target (2015-17) of 39%.

41.6%



OD2EDU3-0103a 3 year average in national examination results: 5+ @ L6 by end of S5



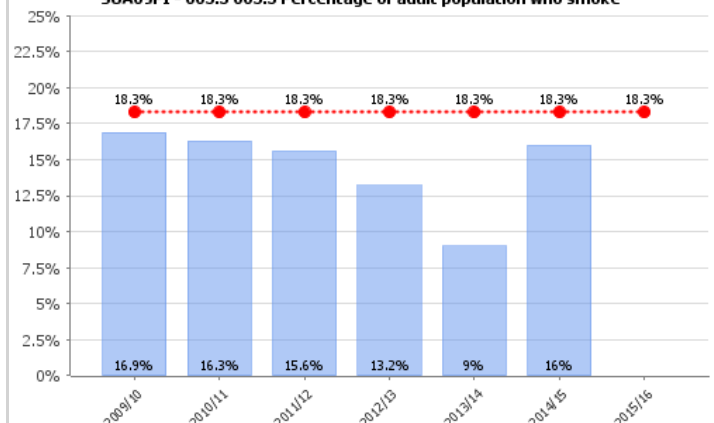
Percentage of adult population who smoke

Latest figures available report 16% of East Renfrewshire adults are smokers compared to 20% nationally (Scottish Household Survey, published 2015)

16%



SOA09PI - 005.3 005.3 Percentage of adult population who smoke



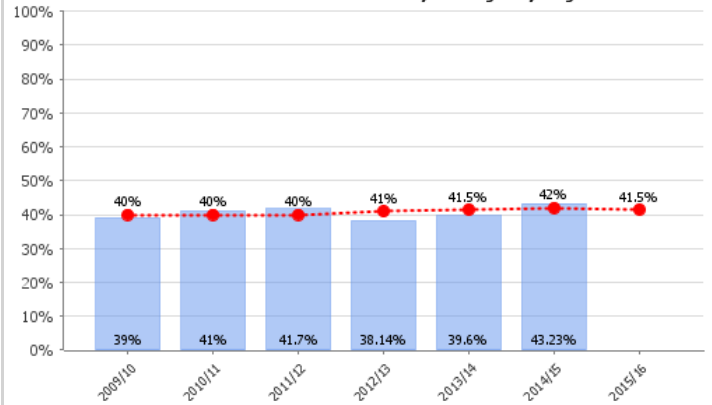
Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.

Update on data not available at year-end: The 2014 Hands Up Survey published in May 2015 showed that 43.2% of school pupils walk or cycle to school exceeding the target of 42%.

43.2%



SOA09PI - 008.3 008.3 Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.



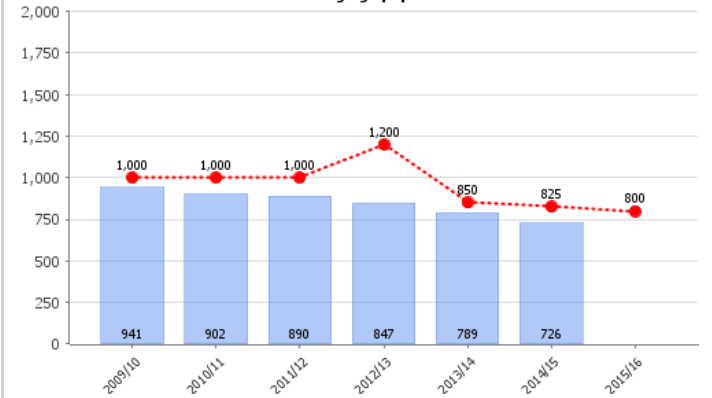
Number of claimants in receipt of out of work benefits per 10,000 of the working age pop'n

Mid-year update: exceeding target. Number claiming out of work benefits: 3980. Population base: 56482

705



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



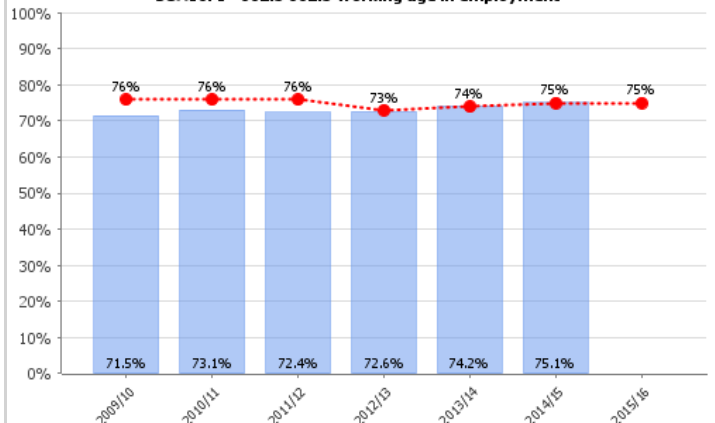
Working age in employment

On target. The labour force survey estimates that 41,700 people were in employment in East Renfrewshire between July 2014 and June 2015. This is an improvement of 0.7% points since the previous year. Reasons for not being in employment varies, some causes relate to being out of work whilst others refer to early retirement, full time study, ill health or keeping a family.

74.8%



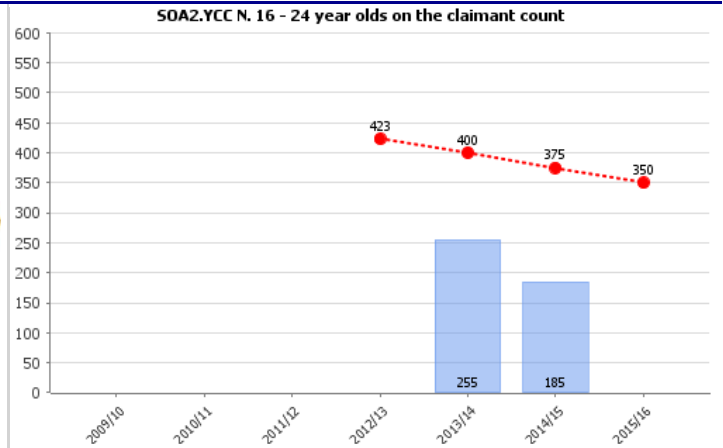
SOA10PI - 002.5 002.5 Working age in employment



Number of 16 - 24 year olds on the claimant count

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

185



ODP 2 Council Performance

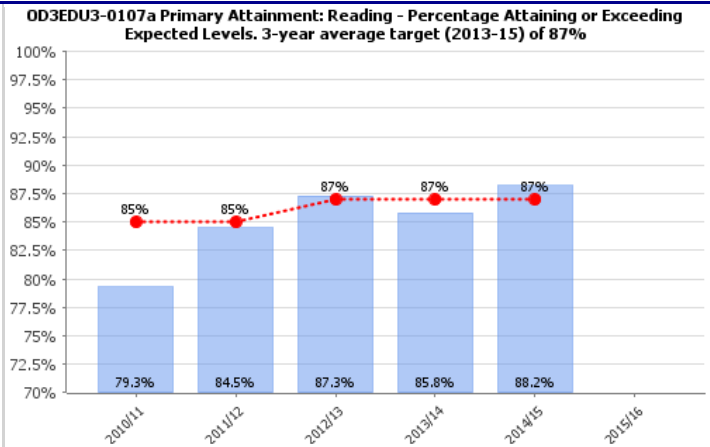
East Renfrewshire residents are fit and active and have the skills for learning, life and work.



Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. 3-year average target (2013-15) of 87%

In 2014-15 the Council achieved its highest percentage of primary pupils achieving/exceeding expected levels in reading with a council average of 88.2%; this was an increase of 2.4%. The Council achieved its 3-year average target (2013-15) of 87% with a 3-year average of 87.1%.

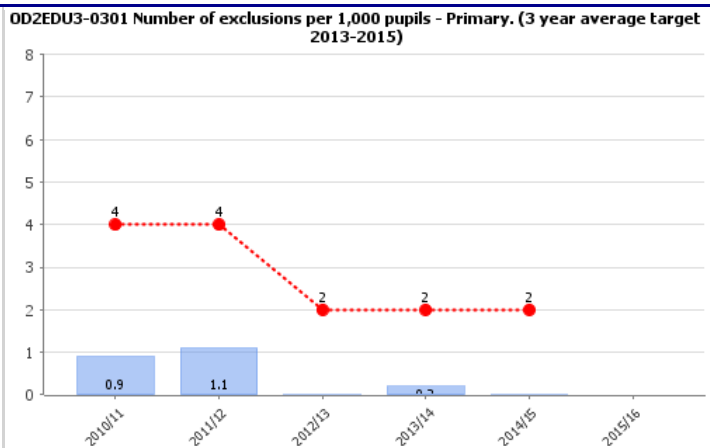
88.2%



Number of exclusions per 1,000 pupils - Primary. (3 year average target 2013-2015)

In 2014-15 there were no temporary exclusions within the primary sector. This compares very favourably with the national figure of 10 incidents per 1000 pupils (latest published data for 2012-13) and comparator authorities 8 per 1000 pupils. The Council achieved its 3-year average target for 2013-15 of 2 exclusions per 1000 pupils with an average of 0.7.

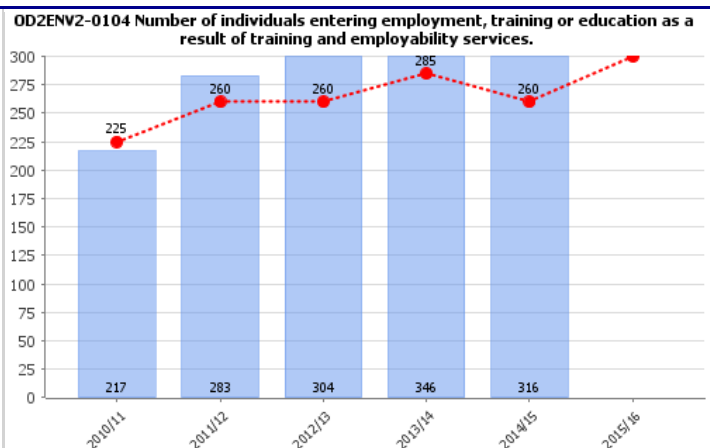
0



Number of individuals entering employment, training or education as a result of training and employability services.

Below target. Mainly due to delays with the European Social Fund Programme. This is a national issue affecting Local Authorities who rely on ESF for employability programmes. Total of 103 includes Jobs (73), Further and Higher Education (5), Modern Apprenticeships (15) and Employability Fund (10). Activity expected to accelerate once funding received and programmes in place.

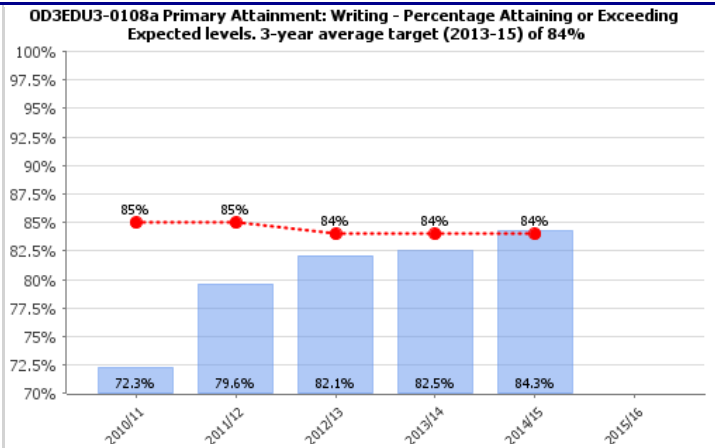
103



Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. 3-year average target (2013-15) of 84%

In 2014-15 the Council achieved its highest percentage of primary pupils achieving/exceeding expected levels in writing, with a council average of 84.3%; this was an increase 1.8% on 2013-14. The Council missed its 3-year average target (2013-15) of 84% by 1% with a three year average of 83%.

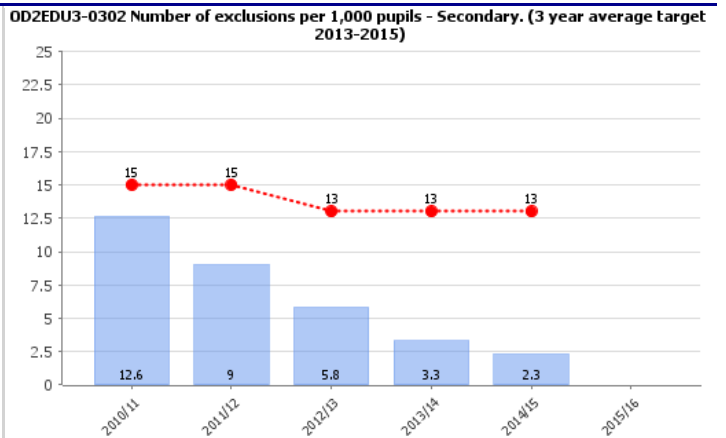
84.3%



Number of exclusions per 1,000 pupils - Secondary. (3 year average target 2013-2015)

The number of incidents of exclusion has decreased continuously since 2010-11 to the lowest recorded rate in 2014-15 of 2.3 incidents per 1000 pupils. The actual number of incidents of exclusions in 2014-15 was 18. The 2014-15 result compares very well to the national figure of 58 per 1000 pupils (latest published result for 2012-13) and comparator authorities 46 per 1000 pupils. The Council achieved the challenging 3-year average target (2013-2015) of 13 per 1000 pupils by the end of 2015 with an average of 3.8 incidents per 1000 pupils.

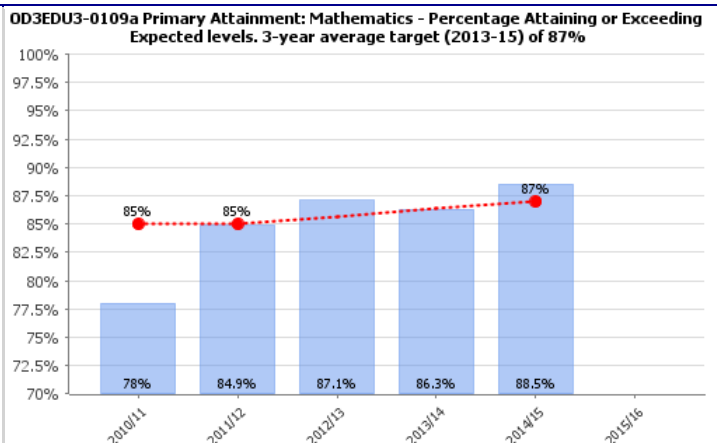
2.3



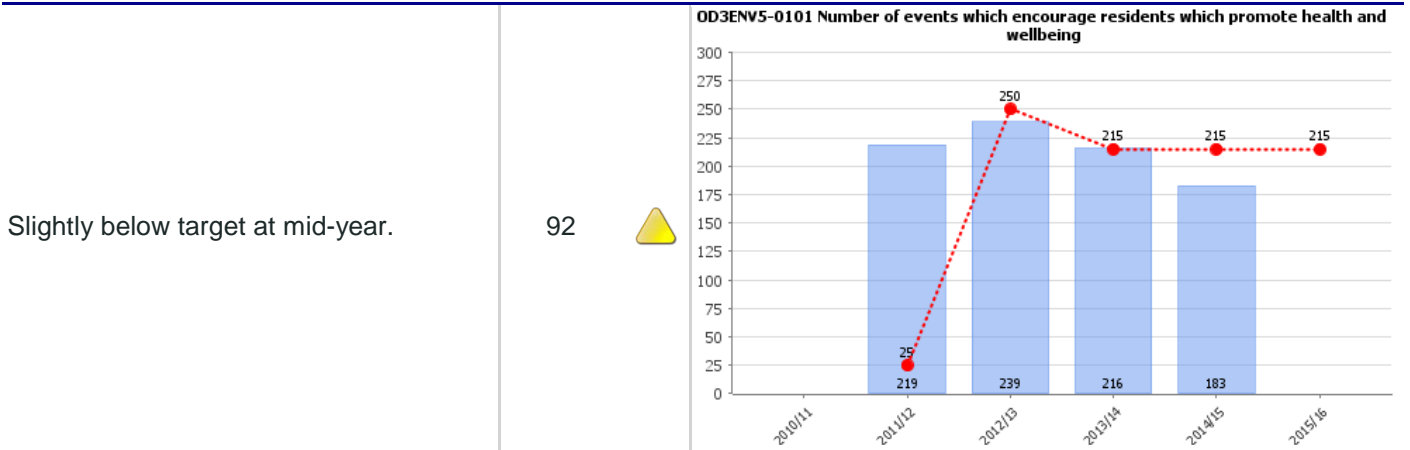
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. 3-year average target (2013-15) of 87%

In 2014-15 the Council achieved its highest percentage of primary pupils achieving/exceeding expected levels in mathematics with a council average of 88.5%; this was an increase 2.2% on 2013-14. The Council achieved its 3-year average target (2013-15) of 87% with an average of 87.3%.

