

EAST RENFREWSHIRE COUNCIL

CABINET

4 December 2014

Report by Deputy Chief Executive

STRATEGIC MID YEAR PERFORMANCE REPORT 2014-15

PURPOSE OF REPORT

1. The purpose of this report is to present a summary Council and Community Planning Partnership mid-year performance in 2014-15, based on performance indicators in the Outcome Delivery Plan (2014-17) and Single Outcome Agreement (2014-15). Detailed performance results are attached in Annex 1. Indicators that do not have a mid-year update are not included in the report and are listed in Annex 2 for reference.

RECOMMENDATIONS

2. It is recommended that Cabinet:
- (a) Approves this report as a summary of the Community Planning Partnership and Council's mid-year performance for 2014-15 (Annex 1);
 - (b) Provides conveners with the opportunity to highlight any performance issues within their remit; and
 - (c) Notes that Community Planning Partnership performance was discussed at the Performance and Accountability Review (PAR) meeting on 10 November 2014 and improvement actions arising from the meeting are attached at Annex 3.

BACKGROUND

3. The Community Planning Partnership has agreed a high level Single Outcome Agreement (SOA) which sets out what we will work with, and to achieve for, local people. The Council sets out its contribution to the SOA through the activities in the Outcome Delivery Plan (ODP). Work is underway in developing the next SOA and ODP which will come in to effect from April 2015.

4. The Community Planning Partnership has reviewed the performance of the Partnership at mid-year point. The Partnership performed well against set targets and the focus of the meeting was on early years. Five improvement actions emerged from the discussions. These actions are attached at Annex 3.

5. The ODP includes an extensive range of performance indicators and targets. Annex 1 details performance of the Community Planning Partnership through graphs under each outcome which is then followed by Council performance in table format.

6. As part of the requirements within the 2010 Equality Act we report performance on equalities. The performance information contained within Annex 1 demonstrates progress on equalities, such as the long term improvements to maintaining stability in the number of placement moves for looked after children and non-white pupil attainment.

Data Notes

7. The educational attainment data that is being reported at this point is from the academic year which started in August 2013 and ended in June 2014. This is the latest available data.

8. Some performance information is only collected annually and these indicators have been removed from Annex 1 and are listed in Annex 2 for information. 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 2015', in which case this will be referenced in the accompanying note. Data is also included for indicators where an end year figure was not available at the last reporting period in June 2014.

PERFORMANCE OVERVIEW

9. Performance at mid-year point 2014-15 has been generally positive and demonstrates progress towards achieving targets and realising outcomes for the community of East Renfrewshire. Overall, of the updated indicators with a target set, 75% of indicators met or exceeded target. In the mid-year strategic report there are 110 performance indicators. Of the indicators with targets 80 (green) have been achieved, 18 (amber) are yet to be achieved and 9 (red) are off target. The remaining 3 indicators are for information only and do not have targets. The strategy map at the start of Annex 1 provides an at-a-glance look at performance across all outcomes.

10. The following provides a balanced summary of performance under the main sections within Annex 1- outcomes, customer, efficiency and people.

COMMUNITY PLANNING PARTNERSHIP AND COUNCIL OUTCOMES

Outcome 1 – All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.

11. Health in early years is a vital element of creating positive outcomes later in life and we continue to work together with partners to ensure the best possible start in life for all our children. East Renfrewshire as a whole has high rates of exclusive breastfeeding at the six to eight week review stage. The SOA indicator in this area shows an increase in levels of breastfeeding for the most recent data for 2014-15, rising to 36.9%. East Renfrewshire has the highest percentage of exclusive breastfeeding in NHS Greater Glasgow & Clyde (NHSGGC=24.5%). However, following a long-term increase in breastfeeding in our more deprived communities, a decline has been evident since 2013-14. This decline continues in 2014-15 falling to 12.3% against an NHSGGC figure of 14.8%. The first Baby Cafe is opening at the ARC. This offers drop in support for pregnant and breastfeeding mothers.

12. The Council is maintaining performance in relation to our looked after young people. We have continued to maintain long term improvements and target rates, keeping the number of young people experiencing 3 or more placement moves at 4.1% performing well against our target of 13%. There was one child protection re-registration in the first half of 2014-15.

13. The Council works with families completing family learning activities, and at mid-year point 97% reported they feel able to support their child's learning. This is above target and an 11% increase on the same point in the previous year. 81% of our pre-five establishments have achieved bronze family friendly accreditation. The ODP indicator also shows that baseline assessment results at primary 1 in reading have increased since year end 2013-14.

Outcome 2 – East Renfrewshire residents are fit and active and have the skills for learning, life and work.

14. We are committed to working with partner organisations to reduce inequalities in East Renfrewshire and ensure that levels of health are improved for all. Our healthy living support groups, such as Smoking Cessation, support residents to make positive lifestyle choices which improve health outcomes across the area. The most recent data for 2014-15 shows there was a total of 26 people from the most deprived communities who had stopped smoking at the three month point. Although this is lower than mid-year point last year, quit rates were previously measured at one month rather than three.

15. We encourage active lifestyles and regular exercise among our local residents by promoting our parks and sports facilities and expanding the range of sport activities available for children. In the first half of 2014-15 there were 74 events organised by the Council at Dams to Darnley Country Park and Whitelee Access Project to encourage participation in activities that promote health and well being. There has also been an increase in performance of the ODP indicator on the percentage of children who report walking or cycling to school, rising from 38.1% in 2013-13 to 39.6% for the period to the end of 2013-14.

16. With regard to ODP measures on Culture and Leisure, here have been increases in leisure centre attendance though a decrease in swimming pool visits compared with the same point last year. The closures at Neilston pool and Eastwood Park pool have impacted on attendance. Visits to libraries have remained broadly the same at 2648 visits per 1000 population.

17. East Renfrewshire Council continues to achieve excellent results on educational attainment and remains one of the top performing councils in Scotland on these measures. Data for 2013-2014 released in August 2014 shows very positive results. The targets for the proportion of pupils achieving 5 plus awards at level 6 or better by the end of S5 and 5 plus awards at level 5 or better by the end of S4 were both achieved and results compare very favourably with comparator councils. We exceeded target for awards achieved by young people participating in school and community based programmes in the school year commencing August 2013 (1228, target 1,000). There have been reductions in exclusions both at primary and secondary level, in 2013-14 there were only 2 exclusions in our primary schools and 26 exclusions in secondary schools (comparator councils 8 and 56 respectively).

18. In the first half of 2014-15 there were 203 people entering employment, training, education, or volunteering as a result of training and employability services provided by the Council, well on track to meet end year. The number of working age people in employment within the local area has remained static at 74.1%, and latest data reports 210 young people aged between 16-24 claiming benefits (120 less than at same point last year).

Outcome 3 – East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses to grow.

19. We are working to promote economic recovery and growth for the area through our Place to Grow Vision – ‘Growing our Future’. At mid-year 2014-15, we have already exceeded targets on businesses grown through receiving targeted business support (35) and active social enterprise organisations with an earned income in excess of £100,000m (27). Council events such as Armed Forces Day and the Queen’s Baton Relay attracted more than 31,000 visitors to the area boosting the local economy.

20. We aim to ensure there is a varied and high quality affordable housing market is available in East Renfrewshire and that we are able to provide housing to all residents in need. We are committed to increasing the level of affordable house building. In the first half of the year 8 affordable housing units have been added to the supply. There has also been an increase in the percentage of Council houses that meet the Scottish Housing Quality

Standard, rising from 92.9% at end year 2013-14 to 94.4% at mid-year point. The latest data on household waste recycled for 2013-14 has increased to 56.3%, exceeding target.

Outcome 4 – East Renfrewshire residents are safe and supported in their communities and homes.

21. We work closely with our partners such as Police and Fire Scotland to make our communities safer and provide support for people across a range of circumstances including tackling anti social behaviour, alcohol and drug use issues, carer support and self directing care and enabling older people to live independently. There has been excellent partnership working to tackle anti-social behaviour in the area, with 94% of anti-social behaviour incidents being resolved to the complainant's satisfaction. 95% of the 216 out-of-hours domestic noise complaints that required attendance on site were resolved by the Community Wardens at first point of contact. Drug related deaths have decreased (3 per 100,000 population) and there was a reduction in alcohol related hospital admissions (330 per year). 95 people received appropriate alcohol screening interventions, this is below target (end year 245)

22. There was a small increase in reported housebreaking, 67 up from 59 at the same point last year. The cost of vandalism to Council properties (£25,841), saw a slight increase at mid-year point 2013-14. 100% of community alarm calls were resolved at first contact and 94.5% of Telecare clients reported that having Telecare made them feel safer at home. At mid-year point there have now been a cumulative total of 277 people self directing their own care and having greater control over their care and support.

Outcome 5 – Older people in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives for longer.

23. Meeting the needs of East Renfrewshire's ageing population continues to present us and our partners with challenges. The re-ablement service delivered through the CHCP offers help to people to regain their independence, and in doing so enjoy a better quality of life. The percentage of people whose care need has reduced following re-ablement is 70.5% at mid-year 2013-14, exceeding the target of 30% set for the year

24. We use Talking Points survey data to understand the extent to which we are meeting their outcomes and needs. Data for 2013-14 highlights we have met targets on respondents 'feeling safe' (98.1%), 'seeing people' (81.9%) and 'living where you want to live' (94.5%).

CUSTOMER

25. We consult our Citizens' Panel (a representative sample of around 1,200 local people) to gather information about residents' satisfaction and experiences of living in the area. Key themes in this year's 20th survey were on satisfaction with services, keeping communities clean, safe and secure, and improving our website. The final results and full report are expected in early 2015.

26. There were 693 complaints received in the first half of 2014-15. Although there has been an increase in the average time taken to respond to complaints, we continue to meet the national target set by the SPSO and complaints are being responded to effectively and efficiently across the council. Work is ongoing to develop and improve the recording, reporting and learning from complaints. A range of improvement work has been undertaken from the linking up of services to improve the customer experience, to smaller changes including improving the quality of receipts issued by our Customer First centres. Additional training has also been provided to staff to improve the handling of customer complaints and we will continue to use complaints information to improve services.

27. Of the council's service standards council wide, five are not being met (4 in Culture and Sports Services and one in CHCP) at mid-year. Improvement activity has been identified (e.g. through the Sports Transformation Project). The set of service standards are due for review in 2015.

EFFICIENCY

28. We strive to provide the most efficient services for our local people and aim to provide more services online. In the first half of the year:

- 39% of all planning applications received online;
- 20% of all building warrants received online;
- 91% of Customer First enquiries were dealt with at first point of contact ; and
- 86% of calls to Customer First were answered on the first call.

29. We are on track to meet our target for council tax collection by end of the year and are actively working to reduce tenants' arrears and rents lost due to un-let housing. At mid-year the percentage of council rent that was lost due to un-let houses was 0.7% an improvement on last year. We are also on target for completing non-emergency repairs (average 8 working days).