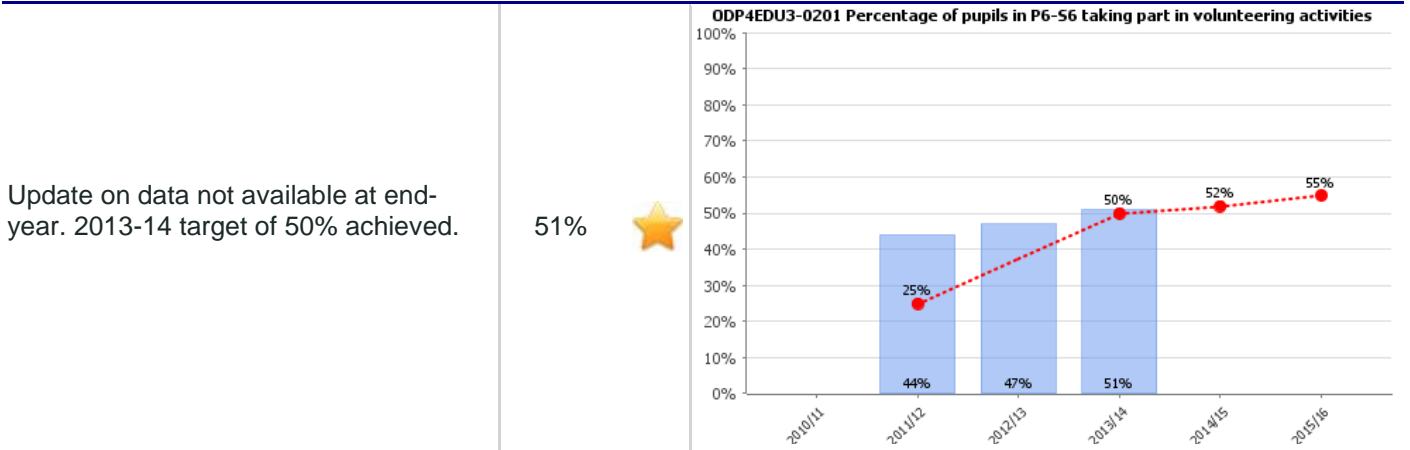
88.5%



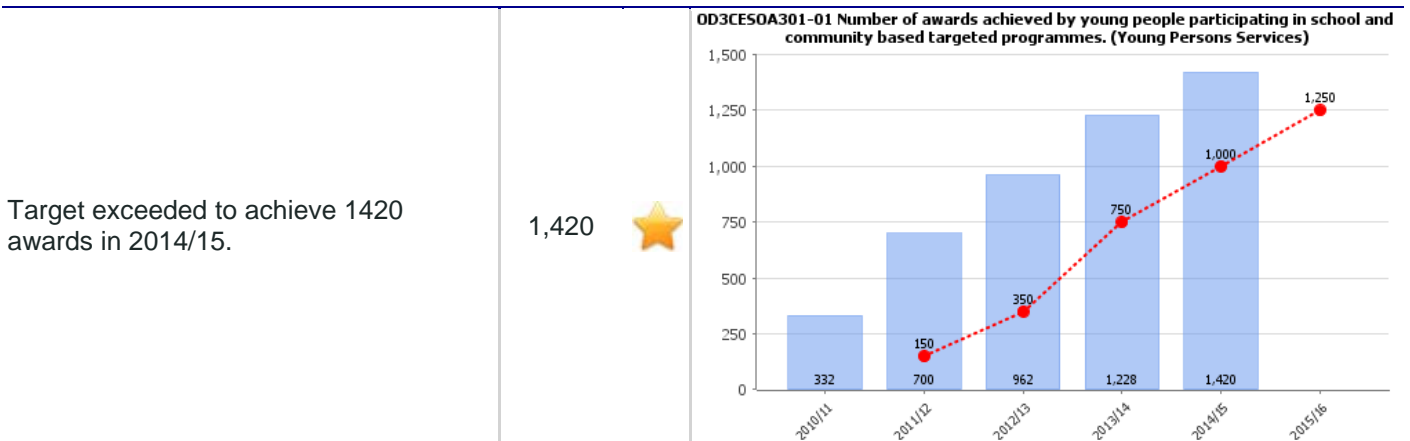
Number of organised events which encourage residents to participate in activities which promote health and wellbeing



Percentage of pupils in P6-S6 taking part in volunteering activities



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



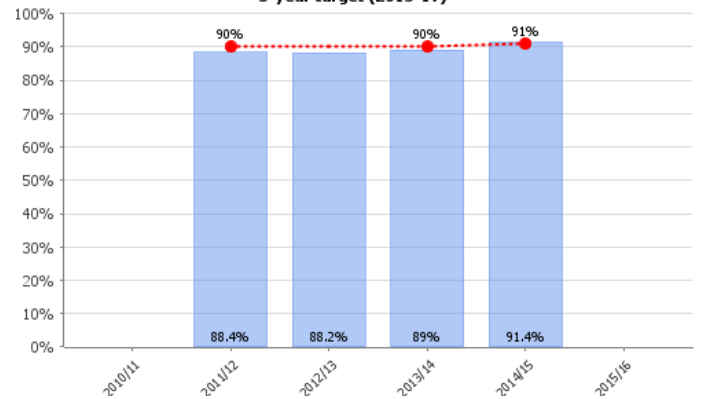
Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year average target (2015-17) of 91%

The percentage attendance for Looked After pupils (Primary & Secondary) increased in 2014-15 by 2.4% from 2013-14 to 91.4%; this is the highest recorded value to date. The Council is currently on target to achieve its 3-year average target (2015-17) of 91%.

91.4%



ODP4EDU4-0203 Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year target (2015-17)



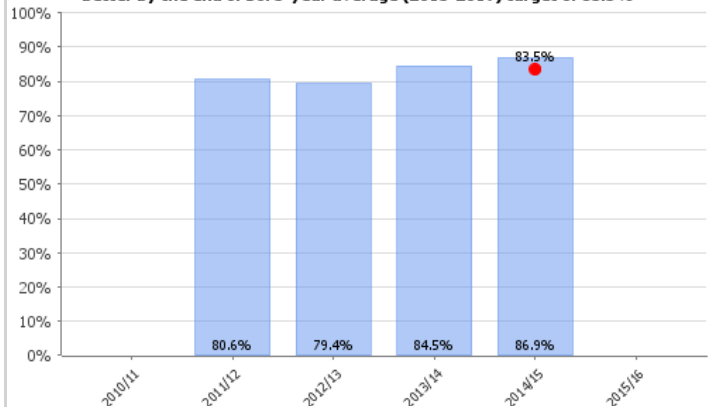
Percentage of pupils achieving Literacy and Numeracy at Level 5 or better by the end of S6. 3-year average (2015-2017) target of 83.5%

Data added from Insight and based on September Census school rolls. Increase of 2.4% of S6 pupils achieving literacy and numeracy at SCQF level 5 to 86.9%. Currently on target to achieve the 3-year average target of 83.5%.

86.9%



ODP7EDU02-0207 Percentage of pupils achieving Literacy and Numeracy at Level 5 or better by the end of S6. 3-year average (2015-2017) target of 83.5%



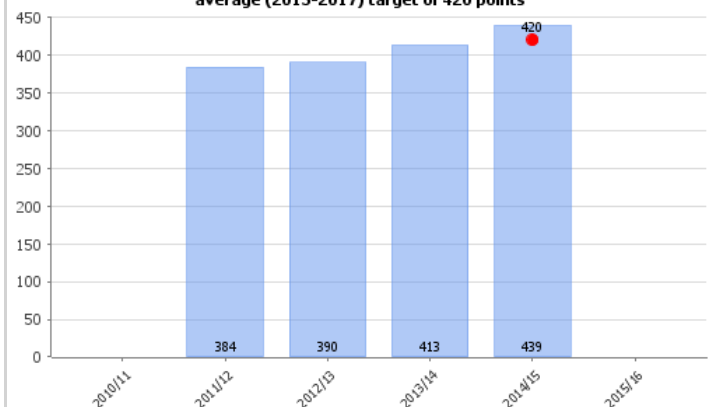
S4: Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points

Data added from Insight local measure. The average Insight points for S4 SIMD 1-3 pupils in 2014-15 increased by 26 points. In 2014-15 the average insight points for S4 pupils in SIMD 1-3 was 19 points above the three year average (2015-17) target of 420.

439



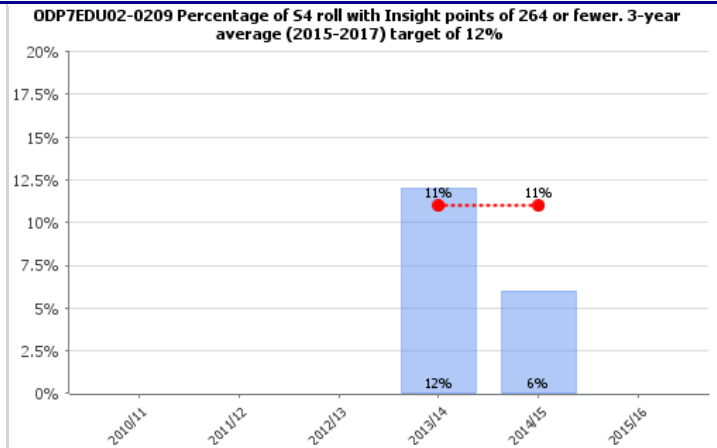
ODP7EDU02-0208 S4: Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points



Percentage of S4 roll with Insight points of 264 or fewer. 3-year average (2015-2017)

Data taken from results databases. 3-year average target 2015-17 of 11%; currently on target to achieve this.

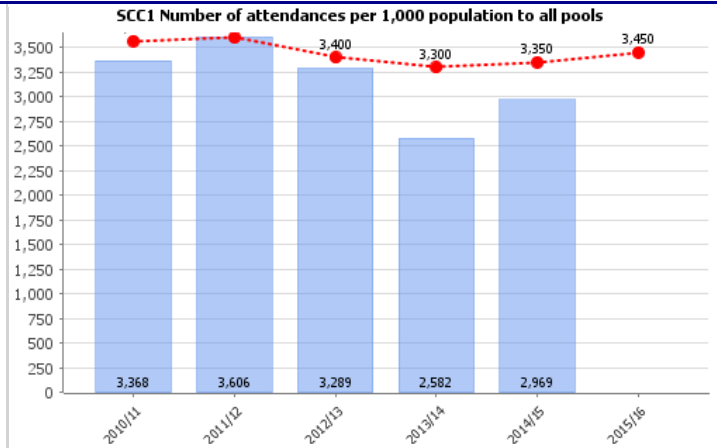
6%



Number of attendances per 1,000 population to all pools

Attendance level at midyear is up 35.8% (+448) on the same point in 2014 and represents 49.3% of the 2015/16 target.

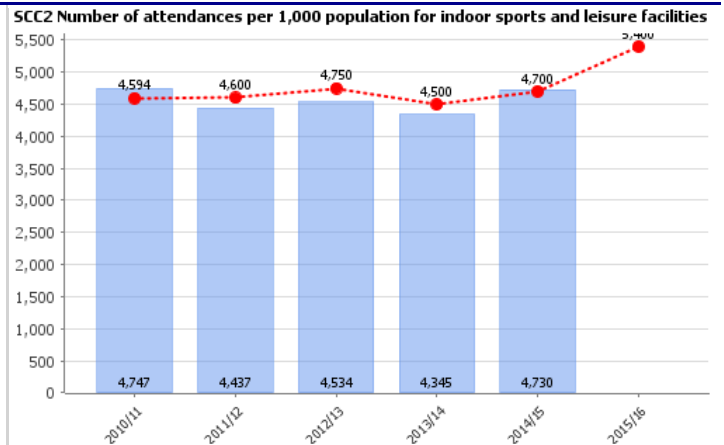
1,700



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

An increase of 3.6% on 2014/15 mid-year levels (2,255 / 1,000 pop), representing 43.3% of target.

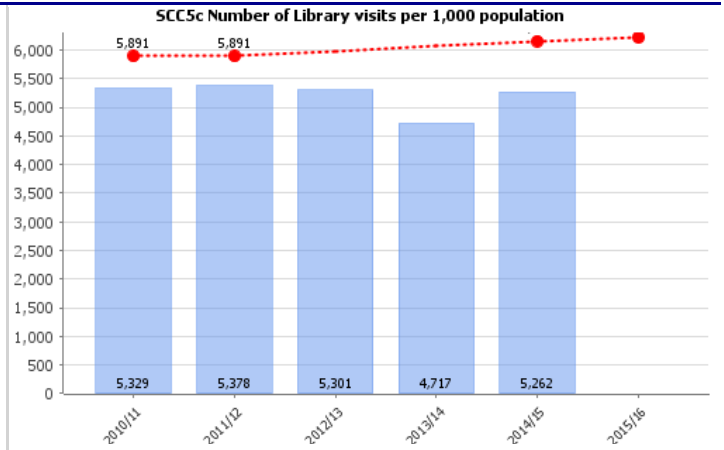
2,336



Number of Library visits per 1,000 population

3,419 attendances per 1000 population is 55% of this year's target, and an advance of 29.1% (+771) on last year's midyear level.

3,419



SOA 3 Partnership Performance

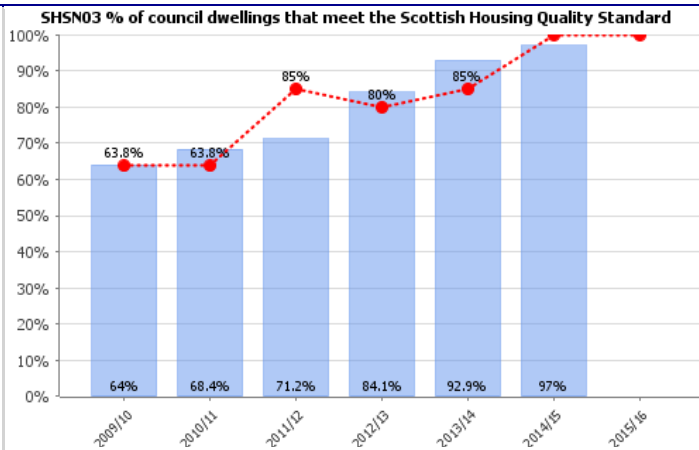
East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses to grow.

**East
Renfrewshire
Community
Planning
Partnership**

% of council dwellings that meet the Scottish Housing Quality Standard

On target. The SHQS programme for Council dwellings has been achieved, with no Council dwellings failing SHQS on completion of the programme.

97.3%

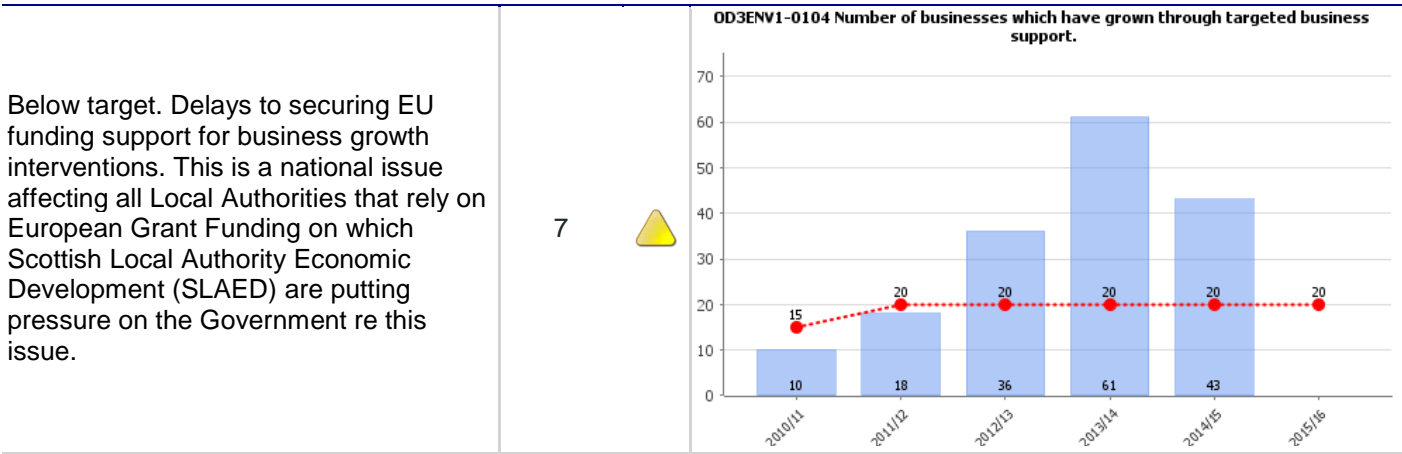


ODP 3 Council Performance

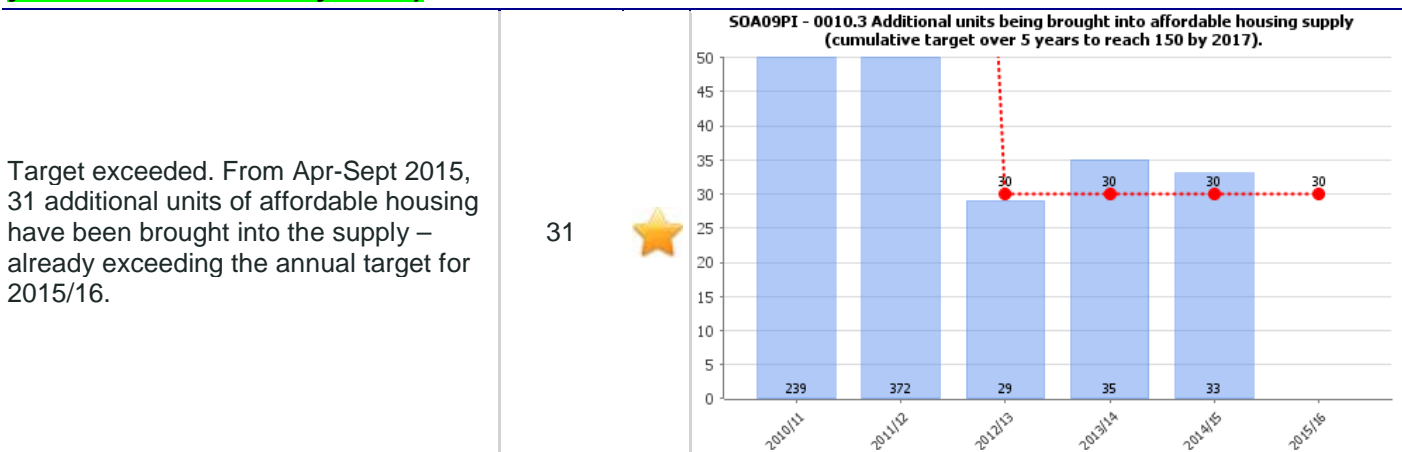
East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses to grow.



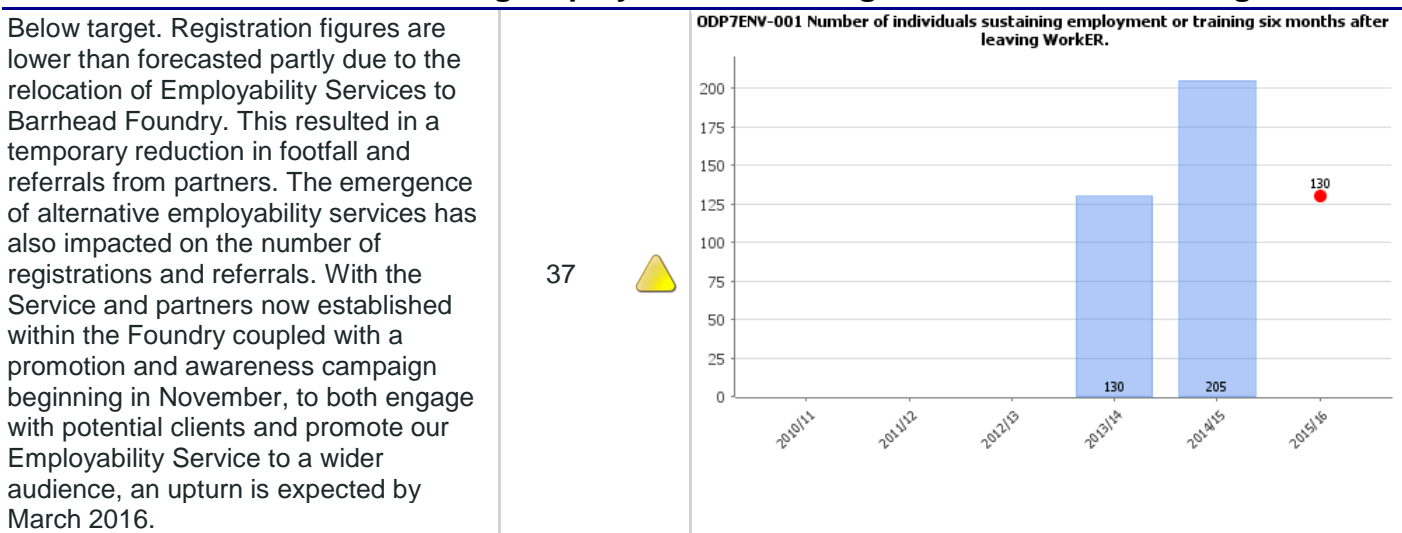
Number of businesses which have grown through targeted business support.



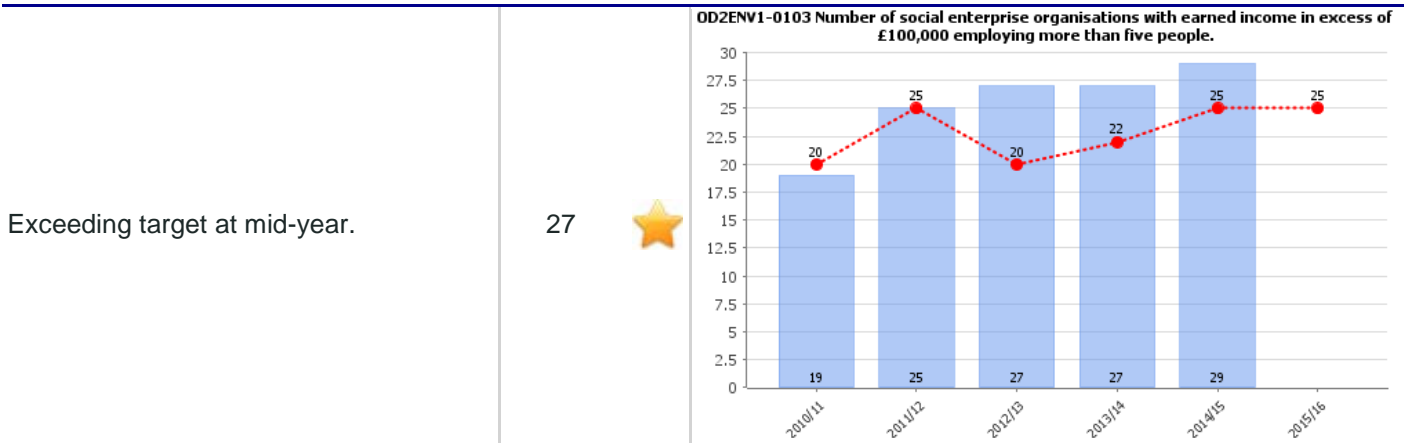
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 150 by 2017)



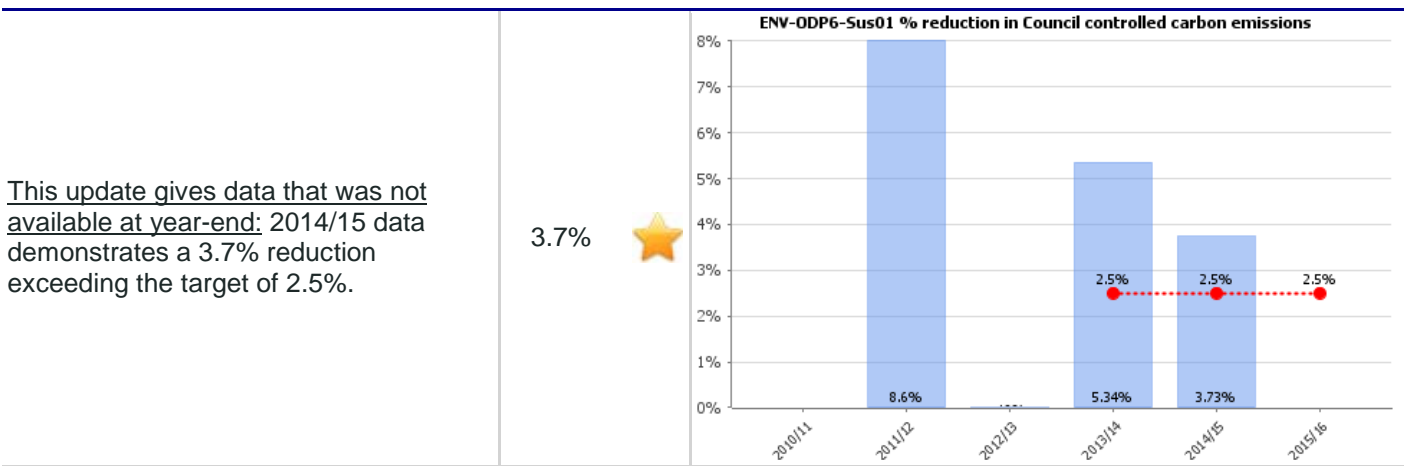
Number of individuals sustaining employment or training six months after leaving WorkER.



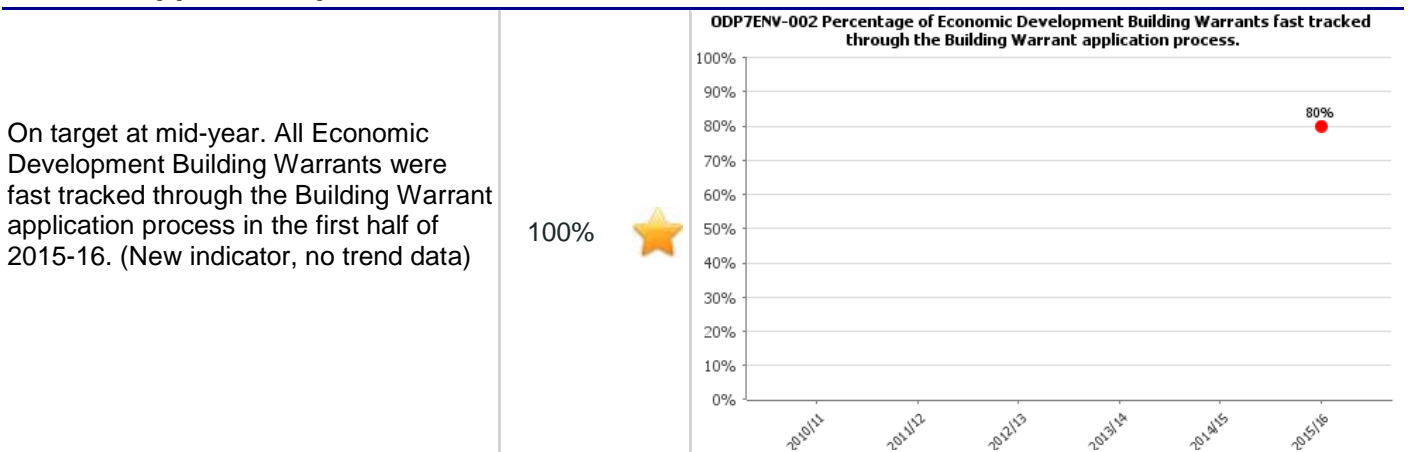
Number of social enterprise organisations with earned income in excess of £100,000 employing more than five people.



% reduction in Council controlled carbon emissions



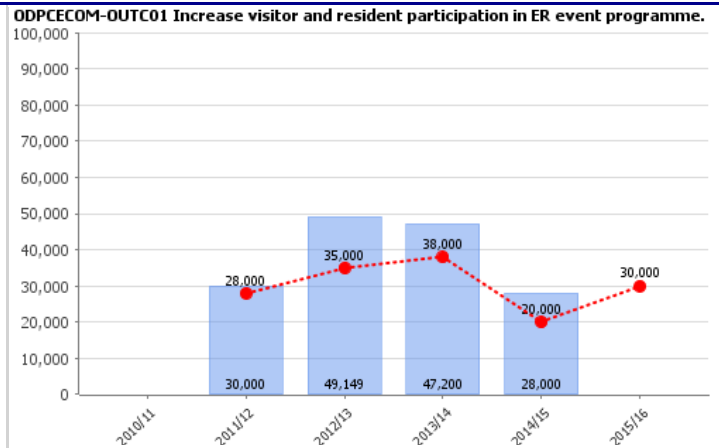
Percentage of Economic Development Building Warrants fast tracked through the Building Warrant application process.



Increase visitor and resident participation in ER event programme.

Mid-year update: Armed Forces Day was successfully delivered and attracted approximately 10,000 people to Rouken Glen.

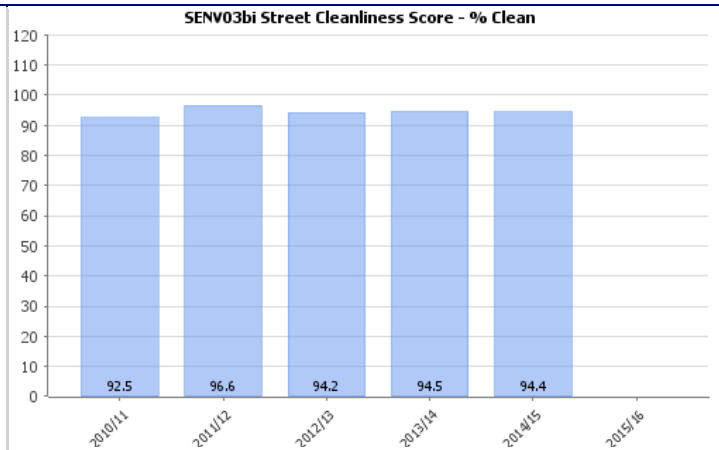
10,000



Street Cleanliness Score - % Clean

This is an update on data not available at year end.

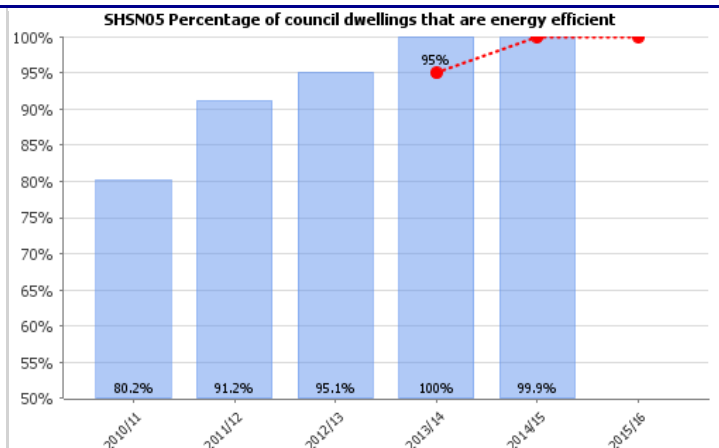
94.4%



Percentage of council dwellings that are energy efficient

Target met. The SHQS programme for Council dwellings has been achieved, with no Council dwellings failing SHQS on completion of the programme. 4 tenants have refused to have a gas supply installed and these properties are classed as exemptions to the SHQS.

99.9%



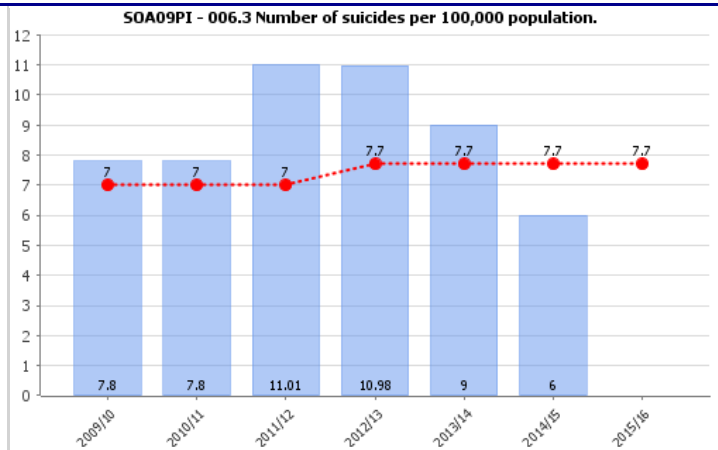
SOA 4 Partnership Performance

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

Number of suicides per 100,000 population.

The number of suicides are derived from codes relating to 'Intentional self-harm' and 'Events of undetermined intent'. Because it is thought that most of the deaths which are classified as being the result of 'events of undetermined intent' are likely to be suicides, it is conventional to combine them with the 'intentional self-harm' deaths to produce these statistics. However, this will over-estimate the true number of suicides, because some 'undetermined intent' deaths will not have been suicides - but their numbers are unknown.

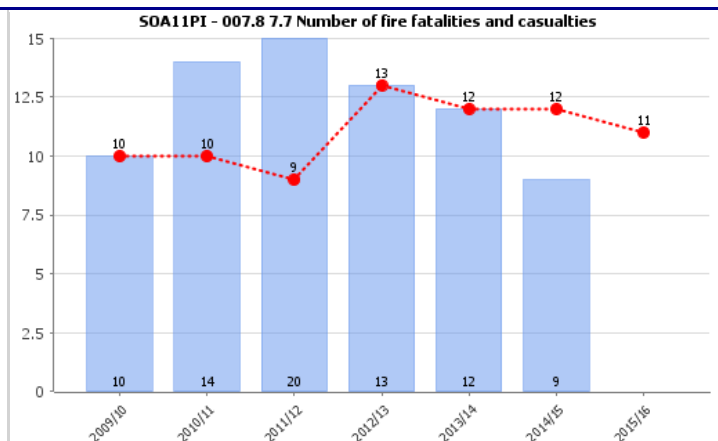
6



Number of fire fatalities and casualties

During the first half of 2015/6 there were 7 fire casualties and 1 fatality in East Renfrewshire. This is a substantial increase from last year.

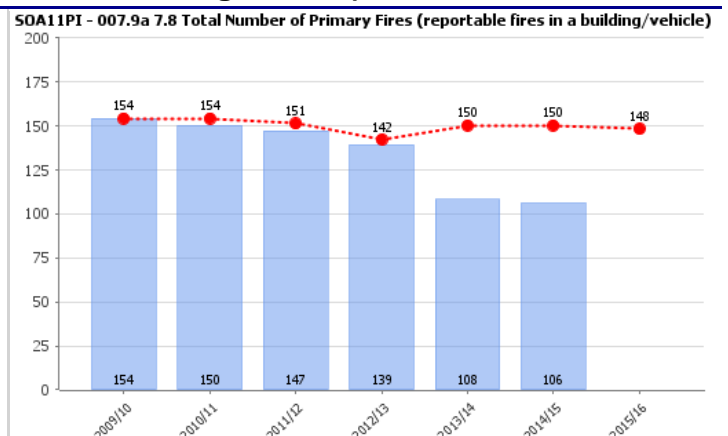
8



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

During the first half of 2015/6 there were 79 primary fires, this is a 60% increase on the figure for the same period the previous year.