30. The Public Service Excellence (PSE) programme continues to drive change and improvement across the Council delivering £4.14million since its launch 5 years ago. Current projects include an agile workforce project which is focused on giving CHCP key staff groups the ability to work flexibly in the field, from home or in the office. There are currently around 360 staff deployed, with the project on track to complete December 2014. A similar project for Housing Repairs is on track to be deployed in December 2014. A significant Care at Home transformation project covering 300 staff is also due to start from January 2015. Other key projects underway include the Barrhead Foundry and Culture and Leisure Trust Projects. Currently we are working to develop proposals for future change and transformation within the Council, and deliver an organisation wide service re-design programme which will significantly contribute to the Council's savings target of £20.5 million revenue savings by 2017-18.

PEOPLE

31. The Maximising Attendance policy has been updated. Implementation of the new policy is being supported via a detailed absence management action plan aimed at improving rates of sickness absence across the Council. The Corporate Management Team will continue to closely monitor absence rates on a quarterly basis. At mid-year absence rates per FTE for teachers is 2.1 days. Absence for other staff is currently 6 days. Across all staff absence per employee is 4.8 days, against a target of 4.25 days.

PUBLICATION OF MID YEAR PERFORMANCE INFORMATION

32. Information in this report will be published on the Council's website where additional performance information can also be found.

FINANCE & EFFICIENCY

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

CONSULTATION

34. There have been various consultations in the past six months both internally and externally, for example the Busby family centre consultation, the second stage of the review of the scheme of establishment for community councils and the faith schools joint campus consultation.

PARTNERSHIP WORKING

35. This report summarises performance of the Community Planning Partnership and Council towards the outcomes within the SOA. Annex 1 distinguishes between partnership and council performance, however many of the results could not have been achieved without excellent partnership working.

IMPLICATIONS OF REPORT

36. 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

37. This report summarises a high level overview of East Renfrewshire Community Planning Partnership and Council's performance at mid-year 2014-15. The information presented here shows an overall positive picture, of the updated indicators with a target set, 74% (76) have already met or exceeded target, with good progress made towards the majority of the remaining targets impacting on our outcomes. The Council continues to respond well to a range of challenging circumstances, however, we continue to deliver highly valued services and seek to achieve positive outcomes for our local residents.

RECOMMENDATIONS

38. It is recommended that Cabinet:

- (a) Approves this report as a summary of the Community Planning Partnership and Council's mid-year performance for 2014-15 (Annex 1);
- (b) Provides convenors with the opportunity to highlight any performance issues within their remit; and
- (c) Notes that Community Planning Partnership performance was discussed at the Performance and Accountability Review (PAR) meeting on 10 November 2014 and improvement actions arising from the meeting can be found in Annex 3.

REPORT AUTHOR

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BACKGROUND PAPERS

- Strategic End Year Performance Report 2013-14 and Presentation, Cabinet 19 June 2014
- Outcome Delivery Plan 2013-2016, Cabinet 19 June 2014
- Annual Efficiency Statement 2013-14, Cabinet 15 August 2014

KEY WORDS: This report sets out the performance at mid-year 2014-15 for the Council and Community Planning Partnership.

The keywords are: "performance management, ODP, SOA, outcome delivery plan, LGBF, indicators, mid-year performance, outcomes, performance report"

Strategic Mid Year Performance Report 2014-15





The enclosed provides an overview of Council and Community Planning Partnership performance at mid-year point in 2014-15. The information contained in this report includes indicators in the Single Outcome Agreement and Outcome Delivery Plan.

Note on data

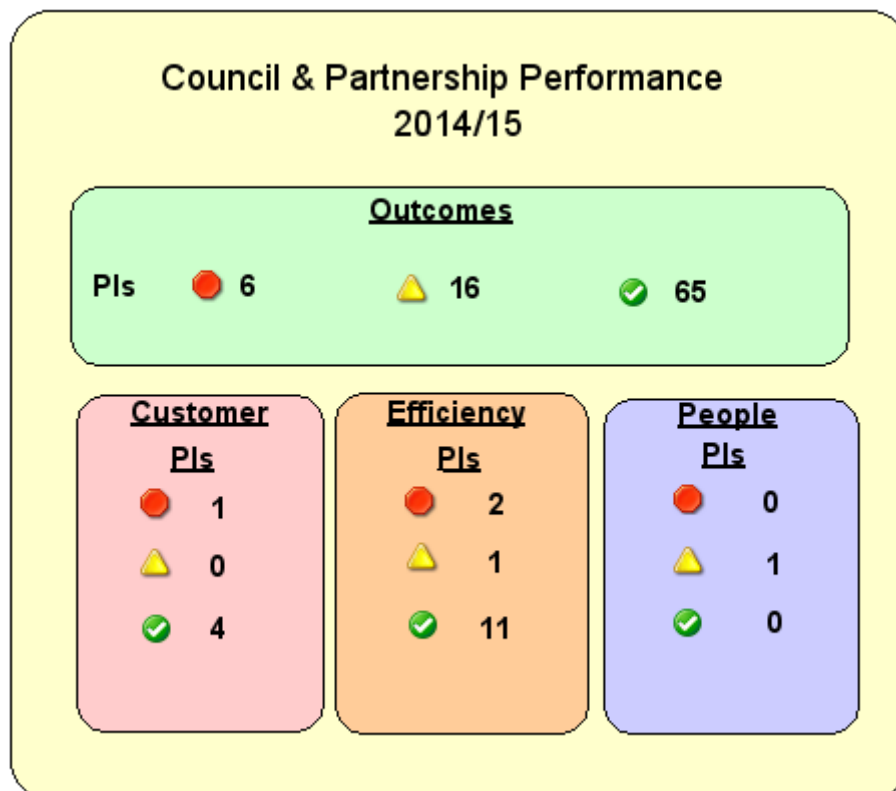
Following the national approach, school attainment and exclusion in the plan refers to the relevant academic year rather than the financial year. Latest data will be for school year commencing August 2013. Where there is a time lag with other data such as Local Government Benchmarking Framework or health indicators, only new data since end year point is included and this is for the latest available period

Key




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

PI Status of last available data:	
	Off target
	Target still to be achieved
	On Target
	For information only (no target set)

The strategy map below provides an at a glance summary of performance under outcome headings. Of the indicators that targets are set for, 75% of indicators have either met or exceeded target at mid-year point.



Section 1- Single Outcome Agreement Outcomes

SOA1 All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed. 9  5  1 


Improving early years' experiences is key to enabling problems such as poverty, poor attainment and anti social behaviour to be addressed. We have a well integrated CHCP which works closely with our Education department to deliver excellent early years provision. In the years ahead we will be working through the Early Years Collaborative model and continuing the one child, one plan approach as part of the wider getting it right for every child plan (GIRFEC), identifying vulnerable children at an early stage and taking action to prevent issues escalating.

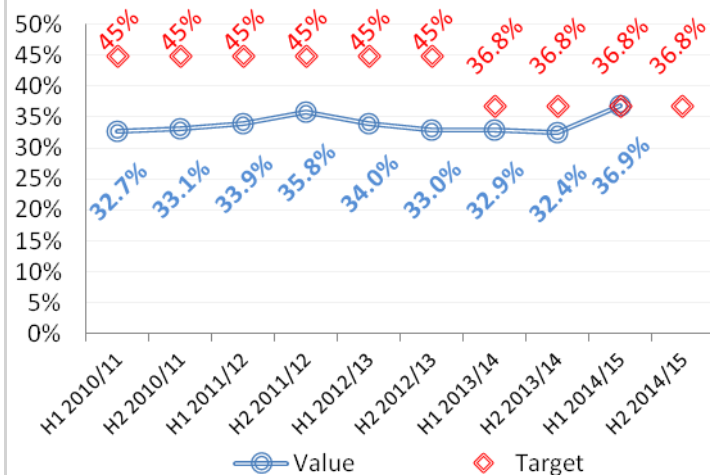
A pre-five activity programme across Culture and Leisure has been developed with the aim of improving health outcomes for children and focuses on supporting developmental milestones. The Council also provides diversionary activities and groups to support young people to make positive life choices, including the life skills programme that offers pre and post natal support.

Partnership Performance:

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

Most recent data for levels of breastfeeding has increased in 2014-15 rising from around 33% to almost 37%. The revised target is currently met and East Renfrewshire has the highest percentage of exclusive breastfeeding in NHS Greater Glasgow & Clyde (NHSGGC=24.5%). East Renfrewshire is in the upper quartile and ranks 8th in Scotland.

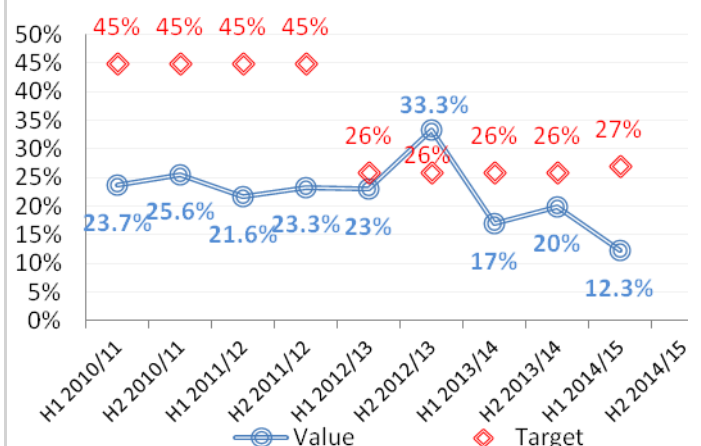
36.9% 



Breastfeeding at 6-8 weeks most deprived SIMD data zones

Following a long-term increase in breastfeeding in our more deprived communities, a decline has been evident since 2013/14.

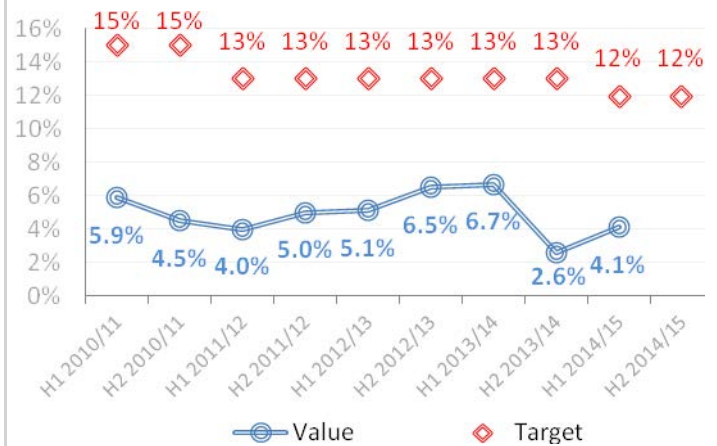
12.3% 



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

Stability of placements is an important measure of attachment and future life chances. There has been long-term improvement in the proportion of children looked after experiencing three or more moves of placement. The number of children experiencing three or more moves is stable but the number looked after away from home has reduced and this has increased the percentage.