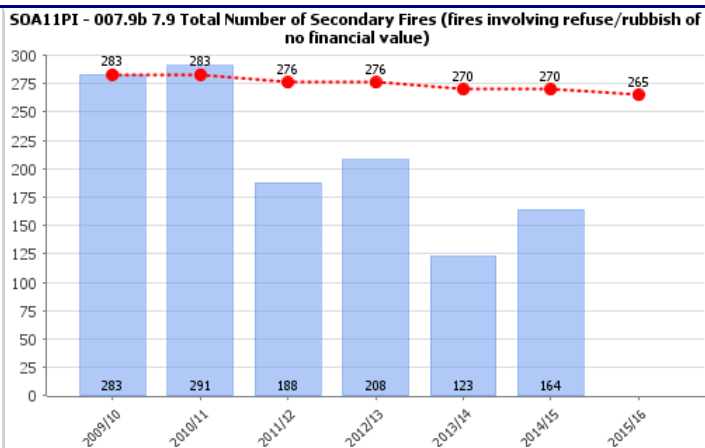
79



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

During the first half of 2015/6 there were 96 secondary fires, a 1% reduction in the figure for the previous year,

96




ODP 4 Council Performance

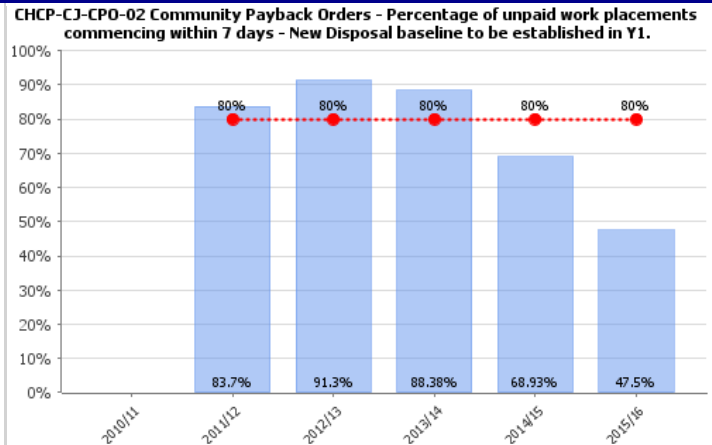
East Renfrewshire residents are safe and supported in their communities and homes.



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


Increased demand for placements has recently limited the ability for offenders to commence placements on the day after court as is usual practice. It is notable that 69 new unpaid work orders were made in the first six months since 1 April 2015, considerably higher than 2014-15, when 99 orders were made for the full financial year. To ensure improved performance in this area, however, a range of measures have already been implemented during 2015-16 including recruitment of a full time support worker with specific focus on unpaid work.

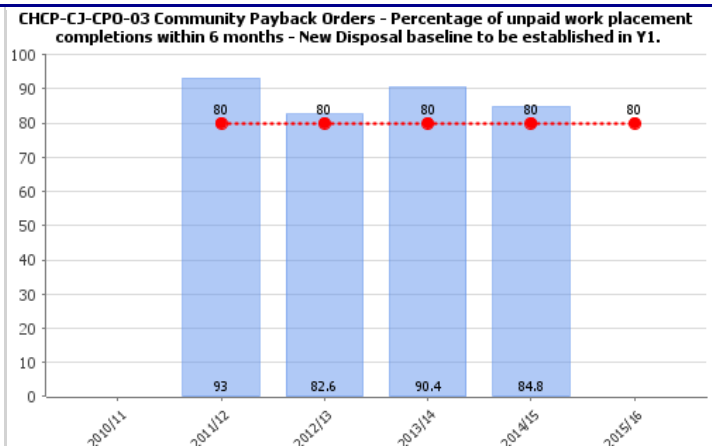
47.5% 



Community Payback Orders - % of unpaid work placement completions within 6 months

The percentage of unpaid work completions (79%) has fallen marginally below target (80%).

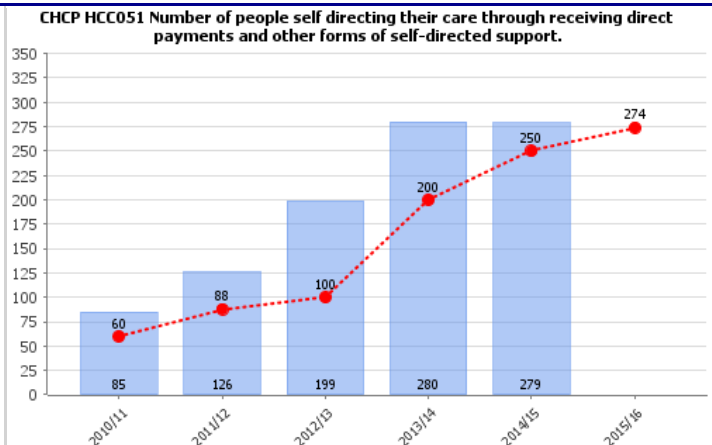
79.5% 



Number of people self-directing their care through receiving direct payments and other forms of self-directed support.

The number of people self-directing their support has continued to increase during 2015/16 rising to 384 at mid-year from 279 at year end 2014/15.

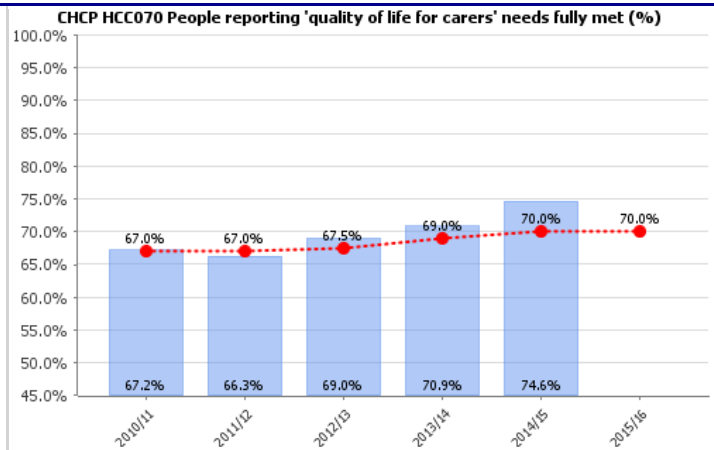
384 



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

Of 180 valid responses 118 reported their needs fully met with a further 42 reporting their needs partially met. 20 responses reported needs being unmet. Prior to 2014/15 data on 'fully met' and 'partially met' were reported under this indicator, from Qtr 1 2014/15 data has been reported on fully met only. The HSCP is now looking to develop a more challenging stretch for this indicator.

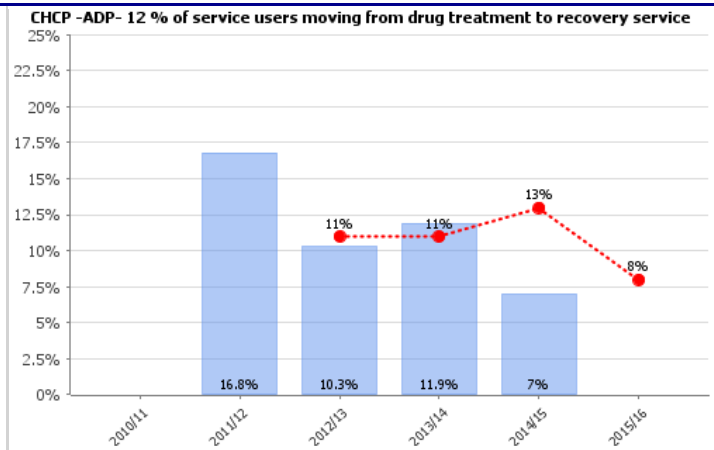
68.9%



% of service users moving from drug treatment to recovery service

The current position in 2014/15 is 7% this is short of the original target set. This is due to a high initial caseload of individuals who made positive progress in their recovery journey and were ready to move on to the new recovery service. The base position has stabilised and new 3 year targets are set against the new baseline.

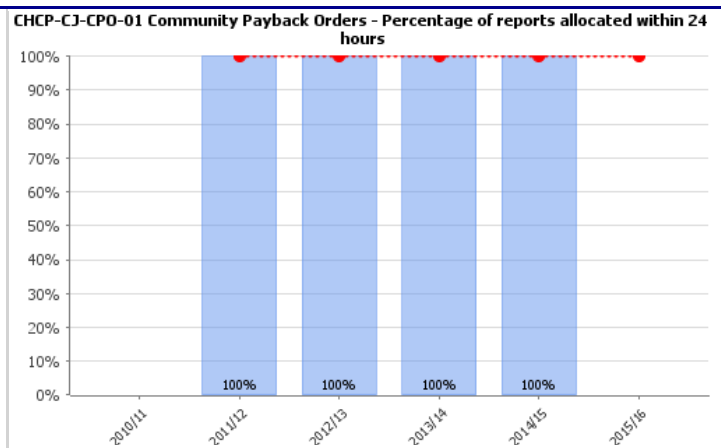
7%



Community Payback Orders - Percentage of reports allocated within 24 hours

All reports continue to be allocated within one working day.

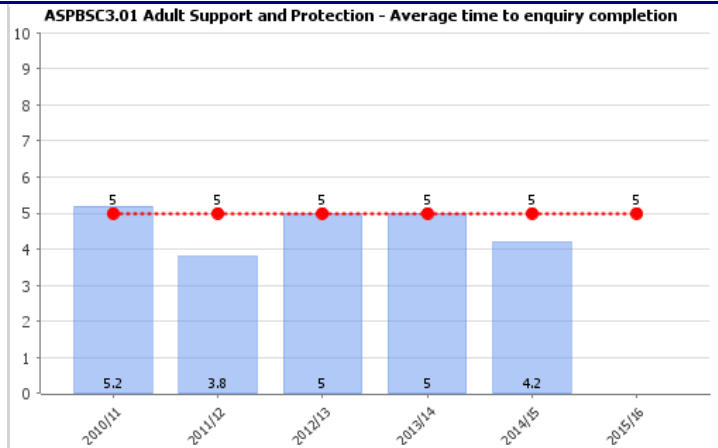
100%



Adult Support and Protection - Average time to enquiry completion

78% of Adult Support & Protection enquiries were completed within the 5 day target in Qtr 2.

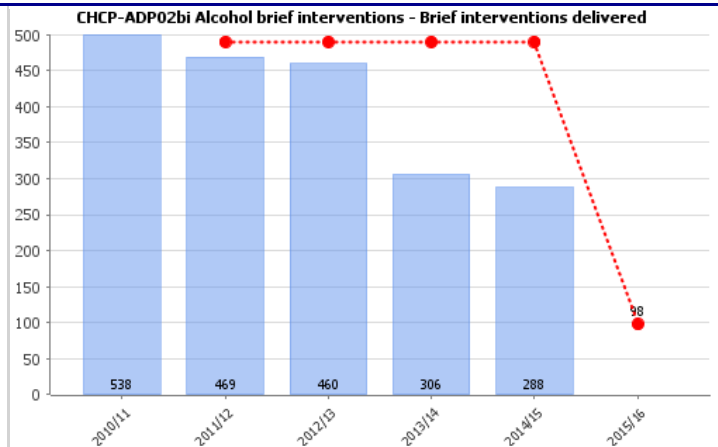
4.2



Alcohol brief interventions - Brief interventions delivered

Quarter 2 ABI data not available. Note Board targets were revised for 2015/16 with 20%/20%/30%/30% delivery across the four quarters. Cumulative target for quarter 2 is 196 ABI's delivered.

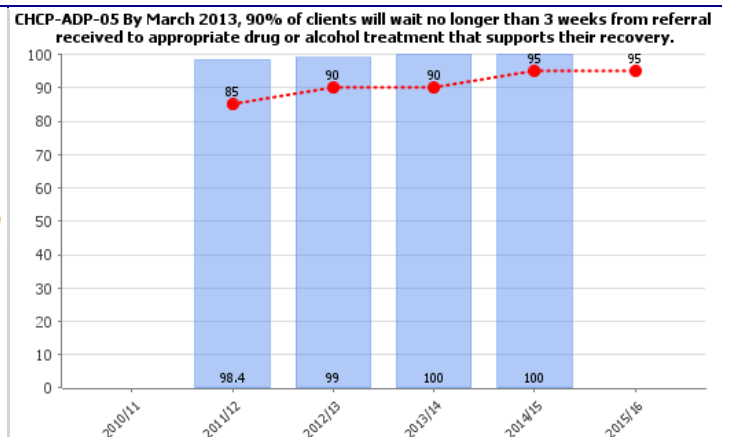
95



90% of clients will wait no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery.

100% of people accessed recovery-focused treatment within three weeks. Please note Q2 data is provisional.

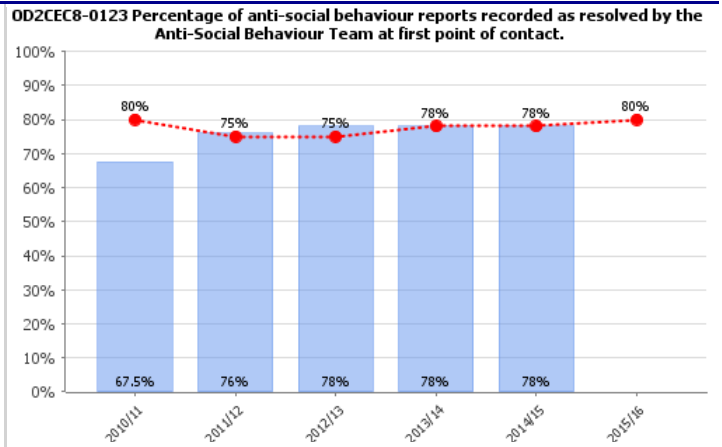
100%



Percentage of anti-social behaviour reports recorded as resolved by the Anti-Social Behaviour Team at first point of contact.

During the first half of 2015/6 - 79% of anti-social behaviour reports were recorded as resolved by the anti-social behaviour team at the first point of contact.

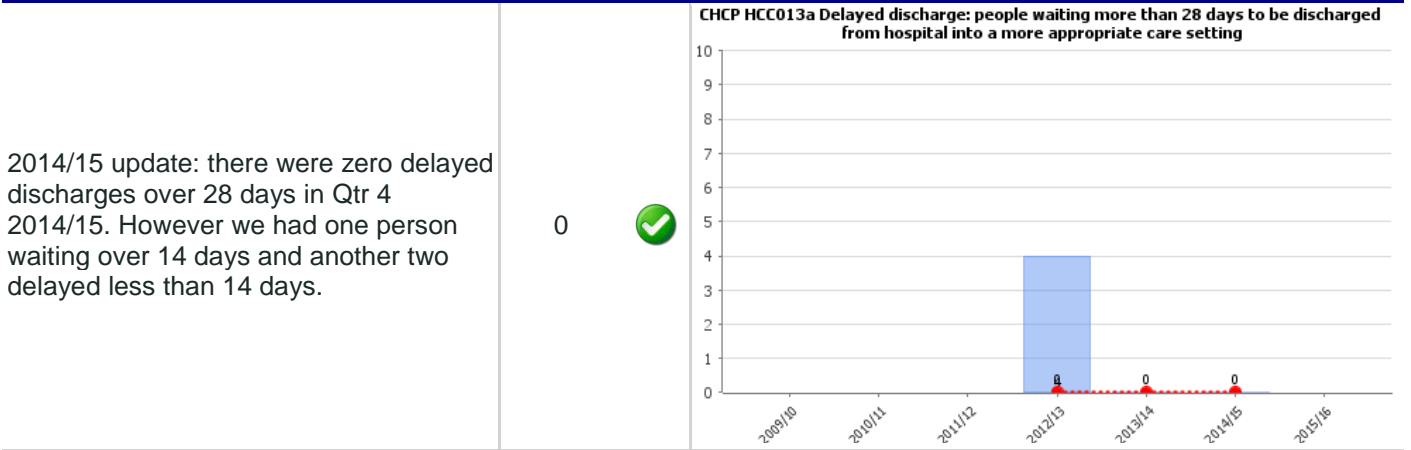
79%



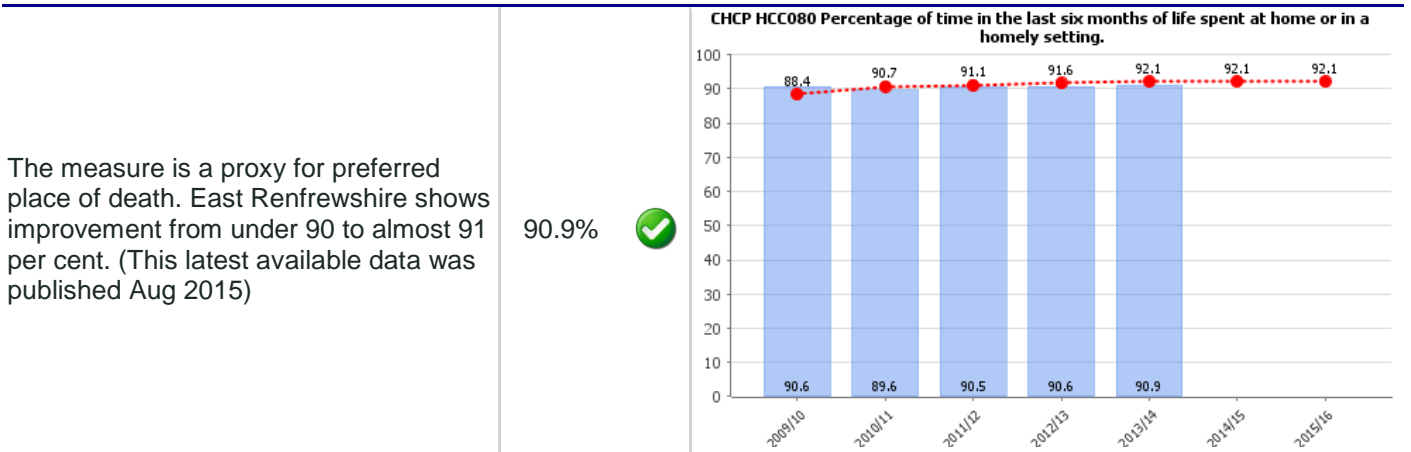
SOA 5 Partnership Performance

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

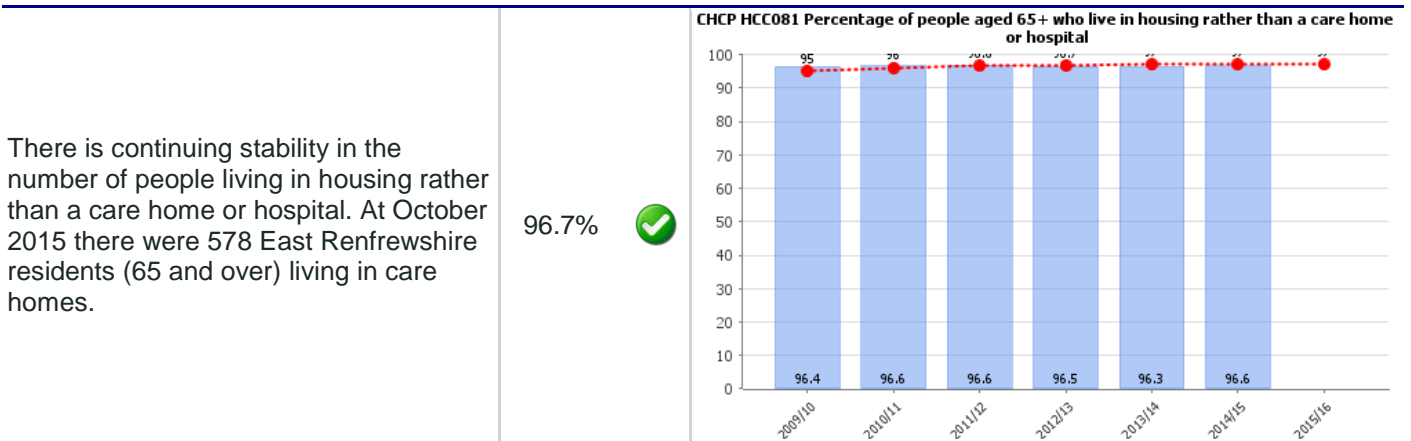
Delayed discharge: people waiting more than 28 days to be discharged from hospital into a more appropriate care setting



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



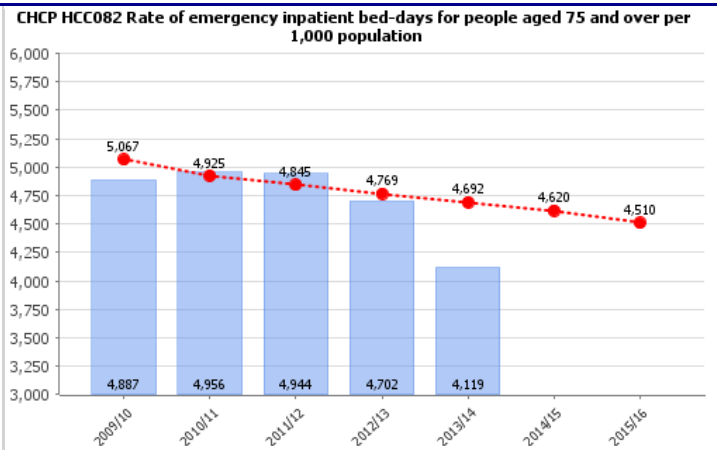
Percentage of people aged 65+ who live in housing rather than a care home or hospital



Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population

Up-dated for final year-end 2013/14 position. The number of bed days per head of population aged 75 and over reduced in 2013/14 to 4,119.

4,119



ODP 5 Council Performance

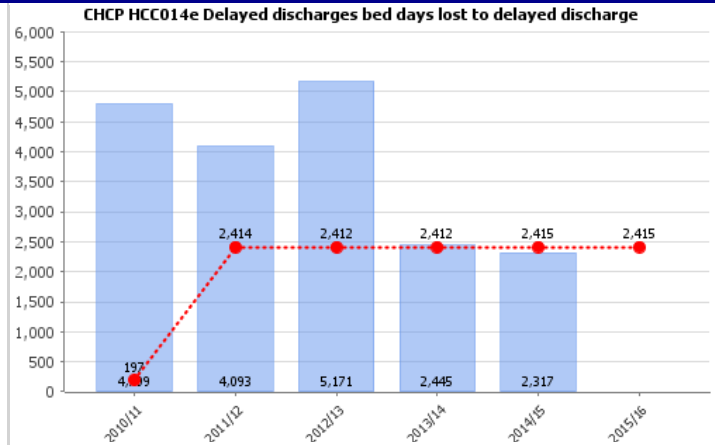


Older people in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives for longer.

Bed days lost to delayed discharge

2014/15 end year update: bed days lost to delayed discharges have fallen consistently since the start of the year.

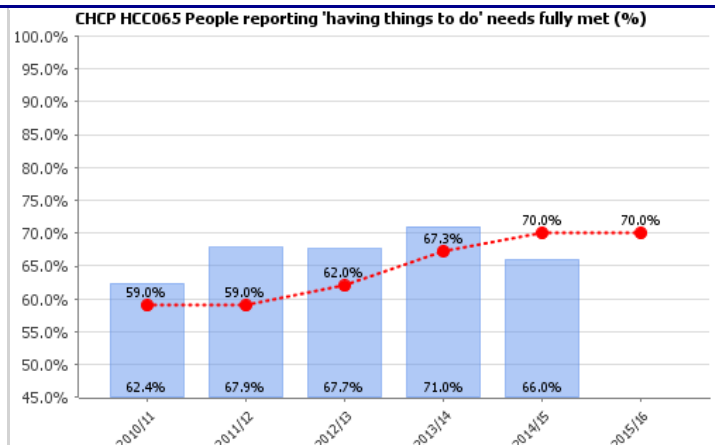
2,317



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

Of 498 responses received in the first six months of this year, 315 reported their needs fully met with a further 141 reporting their needs partially met. A further 42 (8.4%) reported their needs being unmet in this regard.

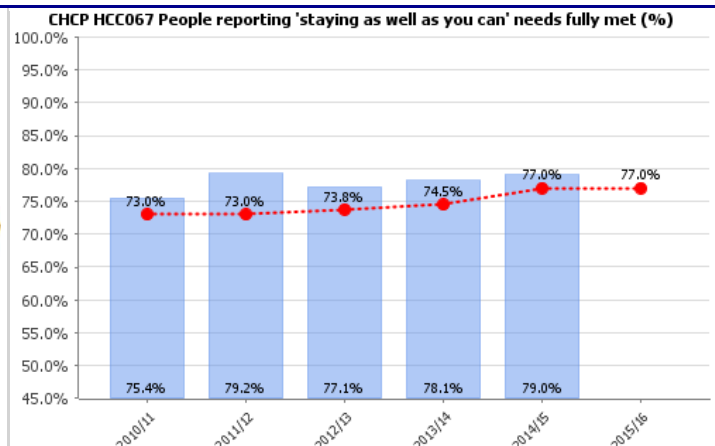
63.3%



People reporting 'staying as well as you can' needs fully met (%)


Of 500 responses received in the first six months of this year 402 reported their needs being fully met, a further 78 reported their needs being partially met. Twenty respondents (4%) reported their needs as being unmet in this regard.

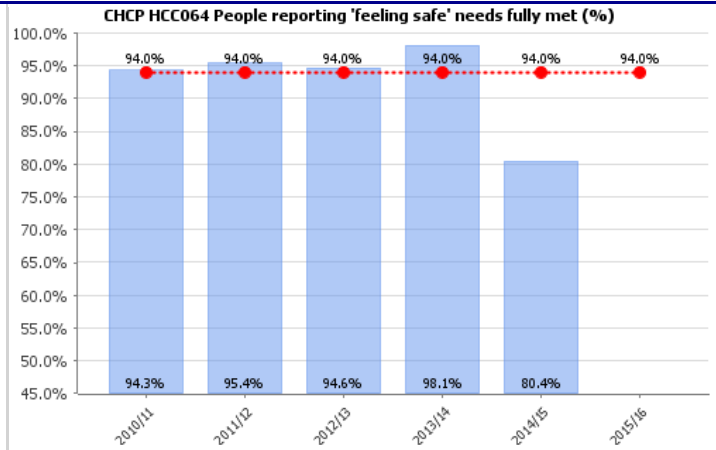
80.4%



People reporting 'feeling safe' needs fully met (%)


Of 232 valid responses 193 reported their needs fully met with a further 26 reporting their needs partially met. Thirteen responses reported unmet need in this regard. Prior to 2014/15 data on 'fully met' and 'partially met' were reported under this indicator from Qtr 1 2014/15 data has been reported on fully met only. The HSCP is now looking to develop a more challenging stretch for this indicator.

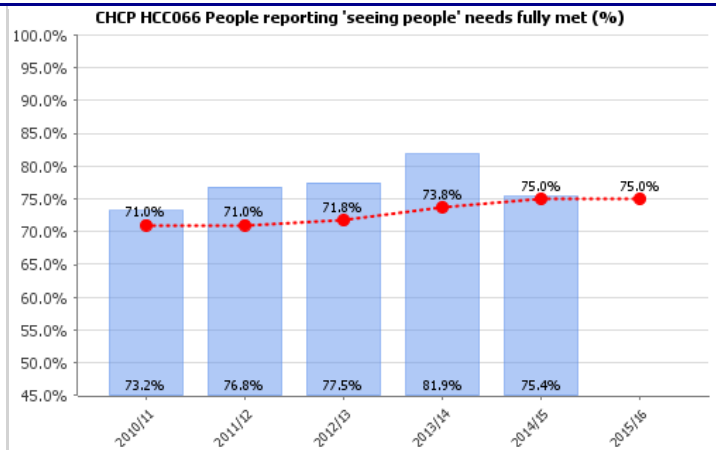
83.8% 



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

Of 233 valid responses 163 reported their needs fully met with a further 62 reporting their needs partially met. Eight respondents reported unmet need. Prior to 2014/15 data on 'fully met' and 'partially met' were reported under this indicator from Qtr 1 2014/15 data has been reported on fully met only. The HSCP is now looking to develop a more challenging stretch for this indicator.

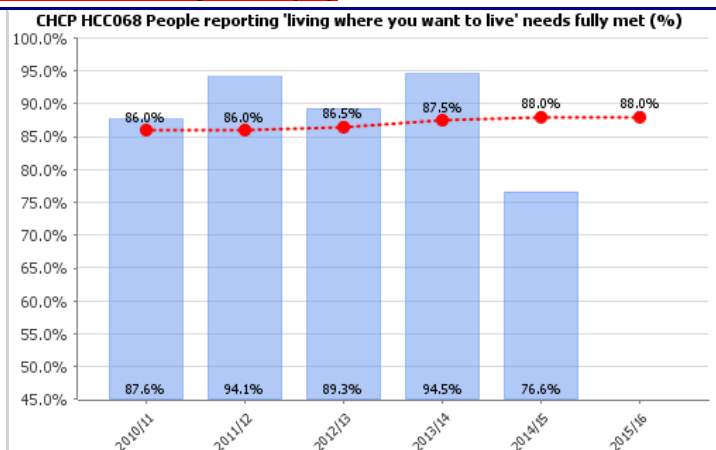
70.0% 



People reporting 'living where you want to live' needs fully met (%)

Of 232 valid responses 172 reported their needs fully met with a further 42 reporting their needs partially met. Eighteen respondents reported unmet need in this regard. Prior to 2014/15 data on 'fully met' and 'partially met' were reported under this indicator from Qtr 1 2014/15 data has been reported on fully met only. The HSCP is now looking to develop a more challenging stretch for this indicator.

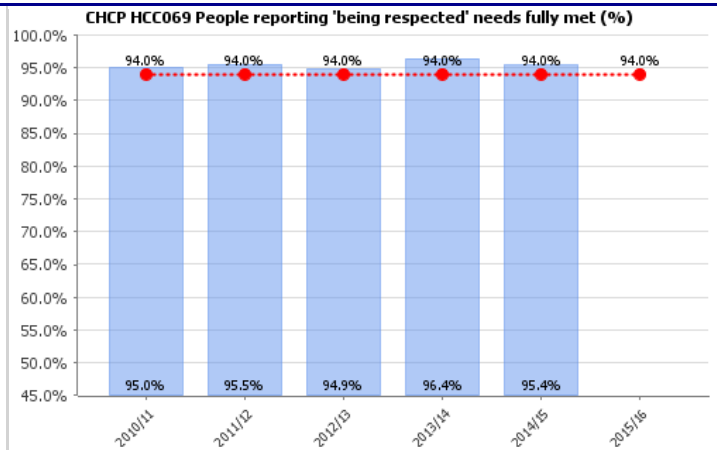
78.1% 



People reporting 'being respected' needs fully met (%)

Of 229 valid responses 220 reported having their needs fully met with a further 8 individuals stating their needs were partially met. One respondent recorded unmet need in this regard. Prior to 2014/15 data on 'fully met' and 'partially met' were reported under this indicator from Qtr 1 2014/15 data has been reported on fully met only. The HSCP is now looking to develop a more challenging stretch for this indicator.

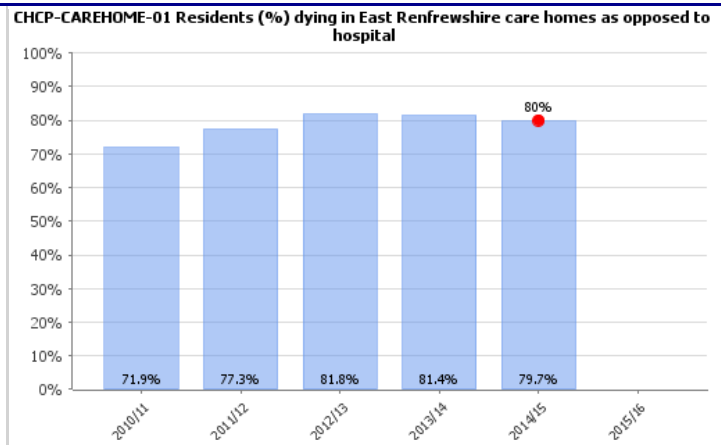
96.5%



Residents (%) dying in East Renfrewshire care homes as opposed to hospital

Supporting end of life care for people within care homes is preferred to transferring them from the home to hospital. Increased community support allows care homes to support their residents at home more effectively. Our place of death census reveals 137 residents died at home rather than hospital (35 deaths) in 2014/15. This corresponds to around 80% of deaths in total occurring at home, a figure which has been relatively stable over the past four years.

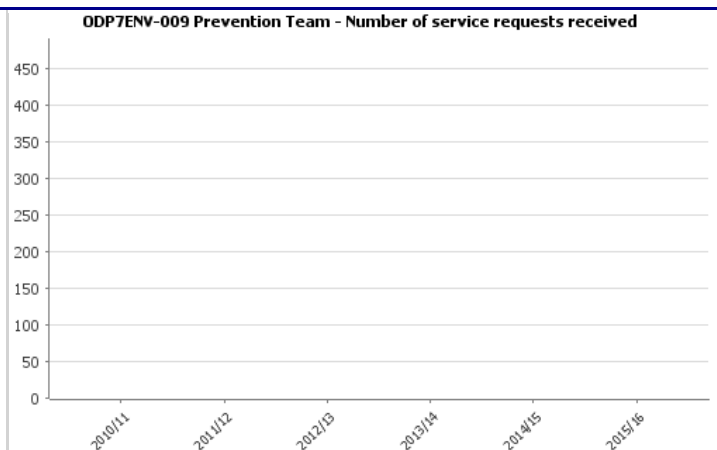
79.7%



Prevention Team - Number of service requests received

Prevention advice is advice given in response to enquiries by individuals or their families. Between the period of April and September 2015, 380 service requests were received and dealt with accordingly. (New indicator, no trend data)

380



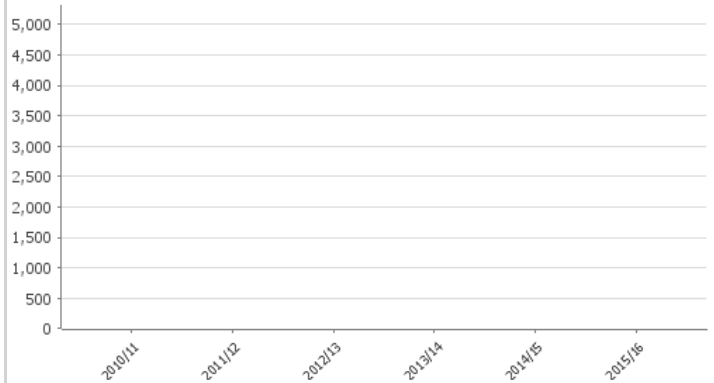
Prevention Team - Number of vulnerable residents receiving support through implementation of bespoke prevention packages and handout prevention packages

Prevention packages are bespoke solutions provided to vulnerable residents based on an assessment of their needs. 140 residents have received bespoke prevention packs and a further 3,923 have received handout prevention packs in the first half of 2015-16. New indicator, no trend data)

4,063



ODP7ENV-010 Prevention Team - Number of vulnerable residents receiving support through implementation of bespoke prevention packages and handout prevention packages