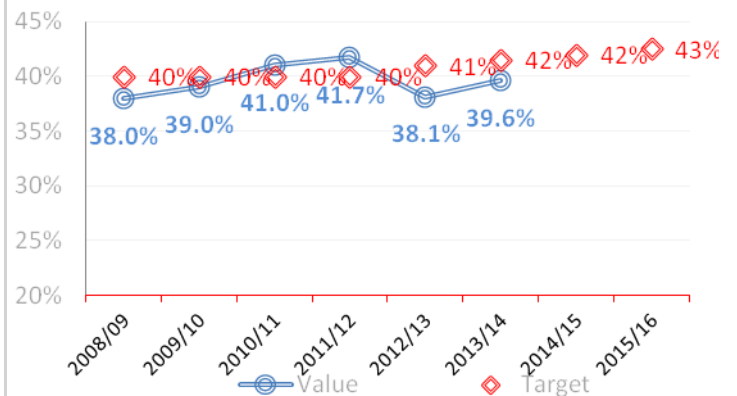
4.1%



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

Update on 2013-14 data not available at year-end: 2013-14 target narrowly missed. 39.6% of primary and secondary school pupils walk (36.4%) and cycle (3.2%) in 2013.



39.6%









Council Performance:

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


PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
% of pre-five establishments being awarded the 'Family Friendly' accreditation	0%	81%	100%		Family Centred Approaches are being implemented across all local authority and partnership nurseries. At present 81% have achieved 'Bronze Family Friendly' accreditation. As a consequence our early years workforce report that they have a greater awareness and understanding of key principles of attachment and nurture and demonstrate this through their day to day practice, both in the nursery and within family homes during home visits and play sessions. On track to achieve the target of 100% by end of 2014-15.
Percentage of families completing family learning activities, reporting they are more able to support their child's learning	96%	97%	95%		On target to achieve 2014-15 target of 95%.

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Number of young families (with children 0-8 years) who can access a support group.	25	40	45		Target exceeded. 5 families have been accessed through the East Ren Baby Friends group, and the Barrhead Man and Toddler group also includes 5 families. The ARC Baby and Toddler group and Neilston Baby and Toddler group membership varies between 20 to 30 young families.
Number of unplanned or underage pregnancies among Postponing Parenthood participants	0	0	0		On track. Our tracking continues to show that there have been no unplanned or underage pregnancies.

02 Our young children are healthy, active and included.

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Achieve agreed completion rates for child healthy weight intervention programme	378	N/A	262		This initiative ran from 2011-14 as part of the national child healthy weight programme. During the three years 1,674 children participated in the Right Moves curricular and Active Children Eating Smart (ACES) programmes. In the three years there were 378 completers against a target of 262 (with BMI in 91st centile).
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	61%	61.3%			The 2014-15 performance is the highest result-to-date. <u>On track to achieve the target of 60% by 2015-16.</u>
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	55.4%	55.3%			The 2014-15 result was only 0.6% (equivalent to 0.2 marks out of 28) below the <u>2015-16 target of 56%</u> . Results will be shared with nursery and primary establishments to identify strengths and areas for further improvement.
Percentage of children 8 years and under engaged with sports through Sports Development and Sports Facilities activities	36.3%	38.5%	40%		Indicator compares favourably to the mid-year position in 2013-14 (37.4%) and brings levels to within striking distance of the year-end target.
Percentage of children 8 years and under who are active library members	N/A	29.7%	33%		Performing well against 2013-14 mid-year figure (29.0%). Book Week activities as well as distribution of P1 Bookbug Family Packs in November will contribute to further progress against this target.
Numbers of families engaged with Library & Information Services' parent/child activities and programmes	665	N/A	600		Figure not reported mid-year. Target is for 1,000 individual families to have been worked with by 2016-17. The 2013-14 actual value exceeded the 2014-15 target. If the trend continues, consideration will be given to revising targets.

03 Our young children are safe and cared for.

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Percentage of child protection re-registrations within 12 months of de-registration.	12.5%	3.6%	18%		One of the 34 registrations in the period was a re-registration within 12 months.

SOA2 East Renfrewshire residents are fit and active and have the skills for learning, life and work.

15  6  2 

We are committed to raising attainment for all learners and this is exemplified by our ambition to be the highest attaining mainland council area as measured by national examinations. Maximising attainment for all learners is fundamental to their future success in securing a positive destination post school. In striving for this vision the Education Department seeks to ensure that all available financial resources are well directed and efficiently used to meeting needs and to improving learning experiences.

The Council offer a range of awards based community and school programmes and school leavers are supported to enter positive destination through the youth work programme. Our Worker service helps residents to secure and sustain meaningful employment, training or education. The Council also provides targeted business support, advice and grants in collaboration with Business Gateway.

There are significant pockets of deprivation and ill health in specific communities within East Renfrewshire. We are focused on tackling inequalities by encouraging healthier lifestyles, promoting events to encourage residents to be active by providing high standards of health and leisure facilities and access to natural environments for physical activity.

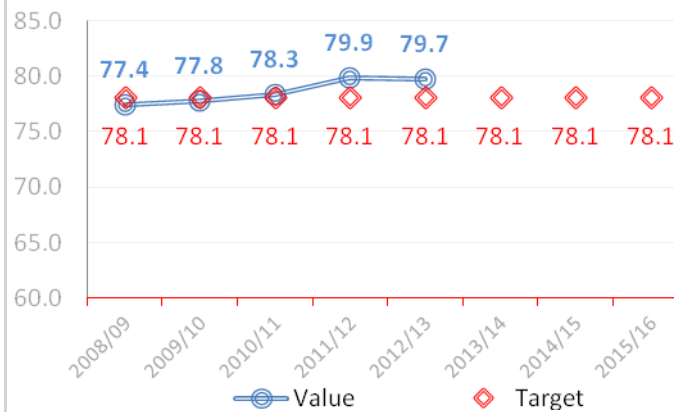
Partnership Performance:

Male Life expectancy at birth

The figure for male life expectancy at birth for 2011 - 2013 has changed little since the previous estimate. There has been an improvement in male life expectancy of 3.7 years over the past decade.

79.7 

Rank: 2 of 32, 1st quartile among Scottish Local Authorities

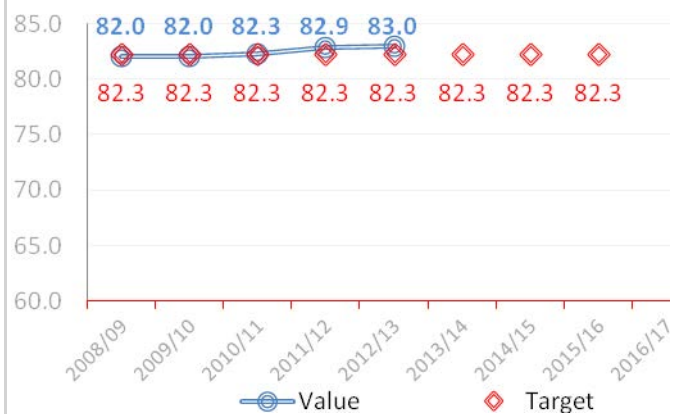


Female life expectancy at birth

Female life expectancy at birth has increased to 83 over 2011 - 2013. Over the past decade female life expectancy has improved by 1.9 years

83 

Rank: 2 of 32, 1st quartile among Scottish Local Authorities.



Cumulative number of East Renfrewshire smokers living in the most deprived communities supported to successfully stop smoking

Most recent data for 2014-15 shows there were 26 quits from the most deprived communities sustained at 3 months. Previously quit rates were measured at 1 month. Targets will be revised to account for the longer quit period.

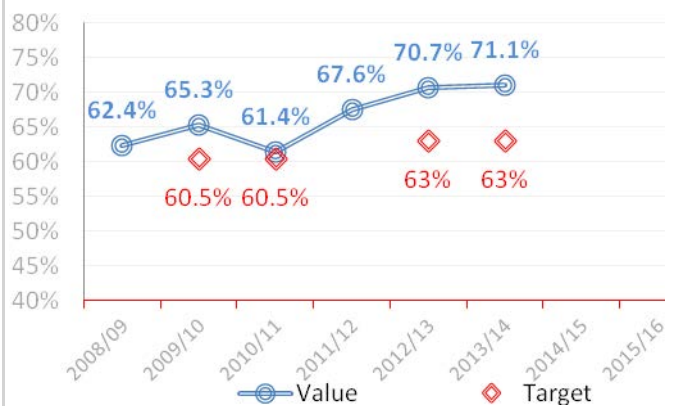
26



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

The 2013-14 result was the best-to-date. East Renfrewshire compares very well to the latest national figure (2012-13) of 39.4% and comparator authorities at 43.6%. The Council has achieved its 3-year average target of 63% by the end of 2014.

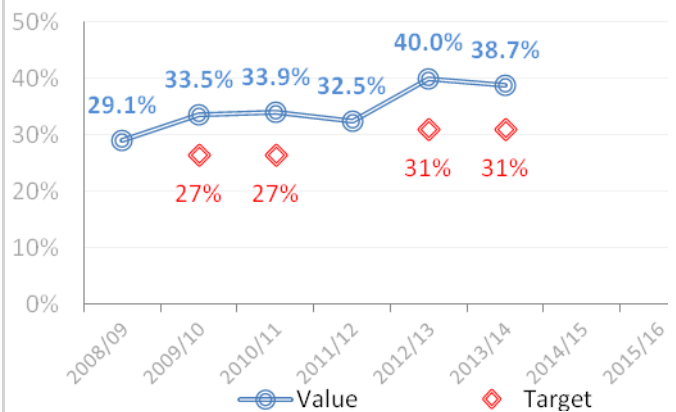
71.1%



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 remained very high. East Renfrewshire compares very well to the latest national figure (2012-13) of 13.6% and comparator authorities at 17.1%. The Council has achieved its 3-year average target of 31% by the end of 2014.

38.7%

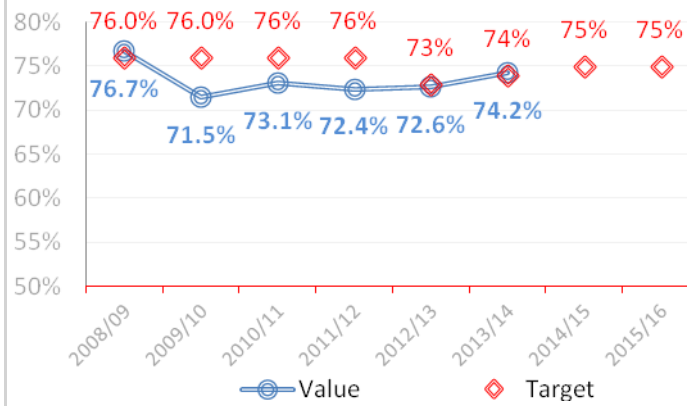


Working age in employment

On target. The labour force survey estimates that 42,800 people were in employment in East Renfrewshire between July 2013 - June 2014. This is an improvement of 1.6% 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.