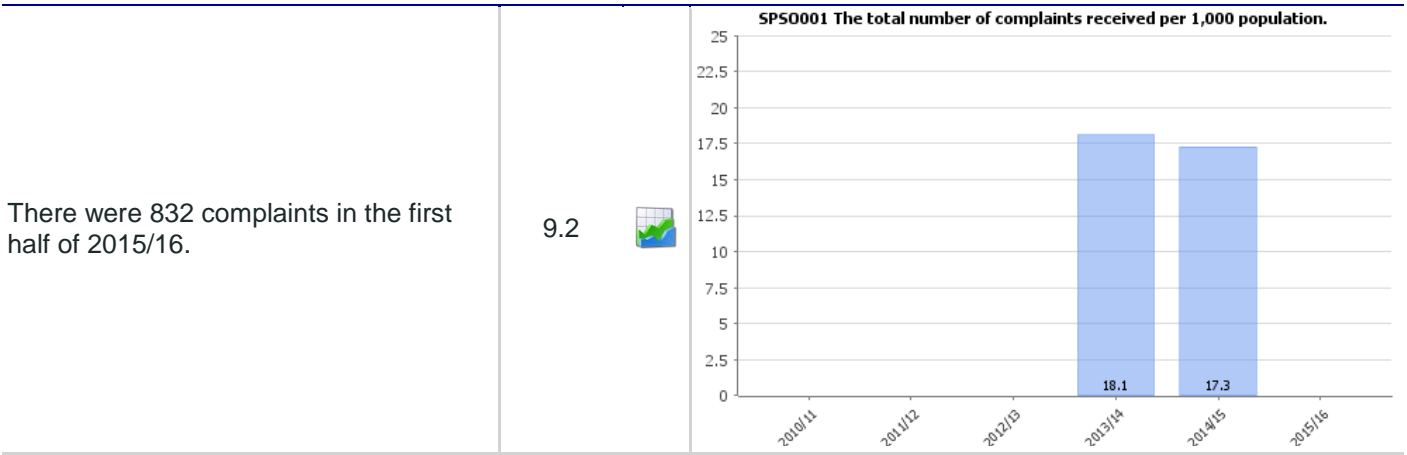


Organisational Outcomes:

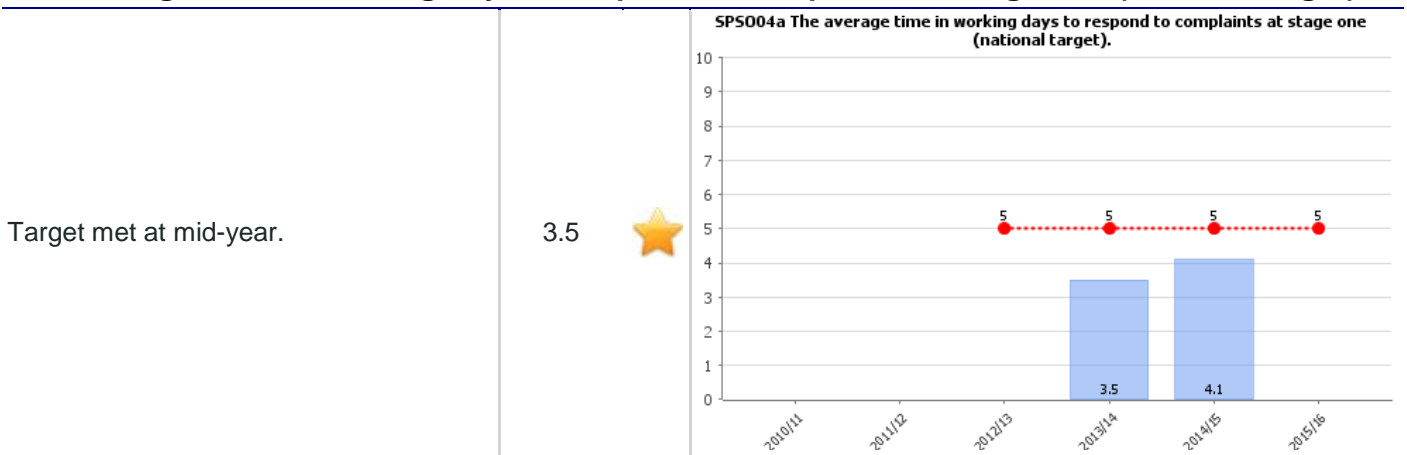


Customer- Council Performance

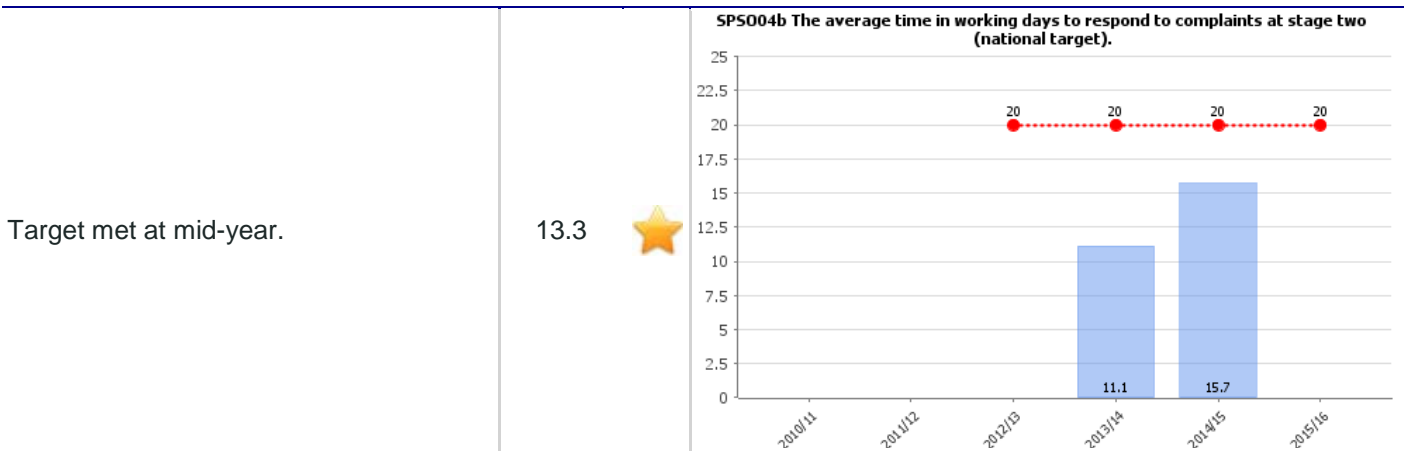
The total number of complaints received per 1,000 population.



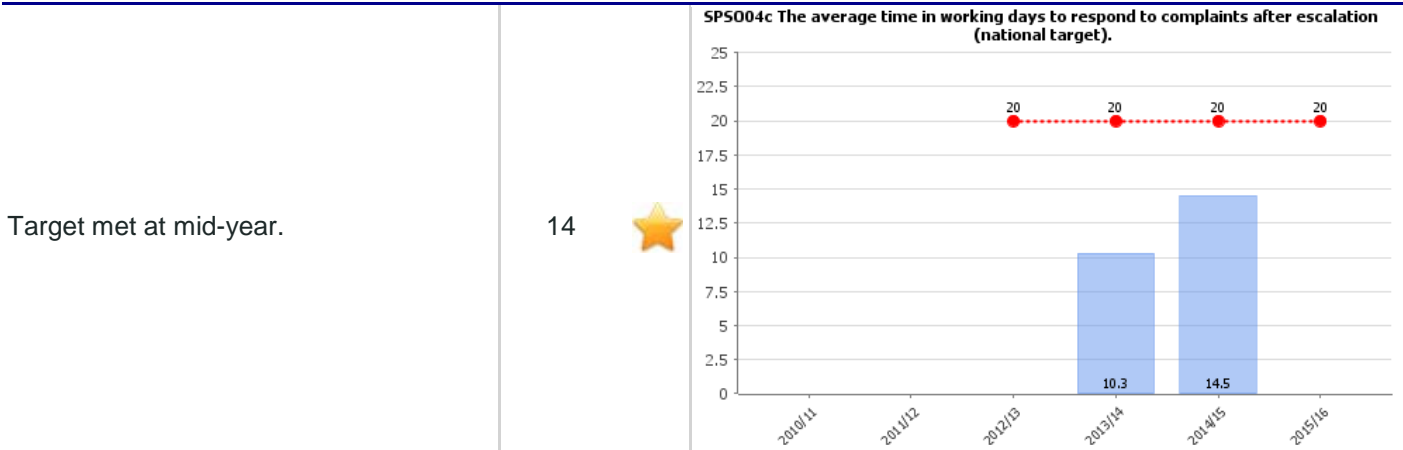
The average time in working days to respond to complaints at stage one (national target).



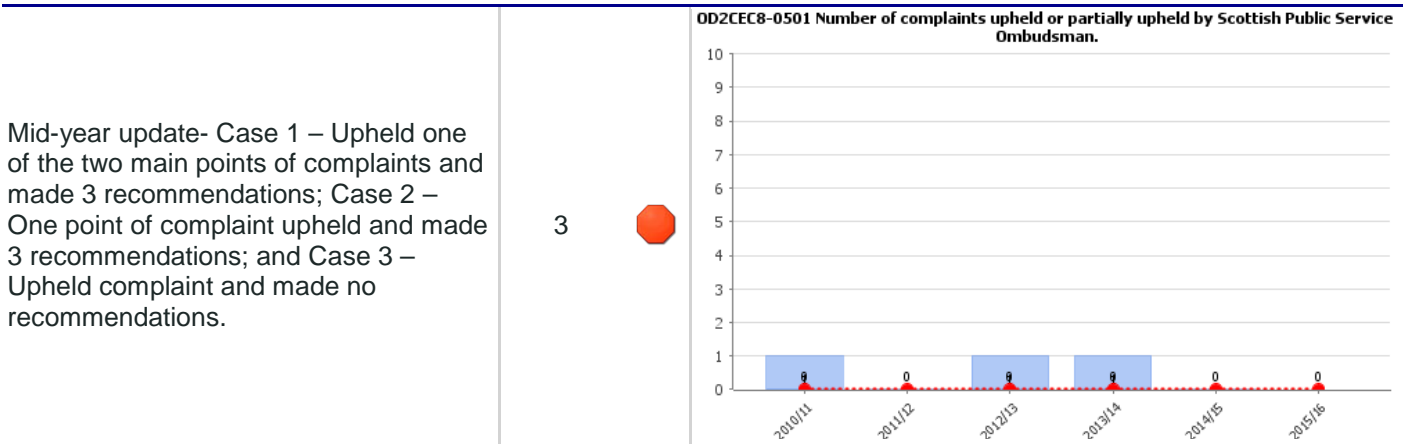
The average time in working days to respond to complaints at stage two (national target).



The average time in working days to respond to complaints after escalation (national target).

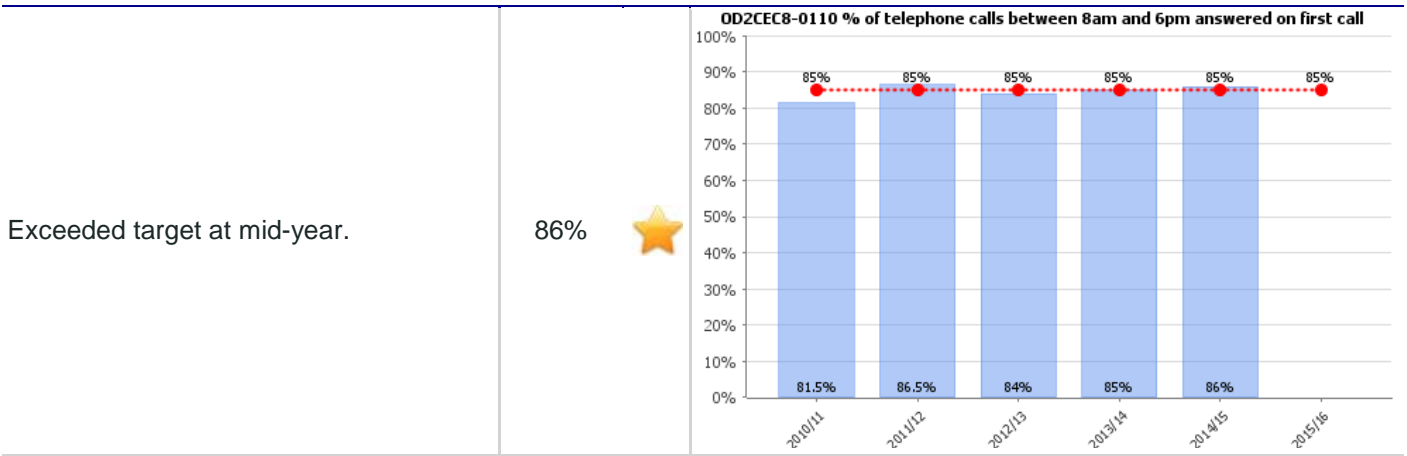


Number of complaints upheld or partially upheld by Scottish Public Service Ombudsman.

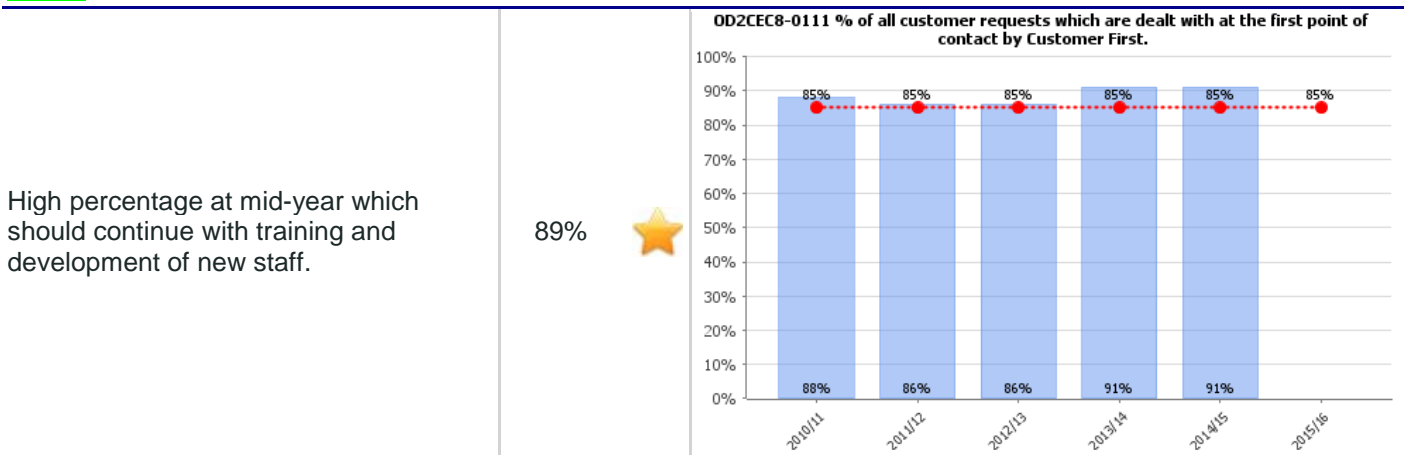


Efficiency- Council Performance

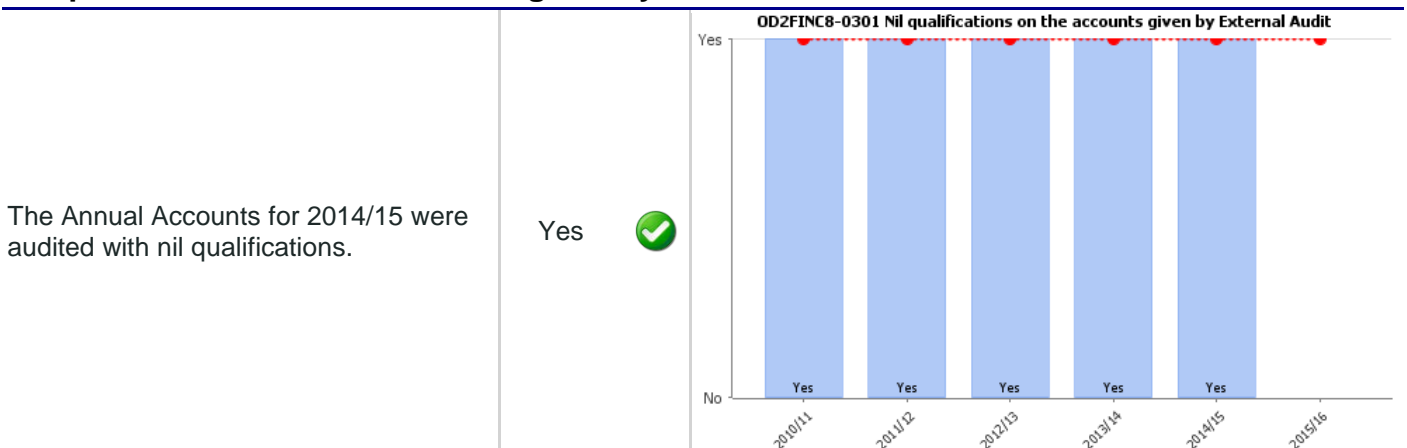
% of telephone calls to Customer First between 8am and 6pm answered on first call



% of all customer requests which are dealt with at the first point of contact by Customer First.