Ranked: 13 of 32, 2nd quartile among Scottish Local Authorities

74.1%



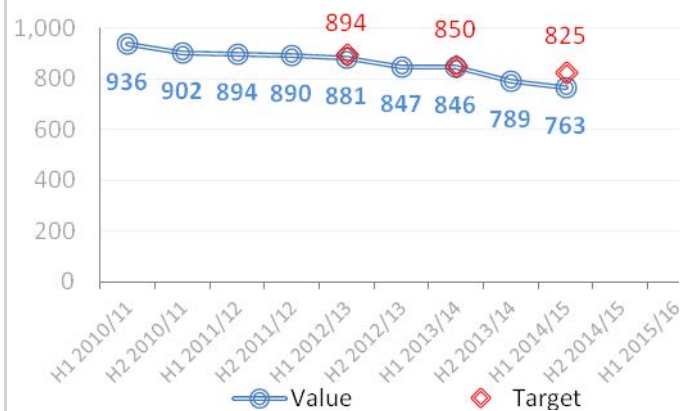
Number of claimants in receipt of out of work benefits per 10,000 of the working age population

Out of work benefits are a broad measure of those who are not in work. This measure covers those with health conditions, job seekers, lone parents with children aged 0 – 4 and those who receive income support.

On target. Number claiming out of work benefits: 4290. Population base: 56225

Best Performing: 5th of 32, 1st quartile among Scottish local authorities

763



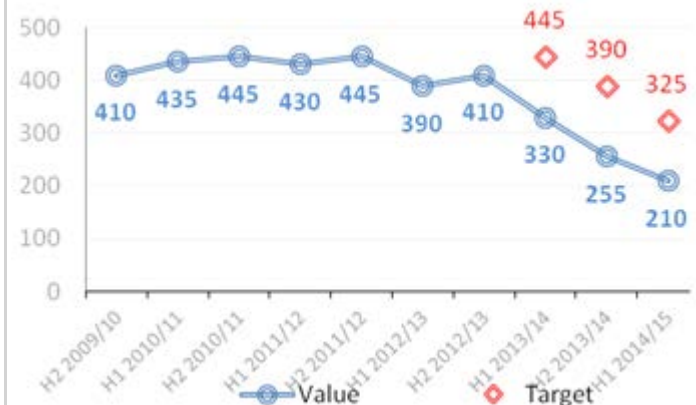
Number of 16 - 24 year olds on the claimant count

The number of job seekers aged 16 - 24 has been steadily declining over 2014, with 2.1% of the age group on the job seekers claimant count.

There were 120 less claims in September 2014 than there were 12 months ago. Youth claimant levels have not been as low since September / October 2008, marking a return to pre- financial crisis levels of youth unemployment.



Best Performing: ranked 8 of 32, 1st quartile among Scottish local authorities on September 2014

210










Council Performance:

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


PI Description	School year			Status	Notes and benchmark
	2013/14	2014/15	2014/15		
	Value	Value	Target		
Number of exclusions per 1,000 pupils - Primary. (3 year average target 2013-2015)	0.2	N/A			In 2013-14 there were only 2 exclusions in primary schools. The rate compares very well to the national figure of 10 incidents per 1000 pupils (latest published data for 2012-13) and comparator authorities 8 per 1000 pupils. The Council is on track to achieve its <u>3-year average target (2013-2015) of 2 exclusions per 1000 pupils by the end of 2015.</u>
Number of exclusions per 1,000 pupils - Secondary. (3 year average target 2013-2015)	3.3	N/A			In secondary schools the overall number of incidents resulting in temporary exclusions decreased from 5.8 incidents per 1000 pupils in 2012-13 to 3.3 incidents per 1000 pupils in 2013-14; the lowest recorded rate. In 2013-14 there were 26 exclusions in secondary schools. The 2013-14 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 is on track to achieve the <u>3-year average target (2013-2015) of 13 per 1000 pupils by the end of 2015.</u>

02 Children and young people raise their educational attainment and achievement, developing the skills they need during their school years and into adulthood.





PI Description	School year			Status	Notes and benchmark
	2013/14	2014/15	2014/15		
	Value	Value	Target		
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. 3-year average target (2013-15) of 87%	85.8%	N/A			Based on 2012-13 and 2013-14 data, the Council is currently just 0.4% below the 3-year average target (2013-15) of 87%. Schools have been issued with updated guidance on tracking progress in the broad general education. It is expected that the 2014-15 results will show an increase.
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. 3-year average target (2013-15) of 84%	82.5%	N/A			Based on 2012-13 and 2013-14 data, the Council is currently 1.7% below the 3-year average target (2013-15) of 84%. Schools have been issued with updated guidance on tracking progress in the broad general education. It is expected that the 2014-15 results will show an increase.
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. 3-year average target (2013-15) of 87%	86.3%	N/A			Based on 2012-13 and 2013-14 data, the Council is currently just 0.3% below the 3-year average target (2013-15) of 87%. Schools have been issued with updated guidance on tracking progress in the broad general education. It is expected that the 2014-15 results will show an increase.
% S4 non-white pupils attaining Scottish Credit and Qualifications Framework (SCQF) level 5 or better in English. 2012-2014 target of 51%.	73.6%	N/A			The 2013-14 result was the best-to-date. The Council 3-year average (2012-14 was 68.9%) was above the target of 51%.
% of S4 non-white pupils attaining SCQF level 5 or better in Mathematics. 2012-2014 target of 59%.	78.1%	N/A			The 2013-14 result was the best-to-date. The Council 3-year average (2012-14 was 70.9%) was above the target of 59%.


PI Description	School year			Status	Notes and benchmark
	2013/14	2014/15	2014/15		
	Value	Value	Target		
Percentage of S4 pupils with cumulative STACs points of 128 or fewer: 3-year average 2012-2014	7%	N/A			The percentage of S4 pupils with cumulative STACs points of 128 or fewer (equivalent to eight "C" awards at Intermediate 1) remained very low at 7.0%. The Council has achieved its 3-year average target (2012-14) of 8.5%.
Number of awards achieved by young people participating in school and community based targeted programmes (e.g. Youth Achievement Awards, ASDAN and Duke of Edinburgh).	1,228	N/A	1,000		Target exceeded. 2013/14 is the latest available data, as data for this indicator is not collected until the end of the school term.




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

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Number of individuals entering employment, training or education as a result of training and employability services.	346	203	300		On target. 203 positive outcomes include jobs (171), Further and Higher Education (8), Modern Apprenticeships (8), Employability Fund (11) and training (5).

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

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Number of smokers supported to successfully stop smoking	342	178			The most recent data for 2014-15 shows there were 178 quit attempts by East Renfrewshire residents. This measure has been refined to capture quits at three months and revised targets are being established. <u>Cumulative target of 425 by 2015/16.</u>
Number of attendances per 1,000 population to all pools	2,582	1,252	3,350		Down compared to 2013-14 (1,336 / 1,000 pop at mid-year). 2014-15 picture overall had been of stabilising levels in Barrhead, with improvements in Eastwood High and Neilston. Closure of Eastwood Park pool in August-September resulted in a drop of nearly 10,000 attendances compared to Qtr 2 13-14 (-31%). Neilston pool was also closed for a 3 week period of essential maintenance in August. The full year target for 2014-15 is 3,350 / 1,000 population.
Number of attendances per 1,000 population for indoor sports and leisure facilities	4,345	2,255	4,700		Exceeding mid-year target of 2,110 and an increase of 15.5% on 2013-14 mid-year levels (1,952 / 1,000 pop). Increases are largely due to improved performance at Eastwood High and the impact of the Commonwealth Games Legacy programme. An overall increase of just over 8% on 2013-14 totals would achieve the 4,700 / 1,000 population target for the year.
Number of Library visits per 1000 population	4,717	2,648	6155		Levels are above those for the same time in 2013-14 (2,588 / 1,000 pop.) largely due to increased visitor numbers at Giffnock Library post refurbishment (up by 29,000 / 80% on 2013-14 mid-year. Up 12,300 / 23% on pre-closure levels). With Barrhead Library in temporary quarters till January 2015 however, end of year performance will likely return to 2011-12 levels (approximately 5,250 – 5,300) but fall short of the full year target of 6,155 / 1,000 population.

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Number of organised events which encourage residents to participate in activities which promote health and wellbeing within the Dams to Darnley Country Park and Whitelee Access Project.	216	74	215		On target. 74 health promoting activities have taken place within Dams to Darnley Country Park and include health walks, jogging sessions, and training activities.

SOA3 East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses to grow. 6  2  0 


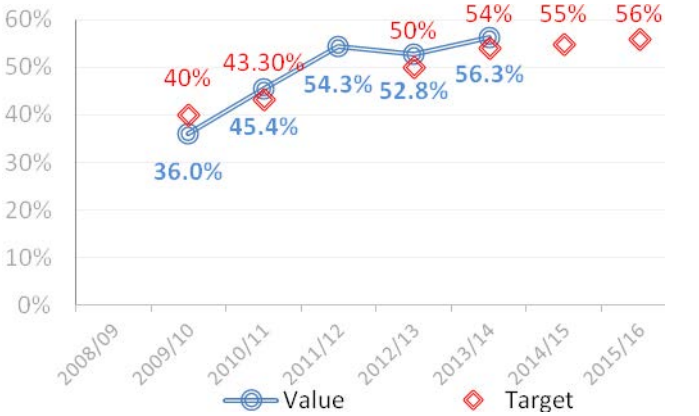
We are working to deliver economic recovery and growth for the area through our Place to Grow Vision – ‘Growing our Future’. Our vision aims to build on our strengths delivering high quality housing, education and green spaces. Investment in improving roads and enhancing infrastructure is an important priority, particularly the planned maintenance to ensure Council housing meets the Scottish Housing Quality Standard (SHQS), and the Barrhead Foundry expected to be complete in January 2015.

Improving our natural and built environment will improve the area for residents and visitors. Some of the key projects ongoing are making improvements to Rouken Glen Park and making bus routes more accessible. We also want to build on our events calendar to increase visitors in the area. We have great attractions, shopping districts, parks and restaurants and by encouraging more visitors we can attract inward investment.



The Community Planning Team works to ensure that East Renfrewshire has a full complement of community councils; that local community groups can access training and support, and that departments have access to information and training that will enable them to plan and undertake meaningful engagement activity that local people, groups and communities successfully influence.