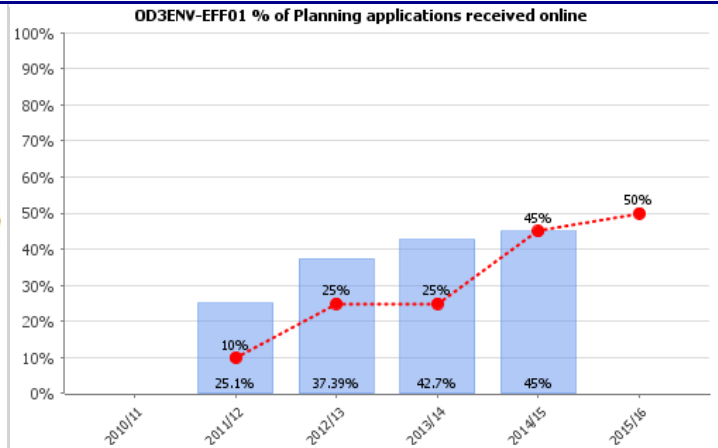
Nil qualifications on the accounts given by External Audit



% of Planning applications received online

On target. A total of 443 planning applications were received in the first 6 months of 2015-16 of which 245 were received online.

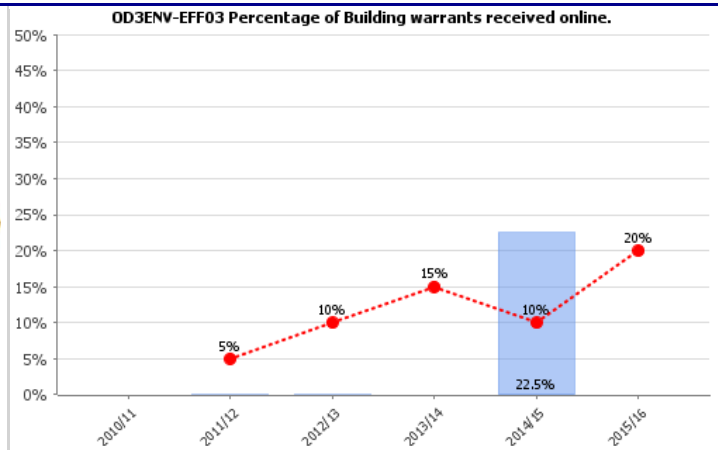
55%



Percentage of Building warrants received online.

Exceeding target at mid-year. A total of 580 building warrant applications were received of which 142 were received online.

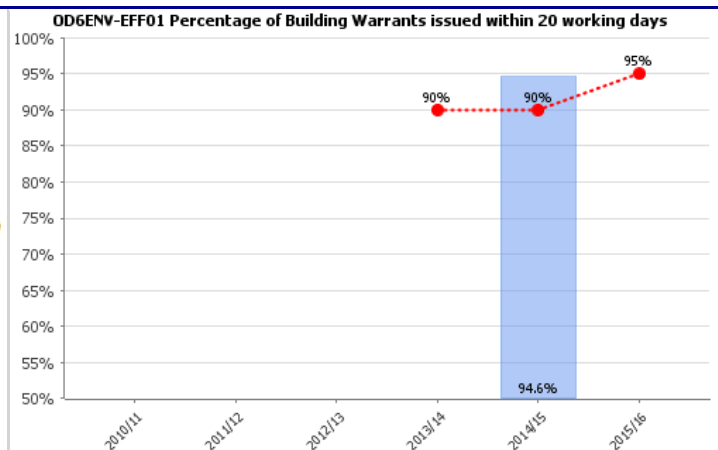
25%



Percentage of Building Warrants issued within 20 working days

Exceeding target at mid-year. 568 Building Warrants have been issued within this period. 557 have been responded to within 20 days.

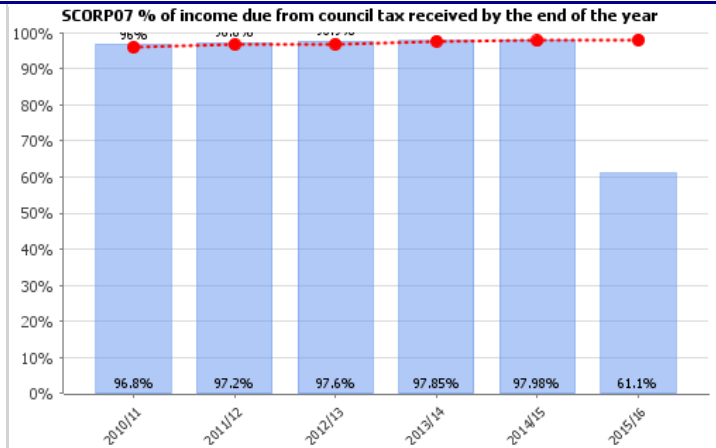
98%



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

We have exceeded our target (61%) for half year collection of council tax in 2015/16. East Renfrewshire Council had the highest council tax collection rate in Scotland in 2014/15.

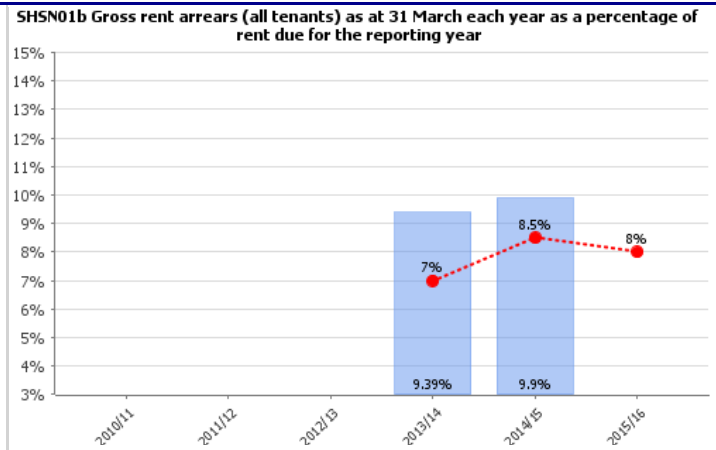
61.1%



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

Mid-year update: 7.4% is a provisional figure.

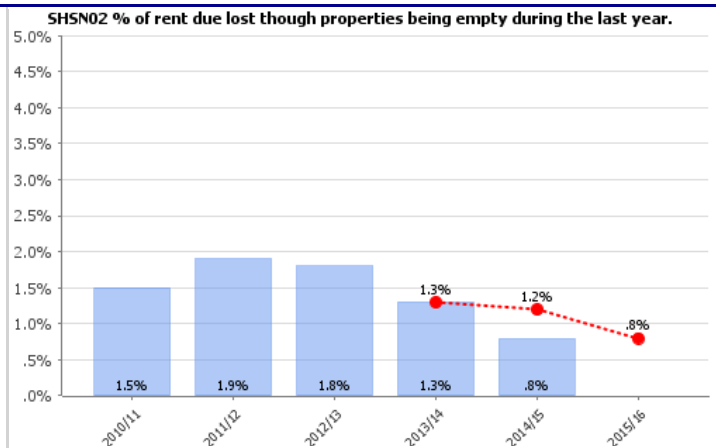
7.4%



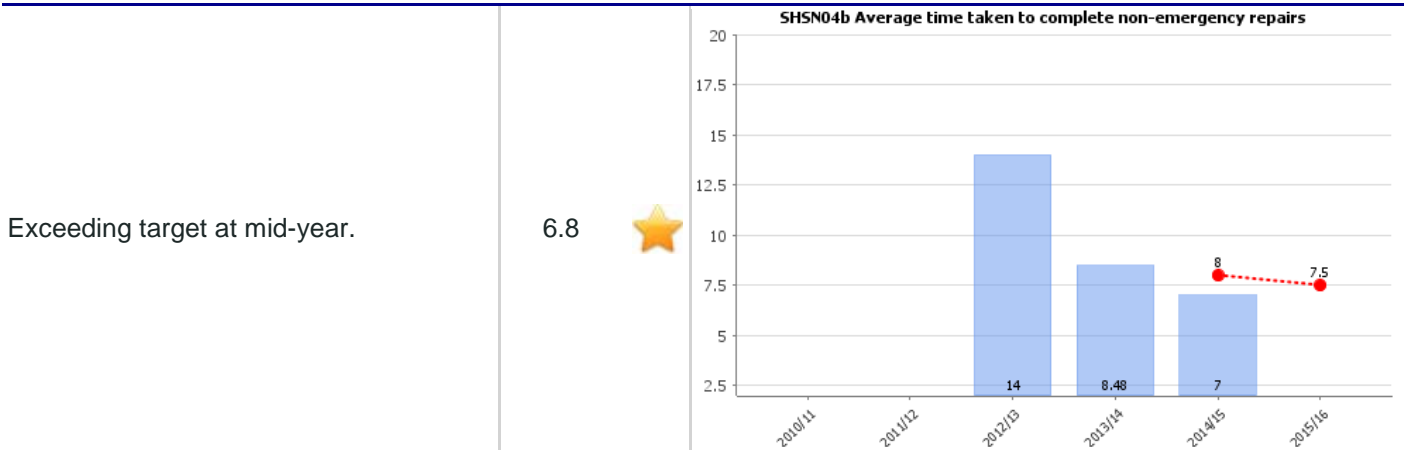
% of rent due lost though properties being empty during the last year.

Slightly above target at mid-year.

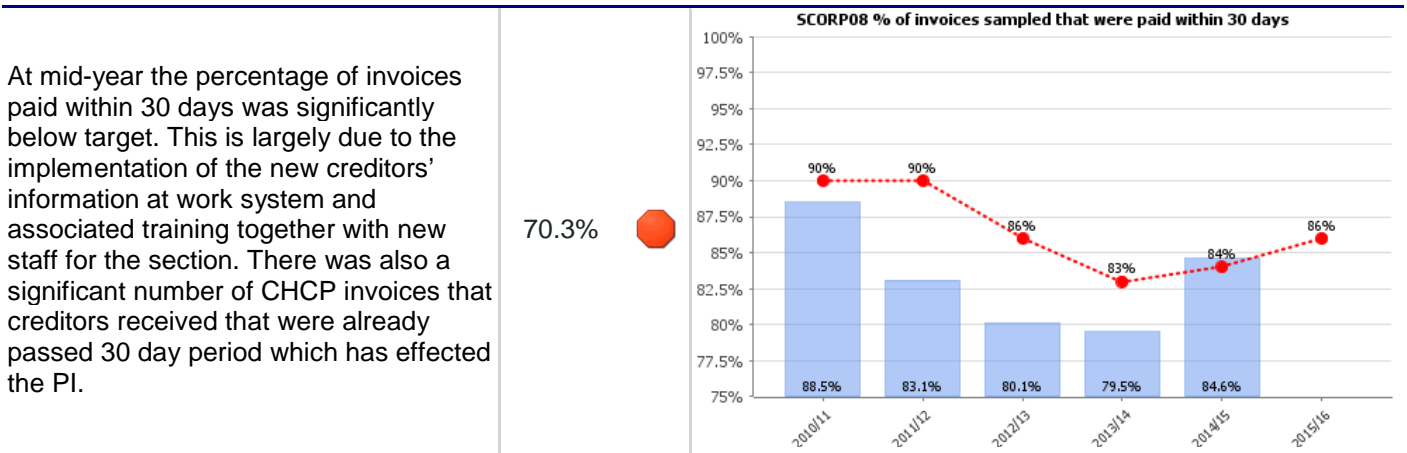
1.1%



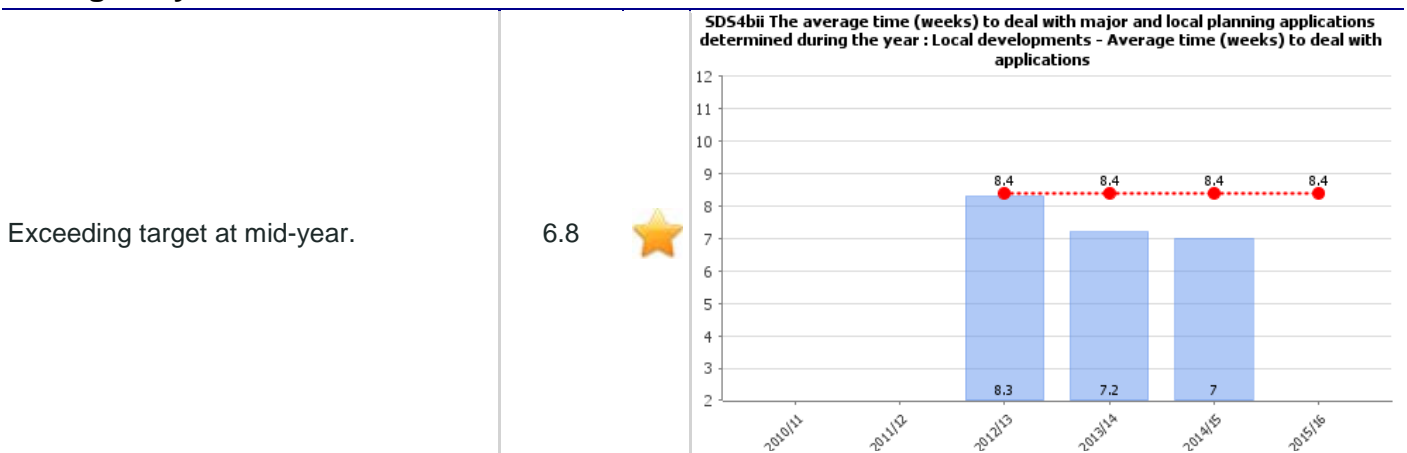
Average time taken to complete non-emergency repairs



% of invoices sampled that were paid within 30 days



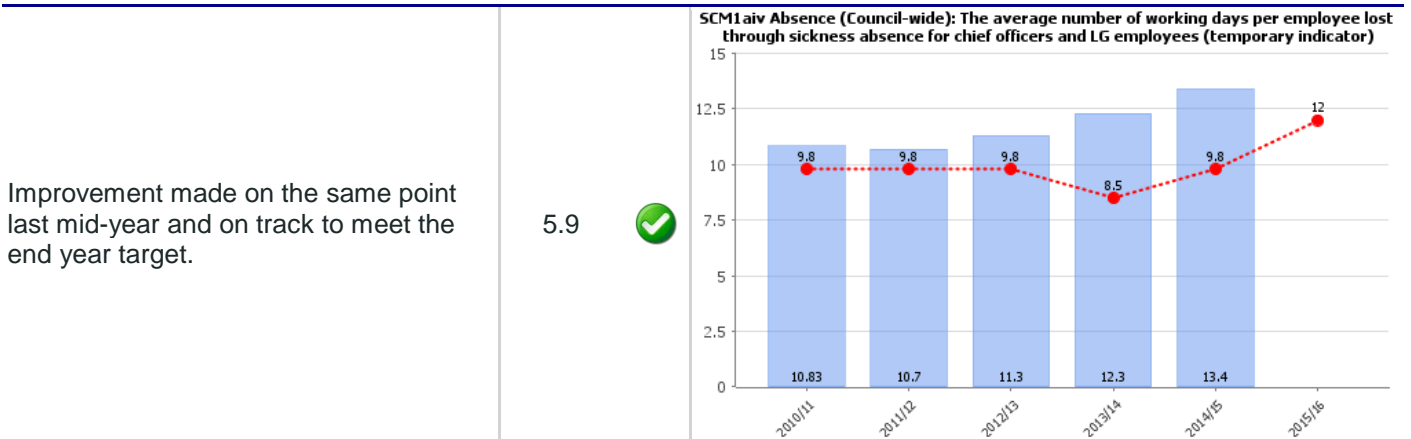
The average time (weeks) to deal with major and local planning applications determined during the year



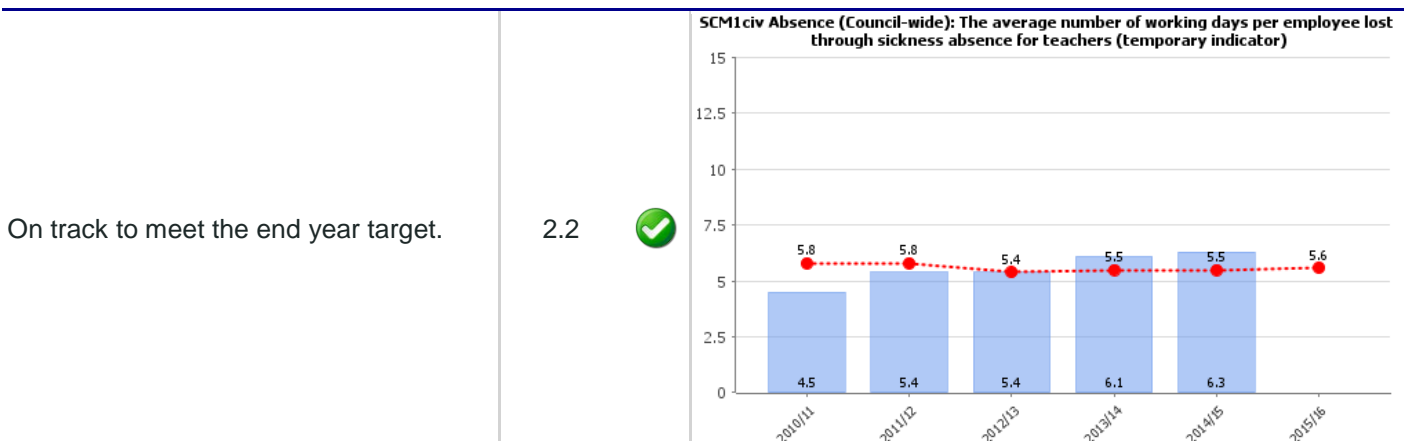
People- Council Performance



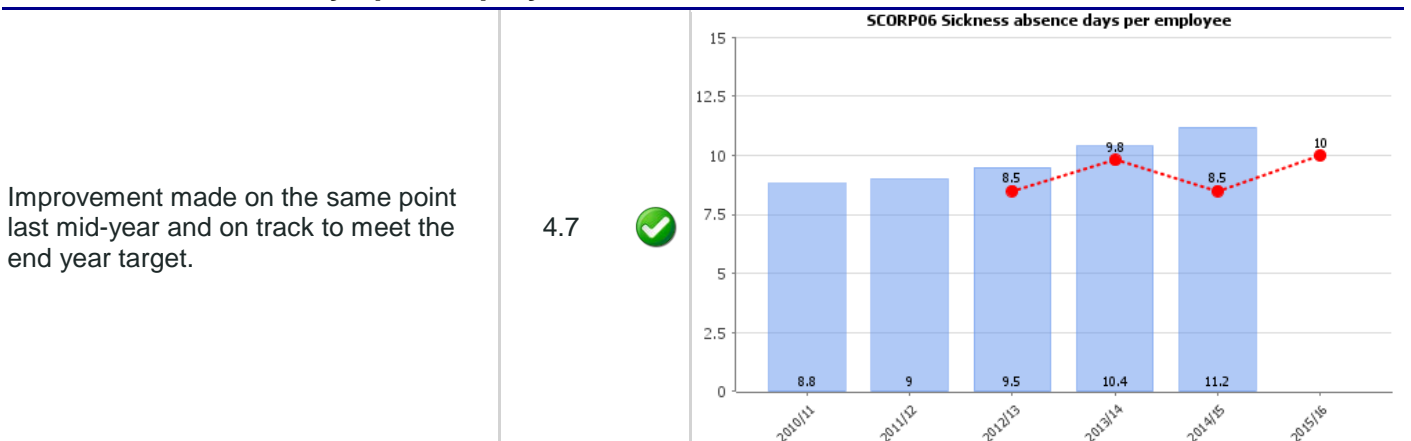
Absence (Council-wide): The average number of working days per employee lost through sickness absence for chief officers and Local Govt. employees