Partnership Performance:

% of total household waste that is recycled


<p>Update on 2013-14 data not available at year-end: 2013/14 year-end data demonstrates a 3.5% increase recycled waste compared to 2012/13.</p>	<p>56.3% </p>	 <table border="1"> <caption>Data for % of total household waste that is recycled</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>-</td> <td>-</td> </tr> <tr> <td>2009/10</td> <td>36.0%</td> <td>40%</td> </tr> <tr> <td>2010/11</td> <td>45.4%</td> <td>43.30%</td> </tr> <tr> <td>2011/12</td> <td>54.3%</td> <td>-</td> </tr> <tr> <td>2012/13</td> <td>52.8%</td> <td>50%</td> </tr> <tr> <td>2013/14</td> <td>56.3%</td> <td>54%</td> </tr> <tr> <td>2014/15</td> <td>-</td> <td>55%</td> </tr> <tr> <td>2015/16</td> <td>56.3%</td> <td>56%</td> </tr> </tbody> </table>	Year	Value	Target	2008/09	-	-	2009/10	36.0%	40%	2010/11	45.4%	43.30%	2011/12	54.3%	-	2012/13	52.8%	50%	2013/14	56.3%	54%	2014/15	-	55%	2015/16	56.3%	56%
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2015/16	56.3%	56%																											

% of council dwellings that meet the Scottish Housing Quality Standard



<p>On target. The Housing Service has made significant progress to meet the SHQS. The Asset Management Plan is in place and a new IT system is in development to ensure the service can meet the 2015 target and maintain the standard thereafter.</p>	<p>94.4% </p>	 <table border="1"> <caption>Data for % of council dwellings that meet the Scottish Housing Quality Standard</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>H1 2010/11</td> <td>64.0%</td> <td>-</td> </tr> <tr> <td>H2 2010/11</td> <td>68.4%</td> <td>-</td> </tr> <tr> <td>H1 2011/12</td> <td>71.2%</td> <td>-</td> </tr> <tr> <td>H2 2011/12</td> <td>-</td> <td>-</td> </tr> <tr> <td>H1 2012/13</td> <td>84.1%</td> <td>-</td> </tr> <tr> <td>H2 2012/13</td> <td>-</td> <td>-</td> </tr> <tr> <td>H1 2013/14</td> <td>88.8%</td> <td>-</td> </tr> <tr> <td>H2 2013/14</td> <td>92.9%</td> <td>85%</td> </tr> <tr> <td>H1 2014/15</td> <td>94.4%</td> <td>100%</td> </tr> <tr> <td>H2 2014/15</td> <td>94.4%</td> <td>100%</td> </tr> </tbody> </table>	Period	Value	Target	H1 2010/11	64.0%	-	H2 2010/11	68.4%	-	H1 2011/12	71.2%	-	H2 2011/12	-	-	H1 2012/13	84.1%	-	H2 2012/13	-	-	H1 2013/14	88.8%	-	H2 2013/14	92.9%	85%	H1 2014/15	94.4%	100%	H2 2014/15	94.4%	100%
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Council Performance:



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

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Number of businesses which have grown through targeted business support.	61	35	20		Target exceeded. Supported through a variety of support schemes including business growth and employment. A total of 50 financial interventions to 35 businesses.



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

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Number of hectares of greenspace in East Renfrewshire improved.	2.75	0.5	0.6		On target. The final 0.5ha of greenspace enhancement work was undertaken at the Barrhead Waterworks site. This was followed by a launch of the site in June 2014 and subsequent claim of £100k Grow Wild Funding. A new skate park facility was constructed at Cowan Park, Barrhead and received £75k WREN (Waste Recycling Environmental Limited) funding. This opened to the public in August and has proved highly popular.
Street Cleanliness Score	94.5	N/A			2013/14 year-end data demonstrates a 0.3% improvement on our "streets clean" score compared with 2012/13. The 2013-14 figure was revised from that previously reported.

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

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
% East Renfrewshire area covered by an active Community Council.	100%	100%	100%		On target. All areas are covered by an active Community Council.
Number of social enterprise organisations with earned income in excess of £100,000 employing more than five people.	27	27	25		On target.

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

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 150 by 2017).	35	8	30		Please note amendment to 2013/14 value (35 instead of 33 previously reported). 8 units added to the affordable supply. Remain on target to achieve 5 year cumulative target of 150 units.
Percentage of council houses that are energy efficient %	100%	100%	100%		On target.

SOA4 East Renfrewshire residents are safe and supported in their communities and homes.

22 3 2

We work closely with our partners to further reduce levels of crime and anti-social behaviour in East Renfrewshire, as well as providing diversionary activities for young people at risk of taking part in anti-social behaviour. Our community warden team deter incidences of crime and anti-social behaviour by their visibility across the area and the Community Safety Unit responds to complaints of domestic noise. The Community Safety Unit also has responsibility for parking enforcement within East Renfrewshire.

We are committed to working with partner organisations to help support vulnerable residents make positive life choices and work with Alcohol Focus Scotland in implementing a community development approach to alcohol related harm in Neilston. We want to keep our young people safe from harm and continue to work with local businesses to ensure they implement 'Challenge 25' which will reduce the number of illegal sales of alcohol and tobacco to young people.

A key focus developing our approach to self-directed support which is focusing on individual needs and providing services which are about tackling issues early on rather than responding to a crisis. The approach also gives people the power to manage their own lives and direct and control what support they receive. This type of approach allows our residents to enjoy a better quality of life and live as independently as possible.

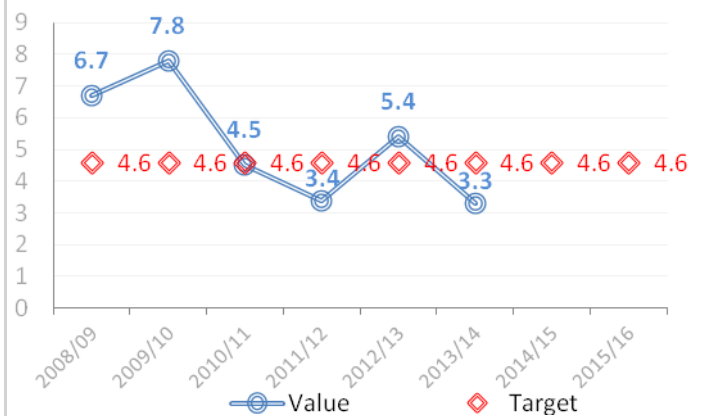
Partnership Performance:

Drug-related deaths per 100,000

There were 3 drug related deaths across East Renfrewshire in 2013.

Best Performing: 1st Quartile among Scottish local authorities. East Renfrewshire was ranked 4 of 32

3.3

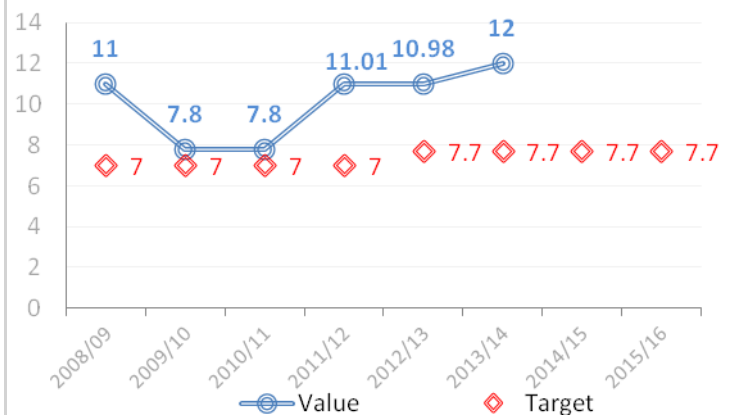


Number of suicides per 100,000 population.

There were 11 deaths from suicide and undetermined intent during 2013, an increase of one from the previous year. The 5 year rate in East Renfrewshire stands at 9.8, which compares favourably to the rate of 14.3 per 100,000 experienced in Scotland.

2nd Quartile among Scottish local authorities. East Renfrewshire was ranked 9 of 32.

12

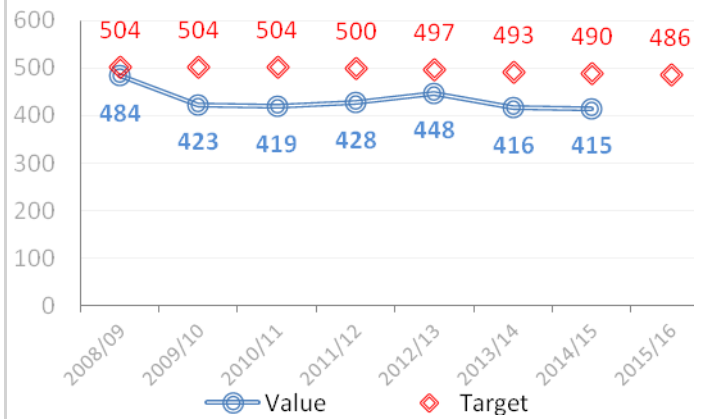


Rate of alcohol related hospital admissions per 100,000 population.

Figures for the year running to June 2014 show a reduction in alcohol related admissions per 100,000 population to 415 with absolute numbers currently at around 330 per annum.

East Renfrewshire ranks 8th of 30 Alcohol and Drug Partnerships on rates of alcohol-related admissions.

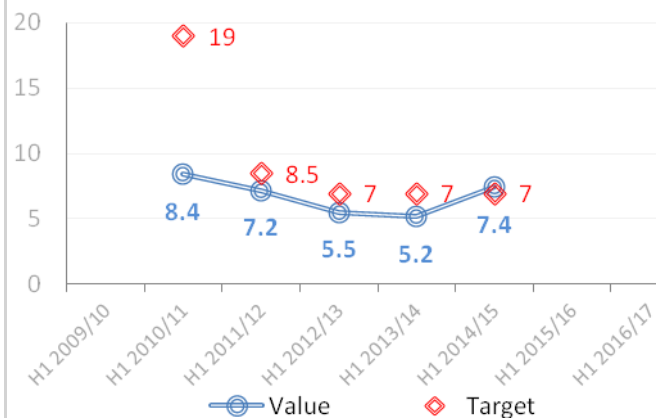
415



Volume and rate of violent crimes, including sexual crimes, per 10,000 population

2014/15 Half yearly figure 7.4 per 10,000 population, with 67 incidents reported to the police during this period. This represents an increase on last year, and is slightly above target

7.4



Rates of domestic abuse incidents per 10,000 population

In the first half of 2014/15 there were 32.6 incidents of domestic abuse reported per 10,000 population. 297 incidents were reported to the police, which amounts to an increase of 72 incidents reported compared to the same period last year. Should this trend continue the year end figure should be just above target.