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



Sickness absence days per employee



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

Outcome 1

- Positive pregnancies -a reduction of 15% in the rates of stillbirths by 2015.
- Positive pregnancies- a reduction of 15% in the rate of infant mortality by 2015.
- 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, by end-2016.
- Proportion of P1 children who have reached all of the expected milestones on entry to school.
- % of 0 - 19's in poverty SIMD 20%
- Low birth weight live singleton births as a % of total live singleton births
- % of primary schools being awarded the 'Family Friendly' accreditation
- % of prefive establishments being awarded silver level 'Family Friendly' accreditation
- The number of families engaged with Culture and Sport programmes and activities for children and their carers'.
- Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.
- Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.
- Numbers of families engaged with Library & Information Services' parent/child activities and programmes
- Percentage of children 8 years and under engaged with sports through Sports Development and Sports Facilities activities
- Percentage of children 8 years and under who are active library members
- % of parents of pre-five children reporting their child feels safe and cared for in nursery

Outcome 2

- Male Life expectancy at birth
- Female Life expectancy at birth
- Male life expectancy at birth in 15% most deprived communities
- Female life expectancy at birth in 15% most deprived communities
- Cumulative number of East Renfrewshire smokers living in the most deprived communities supported to successfully stop smoking.
- % of school leavers going into employment, education or training
- Percentage of pupils reporting that their school is helping them to become more confident.
- Percentage of Primary and Secondary Schools with Level 1 Rights Respecting Status
- Percentage of adults completing learning programmes, reporting that the learning has improved their ability to obtain, improve or sustain their employment.
- Percentage of adults completing learning programmes through Culture & Sport, reporting that the learning has improved their ability to obtain, improve or sustain their employment.
- Increase the number of smokers supported to successfully stop smoking in the 40% most deprived SIMD areas.
- Long-term Conditions All LTCs crude admission rate per 100,000
- Theatre attendances per 1000 population to Eastwood Park Theatre, including hirers' events and direct programming.
- Sports Development usage per head of population

Outcome 3

- % of total household waste that is recycled
- Number of new business births per 10,000 resident (16+) population
- % of the businesses that survive for at least three years
- Number of day and overnight visits to East Renfrewshire, maximising the opportunities for local spend
- The length of paths newly created or managed (km).
- Number of schools maintaining Eco-schools Green Flag status
- Percentage reduction in business travel by Council employees (annual reduction compared to previous year)
- Number of hectares of greenspace in East Renfrewshire improved/created.
- Percentage reduction in average consumption per street lighting unit.
- Sustainable Procurement progress achieved measured against the Scottish Government's Flexible Framework for Sustainable Procurement.
- % of groups receiving support from the Community Planning Team active after one year.
- Increase in cycling, measured by the number of cyclists passing through programme count sites over the count period. 2014/15 will be baseline data collection
- % of Class A roads that should be considered for maintenance treatment 10-12
- % of Class B roads that should be considered for maintenance treatment 10-12
- % of Class C roads that should be considered for maintenance treatment 10-12
- % of unclassified roads that should be considered for maintenance treatment
- The percentage of the road network that should be considered for maintenance treatment.
- Citizens Panel - Satisfaction with East Renfrewshire as a place to live.

Outcome 4

- Drug-related deaths per 100,000
- Rate of alcohol related hospital admissions per 100,000 population.
- Rate of common & serious assaults per 10,000 pop'n
- Rate of antisocial behaviour complaints per 10,000 pop'n
- Volume and rate of violent crimes, including sexual crimes, per 10,000 population
- Rates of domestic abuse incidents per 10,000 population
- Number of people killed or seriously injured (KSI) in road accidents
- The volume and rate of domestic housebreaking per 10,000 population.
- Mental health hospital admissions
- Percentage of Diligence Testing (Previously known as Integrity testing) carried out at all appropriate retail tobacco sellers in East Renfrewshire
- Percentage of people involved in Adult Support and Protection reporting reduced risks at review of welfare plan.
- 35% of pupils attending schools prevention pilot programme indicate an increase in knowledge
- Percentage of people with learning disabilities with an outcome-focused support plan.
- Percentage of Licensed Premises passing Challenge 25 Integrity Test – Level 1

Outcome 5

- Percentage of those whose care need has reduced following re-ablement.
- Mental health hospital admissions
- Citizens' Panel % agree that their community supports older people

Customer

- % of parents reporting they are happy with their child's school
- Star rating for council website (SOCITM)
- % of council buildings in which all public areas are suitable for and accessible to disabled people
- Percentage of Citizens' Panel respondents who believe the Council is efficient.
- Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good
- Percentage of Citizens' Panel respondents who believe the Council is customer focused.
- Citizens' Panel - are you given enough performance information?
- Citizens' Panel - Percentage of service users rating libraries service as very good/good
- Citizens' Panel - Percentage of service users rating sport and leisure facilities as very good/good
- Citizens' Panel - Wheeled bin refuse collection % all respondents rating service as very good/good
- Citizens' Panel - Street cleaning and litter patrols % all respondents rating service as very good/good
- Percentage of Citizens' Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.
- Citizens' Panel - Theatre/Arts % of service users rating service as very good/good
- Citizens' Panel - Health and Social Care: Adults % all respondents rating service as very good/good

Efficiency

- % of trading standards business advice requests that were dealt with in 14 days
- Total building maintenance requirement per square metre of Gross Internal Area.
- Cost per attendance at sports facilities £
- Cost per library visit £
- Cost of parks & open spaces per 1,000 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
- The cost per dwelling of collecting Council Tax
- Proportion of operational buildings that are suitable for their current use %
- Proportion of internal floor area of operational buildings in satisfactory condition %
- Net waste collection cost per premises
- Net waste disposal cost per premises
- Cost of street cleaning per 1,000 population £
- Road cost per kilometre £
- Cost of trading standards per 1,000 population £
- Cost of environmental health per 1,000 population £
- Older Persons (Over65) Home Care Costs per Hour
- Direct payments spend on adults 18+ as a % of total social work spend on adults 18+
- Percentage of people aged 65+ with intensive needs (plus 10 hours)
- The Net Cost of Residential Care Services per Older Adult (+65) per Week

People

- % 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.
- 'I would recommend the Council as a good place to work' - Percentage of employees who agreed or strongly agreed.
- 'I know my job contributes to the Council's objectives' - Percentage of employees who agreed or strongly agreed.
- 'I have a clear understanding of the Council's objectives' - Percentage of employees who agreed or strongly agreed.
- % of ERC staff with active PRD in place

**EAST RENFREWSHIRE COMMUNITY PLANNING PARTNERSHIP
PERFORMANCE AND ACCOUNTABILITY REVIEW
Mid-Year Performance Review Meeting – Tuesday 10 November 2015
Advice Note to Cabinet**

This advice note provides information to Cabinet on the work and focus of the East Renfrewshire CPP's Performance and Accountability Review (PAR). At the mid-year 2015 review the PAR focused on performance against the Single Outcome Agreement (SOA), the progress of planning improvement work and the CPP's response to the Community Empowerment (Scotland) Act.

Background

The performance management cycles of the CPP and the Council are aligned and performance is reviewed at mid and end year. The Performance and Accountability Review takes place at least twice a year. This brings together senior representatives from partner agencies – including East Renfrewshire Council, East Renfrewshire Health and Social Care Partnership (HSCP), Skills Development Scotland, Scottish Enterprise, Scottish Fire and Rescue, Strathclyde Passenger Transport, 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, discuss key issues affecting community planning and agree and monitor improvement actions.

Outcomes of the Mid-Year Meeting

In discussing **performance against the SOA**, partners identified good progress with almost all of the indicators (with an update at mid-year) meeting set targets. The PAR discussed areas requiring attention, including the decline in breastfeeding in deprived areas which is proving a challenge, and the HSCP reported that staff are actively working to develop and implement new approaches to tackle this, including working directly with maternity hospitals. Scottish Fire and Rescue also commented on the slight increase in fire fatalities and casualties during the first half of 2015-16 and following discussion the PAR agreed that there should be a focus on prevention activities by relevant services.

The PAR led on a **self-assessment of the CPP's effectiveness** on a range of aspects: including community engagement, governance, performance management and use of resources. The findings of this show that the East Renfrewshire CPP has a sound approach to the requirements placed upon it. The PAR has agreed a small number of areas to focus on and carry out improvement actions.

The key members of the PAR who are leading on **improvement work** under each of the SOA outcomes reported solid progress over the past six months against three stretch aims¹ agreed by the PAR:

Outcome 2: *By 2018 East Renfrewshire will be the highest performing council area in participation and engagement rates of adult residents in sporting and cultural activities.*

Outcome 3: *We will increase the number of individuals accessing our services, and who achieve a positive sustained outcome, by 60% by 2020.*

Outcome 4: *In order to improve public safety, we will reduce the levels of serious and common assaults by 15% by 2017.*

¹ It should be noted that stretch aims should not be interpreted as targets and are intended to be aims that would be very difficult to achieve under current service operation.

Strong examples of progress included improvement work to reduce common assaults across East Renfrewshire through partnership projects around reducing re-offending, increasing domestic violence referrals and managing noise nuisance cases. Employability partners will be focusing on improvement projects to maximise the impact of the City Deal projects. The newly established East Renfrewshire Culture and Leisure Trust was welcomed as a formal partner to the PAR and the Trust will lead on targeted projects to increase participation in physical activity among key client groups. The PAR will maintain a focus on the progress of this work.

The PAR ensures that the CPP is responding to national requirements and statutory duties and at this most recent meeting discussed the **implications of the new Community Empowerment (Scotland) Act**. Partners discussed and recognised that the focus of the Act is to ensure that there are opportunities for communities to have meaningful involvement in the delivery of outcomes, rather than participation in structures such as forums and boards, with Voluntary Action East Renfrewshire providing intelligence from recent engagement with local communities. The Scottish Government are represented on the PAR and the group was advised that national guidance will be issued early in 2016. The PAR will lead the CPP's response to the community planning requirements of the Act.

Council Mid Year Complaints Report - 2015-16

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. The data shows we continue to perform well in relation to the handling of complaints. In the first half of 2015/16 we received 832 complaints, which was an increase compared with the previous mid year point (693 in 2014/15). However, there has been consistent improvement in the time taken to respond to complaints, and a corresponding rise in the proportion of complaints dealt with within the response timescales set by the SPSO. We are also seeing continuing evidence of complaints information being used to inform service improvements. We participate in the national Complaints Handlers' Network which is developing approaches to benchmarking to enable councils to share best practice and learn from each other to further improve service delivery and our customers' experience of making a complaint. We will continue to develop and use complaints data to highlight key themes and issues, learn from complaints, and further improve services.

Council Wide Complaints Data

Complaints received per 1000 of the population			
PI Description	Mid Year 2014/15	Mid Year 2015/16	Notes
Number complaints received per 1,000 population	7.6	9.2	There were 832 complaints in the first half of 2015-16, an increase of 139 for the same period in 2014-15. We also report specifically on our housing complaints. Of the 832 complaints, 116 related to housing.

Complaints closed at stage one and stage two

PI Description	Mid Year 2014/15	Mid Year 2015/16
Complaints closed at stage one as % of all complaints	93.5% (637)	95.9% (802)
Complaints closed at stage two as % of all complaints	3.5% (24)	1.3% (11)
Complaints closed at stage two after escalation as % of all complaints	2.9% (20)	2.8% (23)

Complaints upheld/ partially upheld/ not upheld

Not upheld	Mid Year 2014/15	Mid Year 2015/16
Complaints not upheld at stage one as % of complaints closed at stage one	37.7% (240)	33.8% (271)
Complaints not upheld at stage two as % of complaints closed at stage two	54.2% (13)	36.4% (4)
Escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	70% (14)	65.2% (15)
Partially Upheld	Mid Year 2014/15	Mid Year 2015/16
Complaints partially upheld at stage one as % of complaints closed at stage one	11.1% (71)	7.2% (58)
Complaints partially upheld at stage two as % of complaints closed at stage two	20.8% (5)	9.1% (1)
Escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	20% (4)	17.4% (4)
Upheld	Mid Year 2014/15	Mid Year 2015/16
Complaints upheld at stage one as % of all complaints closed at stage one	50.9% (324)	58.6% (470)
Complaints upheld at stage two as % of complaints closed at stage two	25% (6)	54.5% (6)
Escalated complaints upheld at stage two as % of escalated complaints closed at stage two	10% (2)	17.4% (4)

Average time for a full response to complaints at each stage

PI Description	Mid Year 2014/15	Mid Year 2015/16	Target 2015-16	Status
Average time in working days to respond to complaints at stage one (Frontline)	4.7	3.5	5	★
Average time in working days to respond to complaints at stage two (Investigation)	16	13.3	20	★
Average time in working days to respond to complaints after escalation (Investigation)	19.5	14	20	★
Average time in working days to respond to complaints at Investigation (stage 2 and escalated combined)	17.6	13.8	20	★

Complaints at each stage closed within set timescales

PI Description	Mid Year 2014/15	Mid Year 2015/16
Complaints closed at stage one within 5 working days as % of stage one complaints	76.5% (490)	86% (690)
Complaints closed at stage two within 20 working days as % of stage two complaints	70.8% (17)	90.9% (10)
Escalated complaints closed within 20 working days as % of escalated stage two complaints	85% (17)	95.7% (22)
Investigation complaints closed within 20 working days as % of investigation complaints	77.3% (34)	94.1% (32)

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

PI Description	Mid Year 2014/15	Mid Year 2015/16
% of complaints at stage one where an extension was authorised	1.6% (10)	0.1% (8)
% of complaints at stage two where an extension was authorised	0%	0%
% of escalated complaints where an extension was authorised	0%	0%

Customer Satisfaction Measures

To assess satisfaction with the complaints service we survey complainants throughout the year. A quarter of complainants (24.9% - n62) responded to our online survey. Across the high level indicators, customers were more satisfied with the complaints process than they had been at mid year 2014/15. Forty-five per cent were satisfied with the way their complaint was handled, an increase from a third in 2014/15. Complainants were most satisfied with how easy it was to make a complaint and how polite staff were; a lower proportion were satisfied with the way they had been kept up to date (although this improved from mid year 14/15). The most significant improvement in performance was satisfaction with being given a clear explanation for the Council's decision (rising from 23% to 41%). The satisfaction data is used to improve the complaints procedure for our customers.

High level survey results	Mid Year 2014/15	Mid Year 2015/16
% responding to complaints satisfaction survey	25.7%	24.9% (62 of 249 surveyed)
% satisfied with way complaint was handled	33.3%	45.2%
% satisfied with outcome of complaint	30.1%	35%
% satisfied with how well staff understood your complaint	35.9%	39%
% satisfied with how easy it was to make a complaint	60.7%	67.7%
% satisfied with how polite staff were	50.4%	54.2%
% satisfied with being given a clear explanation of the reasons for the Council's decision	23.4%	41%
% satisfied with being kept up to date with the progress of your complaint	20.7%	24.6%
% satisfied with time taken to deal with complaint from start to finish	35.5%	45.2%

Improvement Actions

Complaints data is closely monitored to ensure we learn from complaints and make service improvements. In the first half of 2015/16, these included:

- Increasing pre-five places in Newton Mearns;
- Reviewing Customer First calls and the Customer Care procedure;
- Targetted training for frontline staff;
- Investigative work on an improved online payment system for all Council bills and payments to services;
- Work underway to improve how customers contact the council, looking in particular at having a 'general enquiries / can't find what you are looking for' facility on the website;
- Appointing a new Housing Workforce Planning Officer to deal with delays and improve communication around housing repairs;
- Environment Department have carried out a review of all complaint handlers within service areas and increased the number of staff who can handle complaints, improving the timeliness and accuracy of complaint handling.