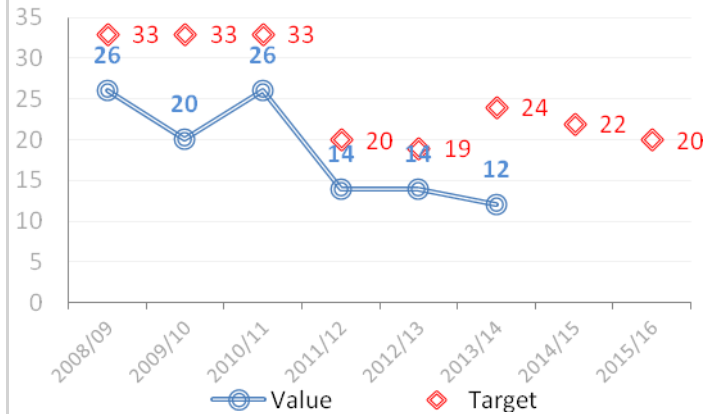
32.6



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

During 2013/4- 11 persons were seriously injured and there was one fatality. There was a 50% reduction in road fatalities in 2013/4 compared to the previous year with the figure reducing from two to one. The number of persons seriously injured fell by 1 (8.3%).

12



Rate of common & serious assaults per 10,000 population

2014/15 mid-year rate was 22.5 per 10,000 of population, with 205 crimes reported to the police during this period. This is an increase on the number of assaults reported for the same period last year; however the level of assaults is still below target.

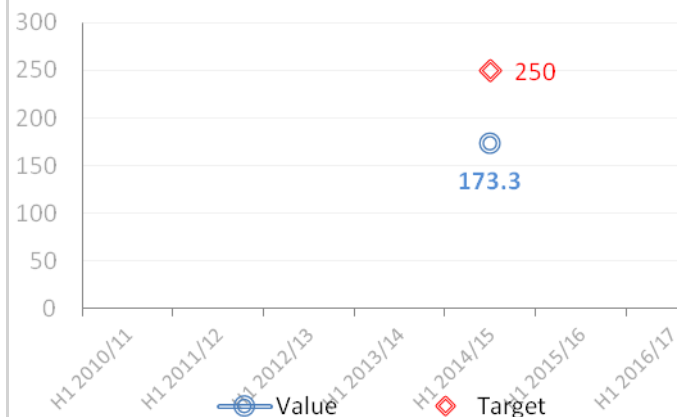
22.5



Rate of antisocial behaviour complaints per 10,000 population

During the first six months of 2014/15 - 1578 anti social behaviour complaints were made to the police. This amounts to 173.3 incidents per 10,000 population. Should this trend continue the annual target will be met.

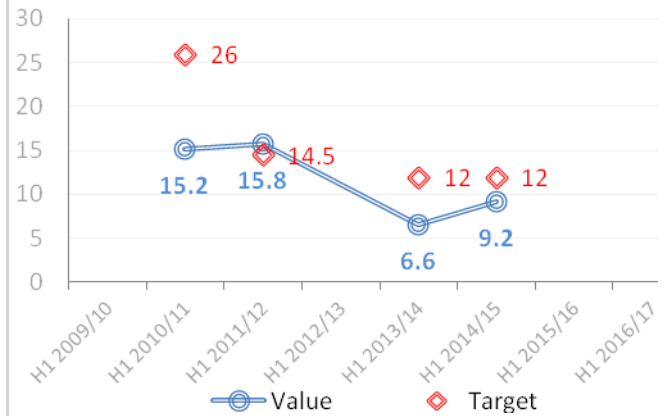
173.3



The volume and rate of domestic housebreaking per 10,000 population.

Half yearly figures for 2014/15 for domestic house breaking is 9.2 per 10,000 population with 67 crimes of this category having been committed during this 6 month period. This amounts to increase of 8 crimes on the same period the previous year.

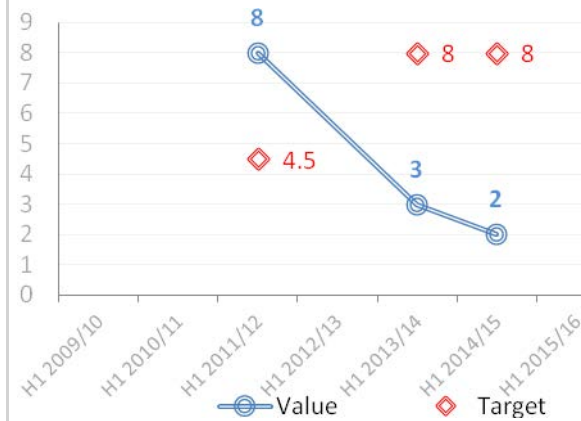
9.2



Number of fire fatalities and casualties

During the first six months of 2014/15 there were no fire fatalities, however 2 persons were injured during this period. This represents a 50% reduction on the same period last year.

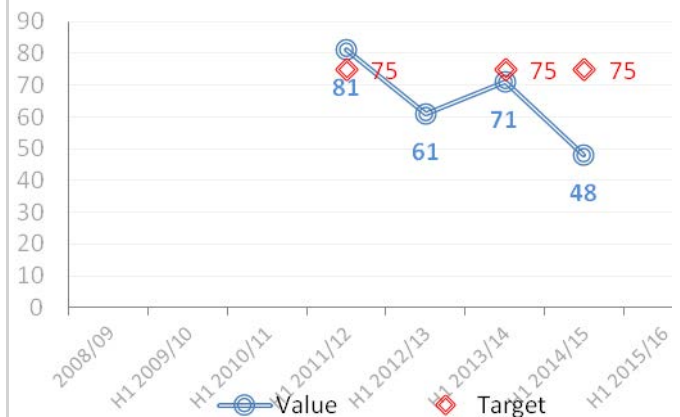
2



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

During 2013/14 there were 108 primary fires within East Renfrewshire, marking 22.3% reduction on the previous year.

48



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

There were 123 secondary fires in East Renfrewshire during 2013/14 this is a 40.9% reduction on the figure for the previous year.

97





Council Performance:

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



PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Percentage of Diligence Testing carried out at all appropriate retail tobacco sellers in East Renfrewshire.	100%	50%	100%		On track. All tobacco premises tested. All alcohol premises due testing 2014.
Percentage of out of hours domestic noise complaints resolved by the Community Wardens at first point of contact.	95%	96.5%	94%		During the first half of 2014/5 there were 345 Domestic noise calls, 216 of these required attendance on site by the Council's Community Wardens. 96.5% of all domestic noise calls were resolved at first point of contact.
Percentage of anti-social behaviour reports recorded as resolved by the Anti-Social Behaviour Incident Team at first point of contact.	78%	76%	78%		During the first six months of 2014/5 - 76% of anti social behaviour reports were resolved by the Council's anti social behaviour officer at the first point of contact.
% of antisocial behaviour incidents resolved to the satisfaction of complainant	95%	94%	94%		On track. 94% of antisocial behaviour incidents attended by the Council's Community Wardens are resolved to the satisfaction of the reporter. The resolution may involve: advice being offered; extra attention being given; referring reporter to appropriate partnership body or Council department; addressing the problem with the other party etc.
The cost of vandalism to council properties	£48,082.00	£25,841.00	£70,000.00		On track. Figure for first six months of 2014-2015 was £25,841 this is an increase of 7.4% on the figure for the same period last year

02 Community safety and public protection is safeguarded.




PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days.	88.38%	90%	80%		Where placements do not commence within timescales, reasons during the period include completion of custodial sentence.

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Community Payback Orders - Percentage of unpaid work placement completions within 6 months.	90.4	80	80		Sixteen of the 20 unpaid work placements completed in the period were within six months of commencement.
Community Payback Orders - Percentage of new disposal reports allocated within 24 hours	100%	100%	100%		All reports were allocated within one working day. On average around 250 reports are required each year.


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

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Percentage of people involved in Adult Support and Protection reporting reduced risks at review of welfare plan.	71.3	70.5	67.5		Thirty-six of 51 risks identified were reduced.
Average time (working days) to complete adult support and protection enquiries.	5	3.9	5		The target performance of 5 days to enquiry completion is being met in the first half of 2014/15.


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



PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Cumulative number of people self directing their care through receiving direct payments and other forms of self-directed support.	280	277	224		At mid-year point there were 277 people self directing their care, ahead of target.
Percentage of community alarm calls responded to and resolved on first point of contact.	100%	100%	100%		During the first six months of 2014/5 every community alarm call handled by the Council's CCTV control room was resolved at first point of contact.
% of Telecare clients stating Telecare has made them feel safer at home.	94.7%	95.2%	93%		During the first half of 2014/15 the Council's CCTV control room handled 59,923 community alarm activations. 600 customers were surveyed during this period and 95.2% (571) stated that that Telecare made them feel safer in their home.

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

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
People reporting 'quality of life for carers' needs fully met (%)	70.9%	N/A	70.0%		In 2013/14, the percentage of people with 'quality of life for carers' outcomes fully met improved on 2012/13 rising from 69 to 70%.

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

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention.	306	95	245		Although 1025 alcohol fast screening discussions took place, only 95 resulted in the need for more support for reducing alcohol consumption.

SOA5 Older people in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives for longer. 13  0  1 

Meeting the needs of East Renfrewshire's ageing population continues to present us and our partners with challenges. A key focus is to ensure that our residents live active, healthy and independent lives and live in their own homes for as long as possible. We also want to make sure that residents have choice and control over their care and support and are offered a range of self directed support options.

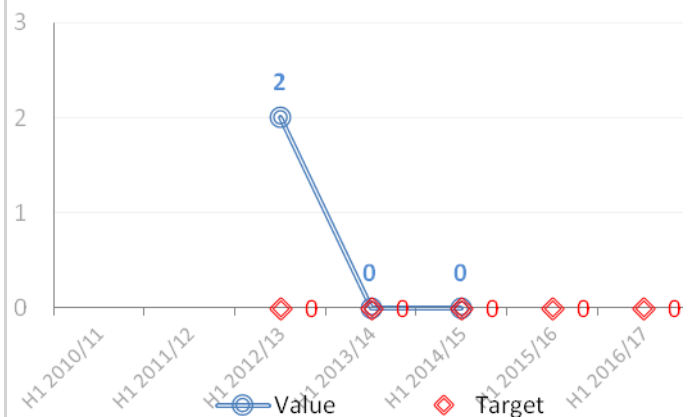
More of our residents have control over the care they receive though we aim to further increase the take-up of self directed support options. The proportion of our residents with intensive support needs who receive care at home is also high. We have in place a Reshaping Care for Older People Change Plan and are committed to supporting our older population. We are developing our approach to self directed support which allows our residents to enjoy a better quality of life and live as independently as possible.

Partnership Performance:

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

There were zero delayed discharges over 28 days as at Census point in August 2014. The aim is to achieve zero East Renfrewshire residents experiencing a stay in hospital for more than 15 days once medically 'fit for discharge' by April 2015. For 2013/14, East Renfrewshire ranked 3rd of 32 partnerships on per capita aged 75 and over for bed days accounted for by delayed discharges with a rate of 349 compared to the national rate of 936 nationally.

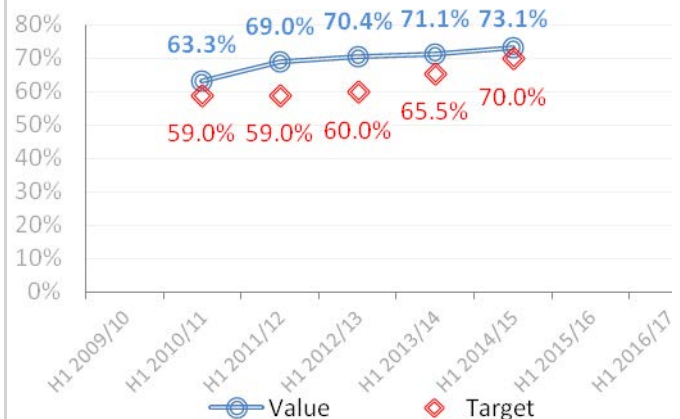
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People reporting 'having things to do' needs fully met (%)


Outcomes on the 'having things to do' Talking Points measure are positive in the first half of 2014/15 with improvement on previous period. The overall fully met 'things to do' performance for H1 is 73%.

73.1% 



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

Performance on the 'staying as well as you can' Talking Points - Personal Outcomes measure has been consistently maintained in the first half of 2014/15 rising to 77.7% reporting their outcomes as 'fully met'. This follows improvement work on recording of outcomes.

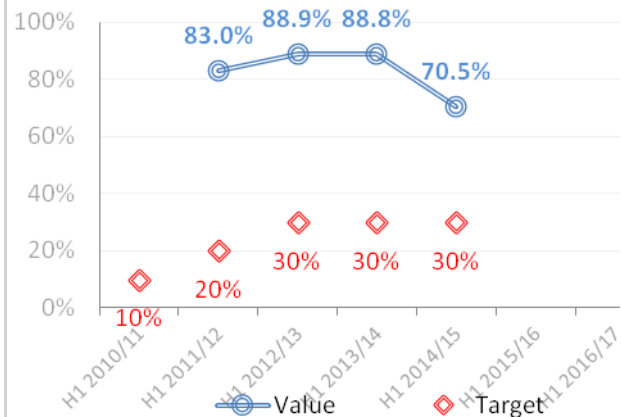
77.7% 



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

For the most recent period almost 71 per cent of people completing home care re-ablement had a reduction in their IoRN score (Indicator of Relative Need). While this is a reduction on previous performance, this reflects the further roll-out of the reablement approach and was anticipated.

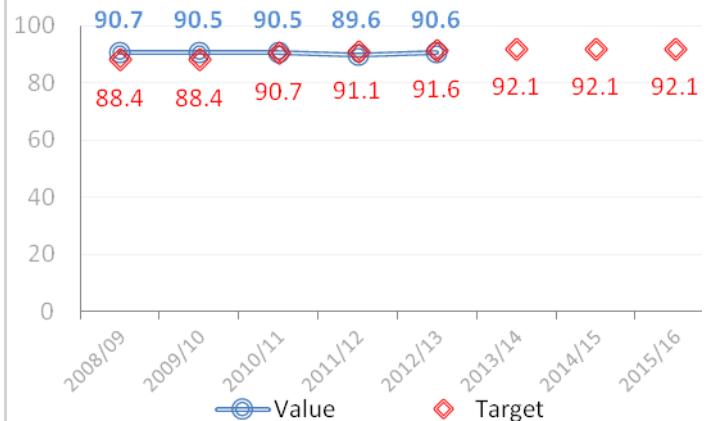
70.5 



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

This measure is a proxy for preferred place of death. We have maintained our performance in this area.

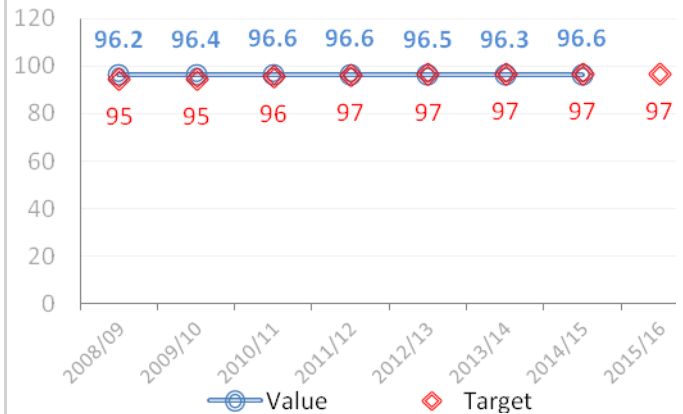
90.6 



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

There is continuing stability in the number of people living in housing rather than a care home or hospital with 594 in NHS continuing care or care homes of the total of 17,264 people aged 65 and over in East Renfrewshire.

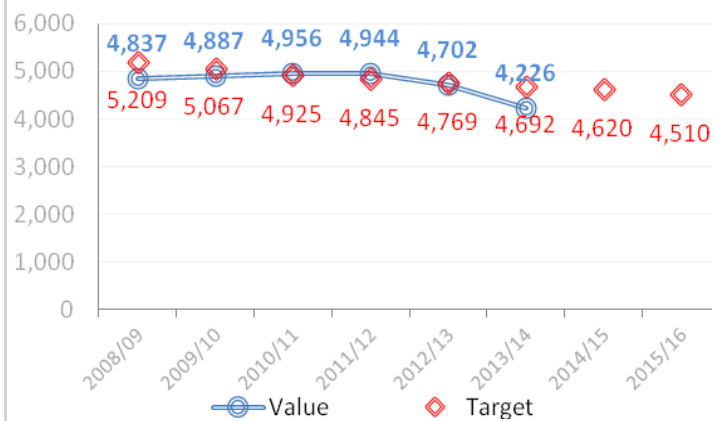
96.6 



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






Updated 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 4226. The national average is 4,698 and East Renfrewshire ranks 11th of 32 partnership areas



4,226 



Council Performance:

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

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Delayed discharges bed days lost to delayed discharge	2,445	1,326	1,005		For the first five months of 2014/15 performance is 1,326 days against a target of 1,005 to achieve 50% reduction on baseline. The trend since April 2014 has been downwards.
People reporting 'feeling safe' needs fully met (%)	98.1%	N/A	94.0%		Based on approximately 250 reviews.
People reporting 'seeing people' needs fully met (%)	81.9%	N/A	75.0%		Based on approximately 250 reviews.
People reporting 'living where you want to live' needs fully met (%)	94.5%	N/A	90.0%		Based on approximately 250 reviews.
People reporting 'being respected' needs fully met (%)	96.4%	N/A	95.0%		The percentage of people reporting their Talking Points - Personal Outcomes being fully met in relation to 'being respected' has improved on last year rising from just under 95 to just over 96%.







PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Percentage of those whose care need has reduced following re-ablement.	90.5	70.5	30		For the most recent period 71 per cent of people completing home care re-ablement had a reduction in their IoRN score (Indicator of Relative Need). While this is a reduction on previous performance, this reflects the further roll-out of the re-ablement approach and was anticipated.
Number of care home residents on Supportive Palliative Care Action Register (SPAR) a traffic light system to identify and manage changing palliative care needs in care homes.	180	N/A	194		Most recent data available is 2013/14. Supportive Palliative Action Register (SPAR) rolled-out across four care homes with a further in progress of implementation. Two further care homes have expressed an interest in engagement with the SPAR approach with training to be scheduled. This would extend coverage to an additional 76 residents. An ongoing programme of evaluation is in place.

Section 2- Customer, Efficiency and People Outcomes

Customer 4  0  1 

We work to put the customer at the heart of everything we do and are committed to listening to the views of our residents. We carry out an annual Citizens' Panel survey, which includes a range of questions about satisfaction with Council services and current topical issues. We also ensure complaints about our services are responded to efficiently and effectively, and that we use this feedback to improve our services in the future. Our focus is on improving the experience of our customers by simplifying our processes and making more available online.











Our residents are well informed, enabling them to access accountable and responsive services.



PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Number complaints received per 1,000 population.	18.1	7.6			There were 693 Council complaints in the first half of 2014-15. This is a slight decrease at the same point last year when this was 10 complaints per 1,000 population. Work is ongoing to develop and improve the recording and learning from complaints across the Council and this figure will be monitored.
Average time in working days to respond to complaints at stage one (frontline resolution).	3.5	4.7	5		Although there has been a slight increase in the average time taken to handle Council complaints at this stage, we still perform within the national target of 5 working days. We have been working to improve the recording of complaints across the Council which may have impacted on timescales and this will be monitored. (Note this figure also falls to 4.6 when excluding extensions).
Average time in working days to respond to complaints at stage two (investigation).	11.1	16	20		The Council continue to perform within the national target set by the Scottish Public Services Ombudsman (SPSO) for responding to complaints at this stage.
Average time in working days to respond to complaints after escalation (investigation)	10.3	19.5	20		The Council continue to perform within the national target set by the Scottish Public Services Ombudsman (SPSO) for responding to complaints at this stage. Again, the increase in timescales may have been affected by work to improve the recording of complaints and this will be monitored.
% of the 18 service standards that are achieving the set standard (council wide).	83.3%	72.2%	100%		Of the 18 service standards council wide, four were not met and one partnership service standard applicable across three different services was only partially met. This is a decline in performance since end year when one service standard was partially met and two service standards not met. Improvement activity has been identified (e.g. through the Sports Transformation Project) and the service standards are due for review in 2015.
Number of complaints upheld or partially upheld by Scottish Public Service Ombudsman.	1	0	0		Target met.

We are committed to delivering services that are best value for money and since the Public Service Excellence programme was established in 2009, over 50 projects have been deployed and cumulative recurring savings of more than £4.1 million have been achieved to date.




The new forward plan for change will highlight the importance of projects and programmes aimed at modernising the way we work across the Council. This will involve a challenging transition to agile working; growing the business skill set of existing staff; further simplification and standardisation of processes; and making better use of technology so that we work smarter and services are quicker, cheaper and easier for customers to access. Increased skills in project and programme management throughout the Council, and strengthened governance, will be fundamental to our future success. These projects are crucial in our aim to protect frontline services and minimize the impact of savings on the public.

01 Our systems and processes are streamlined, enhancing customers' access to services.

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
% of telephone calls to Customer First between 8 am and 6 pm answered on first call.	85%	86%	85%		Exceeded target
% of all customer requests which are dealt with at the first point of contact by Customer First.	91%	91%	85%		Target exceeded. This is reflected by the expertise within the team who continually undergo a range of training and development to ensure they are multi-skilled and able to answer the variety of queries.
Percentage of planning applications received online.	42.7%	39%	45%		Slightly behind target. A total of 409 planning applications were received of which 161 were received online.
% of all building warrants received online.	N/A	20%	10%		Exceeding target at mid-year point. A total of 548 building warrant applications were received of which 110 were received online.
Average time between time of noise complaint and attendance on site (hours)	0.78	0.45	1		On track. Community Wardens dealt with 228 complaints with a total response time of 6103 minutes. Environmental Health dealt with 9 complaints with a total response time of 241 minutes. Total response time (6344 minutes) / total calls (237) = average response time of 27 minutes (0.45 hours).
Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours)	0.36	0.32	1		On track.
Percentage of income due from council tax received by the end of the year %	97.85%	61%	97.8%		The target for half year collection of council tax in 2014-15 is 60.5%. We are on track to exceed our annual target. Anticipated to be ranked 1st on this measure in Scotland for 2013-14.
Percentage of invoices sampled that were paid within 30 days %	79.5%	70%	86%		As at 30 September 2014, 70% of invoices were paid within 30 days. Improvement action is underway to tackle this.
Average length of time taken to complete non-emergency repairs (working days).	8.48	8	8		On target.
Gross rent arrears at 31 March each year as a percentage of rent due for reporting year	9.4%	10.4%	8.5		A review of rent arrears is ongoing. The total arrears from under occupancy will be around £25k which equals 0.62% arrears.

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
% of council rent that was lost due to houses remaining empty	1.3%	0.7%	1.2%		On target. Mid-year 2014/15 position demonstrates a 1.1% improvement on 2013/14 mid-year performance.
% of trading standards business advice requests that were dealt with in 14 days	100%	100%	100%		On target. 111 requests for Business advice were completed within 14 days.


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

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Percentage of first reports for Building Warrants issued within 20 working days.	N/A	96.3%	90%		524 Building Warrants have been issued within this period of which 505 have been responded to within 20 days.
The average time (weeks) to deal with major and local planning applications determined during the year.	7.2	7.3	8.4		Target exceeded.
Cost of street cleaning per 1,000 population £	£6,836.00	N/A			Update on data not available at year-end. 2013/14 year-end data demonstrates a £491 decrease in costs per 1,000 population to deliver the service compared to 2012/13.

People 0  1  0 

We recognise the need to invest in our people, seek their feedback, and ensure they are able to work efficiently and effectively. We are focused on developing our workforce planning arrangements, in particular our plans to make the most of technology. This will further enable us to provide a more efficient service to local residents and more effectively meet our outcomes for the local area. We offer a comprehensive programme of in house training for staff to maximise their skills and capabilities to deliver effective, fair, efficient services. To ensure that staff are able to communicate their views on key issues affecting them the Council undertakes an annual Council wide employee survey to give all employees an opportunity to have their say on their work and working environment.

Our employees are skilled, and supported to achieve our outcomes.

PI Description	2013/14	H1 2014/15	2014/15	Status	Notes and benchmark
	Value	Value	Target		
Sickness absence days per employee	10.4	4.8	8.5		On track at mid -year but absence rates can be higher in the second half of the year.

Annex two includes those indicators in SOA and ODP that have no update at mid year. These have been removed from the strategic mid year performance report at annex 1.

Outcome 1

- Percentage of newborn children exclusively breastfed at 6 - 8 weeks.
- Breastfeeding at 6-8 weeks most deprived SIMD data zones.
- 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.
- Percentage of obese children in primary 1
- Proportion of P1 children who have reached all of the expected milestones on entry to school.
- % of 0 - 19's in poverty
- % of 0 - 19's in poverty SIMD 20%
- Low birth weight live singleton births as a % of total live singleton births
- Percentage of parents who report that universal Triple P Parenting Programme has met their needs.
- % of parents of pre-five children reporting their child feels safe and cared for in nursery

Outcome 2

- Male life expectancy at birth in 15% most deprived communities
- Female life expectancy at birth in 15% most deprived communities
- Percentage of adult population who smoke
- 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
- % Unemployed People Assisted into work from Council operated / funded Employability Programmes
- Percentage of pupils reporting that their school is helping them to become more confident.
- Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year target (2012-14)
- Percentage of pupils in P6-S6 taking part in volunteering activities
- Percentage of adults completing learning programmes, reporting that the learning has improved their ability to obtain, improve or sustain their employment.
- Percentage of pupils taking part in sports activities at least once per week.
- Percentage of adult resident population engaging in cultural activities
- Sports Development usage per head of population

Outcome 3

- Citizens Panel - Satisfaction with East Renfrewshire as a place to live.
- Number of new business births per 10,000 resident (16+) population
- % of the businesses that survive for at least three years
- Number of tourist visits to East Renfrewshire (which includes day visitors)
- 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)
- Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).
- Street Cleanliness Index
- % of groups receiving support from the Community Planning Team active after one year.

- % Citizens' Panel respondents who strongly agree/agree that they can influence decisions affecting their local area
- 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.

Outcome 4

- Percentage of repeat referrals to Domestic Abuse Referral Group (DARG).
- 35% of pupils attending schools prevention pilot programme indicate an increase in knowledge
- Average number of working days taken to complete adult support and protection investigations.
- Percentage of people with learning disabilities with an outcome-focused support plan.
- % of service users moving from treatment to recovery service
- Percentage of people with alcohol and/or drug problems accessing recovery-focused treatment within three weeks.
- Percentage of Licensed Premises passing Challenge 25 Integrity Test – Level 1

Outcome 5

- Mental health hospital admissions
- Citizens' Panel respondents reporting that we live in a community that supports older people.

Customer

- Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is efficient.
- % of parents reporting they are happy with their child's school
- Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good
- Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is customer focused.
- Citizens' Panel results - Percentage who think the Council provides enough information on how services are performing?
- Citizens' Panel: % of service users rating libraries service as very good/good
- Citizens' Panel: % of service users rating sport and leisure facilities as very good/good
- Citizens' Panel results - Percentage of all respondents rating wheeled bin refuse collection as very good/good
- Citizens' Panel results - Percentage of all respondents rating street cleaning and litter patrol as very good/good
- Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.
- Citizens' Panel results - Percentage of all respondents rating health and social care service for adults as very good/good
- Citizens' Panel results - Percentage of all respondents rating health and social care services for children and young people as very good/good
- Star rating for council website (SOCITM)
- % of council buildings in which all public areas are suitable for and accessible to disabled people

Efficiency

- Total building maintenance requirement (backlog) per square metre of Gross Internal Area.
- Nil qualifications on the accounts given by External Audit
- % of services (excluding schools) covered by corporate improvement support framework
- Cost per attendance at sports facilities £
- Cost per library visit £
- Cost of parks & open spaces per 1,000 population £
- Net waste collection cost per premises
- Net waste disposal cost per premises
- Cost per primary school pupil £
- Cost per secondary school pupil £
- Cost per pre-school place £
- The gross cost of "children looked after" in residential based services per child per week £
- The gross cost of "children looked after" in a community setting per child per week £
- Balance of Care for looked after children: % of children being looked after in the Community
- Support services as a % of total gross expenditure
- Corporate and democratic core costs per 1,000 population
- Proportion of operational buildings that are suitable for their current use %
- Proportion of internal floor area of operational buildings in satisfactory condition %
- Road cost per kilometre £
- Cost of trading standards per 1,000 population £
- Cost of environmental health per 1,000 population £
- Home care costs for people aged 65 or over per hour £
- Direct payments spend on adults 18+ as a % of total social work spend on adults 18+
- % of people aged 65 or over with intensive needs receiving care at home
- Net Residential Costs Per Capita per Week for Older Adults (65+)
- Cumulative recurring efficiency savings from PSE projects (£)

People

- % of ERC staff with a PRD in place
- % 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.

**EAST RENFREWSHIRE COUNCIL
COMMUNITY PLANNING PARTNERSHIP
PERFORMANCE AND ACCOUNTABILITY REVIEW
MONDAY 10 NOVEMBER 2014**

East Renfrewshire Community Planning Partnership's Performance and Accountability Review takes place at least twice a year. This brings together senior representatives from partner agencies – including East Renfrewshire Council, NHS Greater Glasgow and Clyde, Skills Development Scotland, Scottish Enterprise, the Department of Work and Pensions, Scottish Fire and Rescue, Strathclyde Passenger Transport, Police Scotland and Voluntary Action East Renfrewshire – as well as SOA outcome champions from relevant agencies.

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 and agree and monitor improvement actions

At the most recent meeting on the 10th November 2014, Community Planning Partners discussed performance against SOA targets at mid year. All in attendance noted the excellent performance against set targets around each SOA outcome and the positive report on how East Renfrewshire benchmarks against other local authorities in Scotland.

The PAR group also considered the progress of the Early Years Collaborative around 4 projects underway in the collaborative, designed to achieve improved outcomes for families and generate improvements in performance against SOA targets for breastfeeding in deprived areas:

1. 30 Month Assessment
2. Let's Play
3. Dad and Toddler Group
4. Breastfeeding Initiatives

Table 1 below contains a summary of the actions agreed at the meeting on 10 November:

Action	Due date	Responsibility
Joint Resourcing		
Discuss the potential for implementing joint resource and co-location opportunities that arise from the report by the Commission for Developing Scotland's Young Workforce	May 2015	Sharon Kelly, Skills Development Scotland Mhairi Shaw, ERC
Investigate the availability of information on suicides and suicide attempts in East Renfrewshire and if available, bring information to the PAR.	May 2015	Julie Murray, East Renfrewshire CHCP Angela Carty, Police Scotland

Action	Due date	Responsibility
Performance		
Follow-up briefing on the impact of improvement activity around breastfeeding uptake at end year Performance and Accountability Review	May 2015	Julie Murray, East Renfrewshire CHCP
Strategic review of Model for Improvement activity, including stretch aims and development of the capacity and skills of key staff	March 2015	Andy Cahill, ERC Mhairi Shaw, ERC Angela Carty, Police Scotland Jamie Reid, ERC

Table 2 provides an update on previous actions agreed at the PAR in May 2014.

Table 2:

Action	Update Note
Explore the potential for gathering benchmarking information on all SOA indicators from community planning partners where this data is not published nationally.	On Track for end year. Benchmarking information is now routinely included in update notes to show how East Renfrewshire CPP performs against its counterparts. A benchmarking report will be available at end year which includes information (where comparative information is available) across local authorities
Present a model for improvement update on the Early Years Collaborative at mid year meeting.	Complete. Julie Murray and Mhairi McDonald presented an Early Years performance update to the PAR group at the 10 November meeting.
Consider opportunities for linking and sharing service intelligence on individuals across CP Partners to ensure better life outcomes for at risk children.	Complete. It has been agreed to identify and take up the opportunities to share relevant information on a project-by-project basis. This will inform the development of early intervention projects in particular.