

EAST RENFREWSHIRE COUNCILCABINET14 December 2023Report by Director of Business Operations and PartnershipsSTRATEGIC MID-YEAR COUNCIL PERFORMANCE REPORT 2023-24**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Council performance at the mid-year point for 2023-24, based on performance indicators and action updates in the [Outcome Delivery Plan 2023-24](#). The report also includes an update on complaints handling.

RECOMMENDATIONS

2. It is recommended that Cabinet:
- (a) Scrutinises and comments on the summary of the Council's performance at mid-year 2023-24 at Annex 1 and;
 - (b) Scrutinises and notes the mid-year complaints report attached at Annex 2.

BACKGROUND AND CONTEXT

3. The Council, in partnership with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust, sets out its contribution to the strategic outcomes in the Community Plan through the Outcome Delivery Plan (ODP). The ODP is the council's Business Plan covering all activity funded by the Council. The ODP is supported by a range of strategies and service business plans which underpin the delivery of our strategic outcomes. For the ODP, the Council measures a series of indicators against targets set by each department, ERCLT and HSCP.

4. Annex 1 outlines graphs showing a three-year data series, targets and performance updates on the strategic performance measures. For most of the indicators the latest update will be for mid-year 2023-24. Some indicators have a time-lag, and the latest data will be for 2022-23 e.g. educational attainment, or occasionally more historic for some care related indicators.

5. The refreshed national Scottish Attainment Challenge aims to accelerate progress in closing the poverty related attainment gap. All councils are tasked with identifying aspirational 'stretch aims' for attainment. In August 2023, the Education Committee considered the stretch aims which informed new educational attainment targets for 2023-24 onwards. For the current academic year 2022-23, attainment results are reported to demonstrate the direction of travel. Performance against the new targets will be reported in November next year.

6. Reporting on our performance against the strategic indicators and key actions in the ODP alone does not capture the challenges the Council continues to face, including budget pressures and supporting communities to navigate cost-of-living impacts. We are currently at a transitional point in terms of our strategic planning with a refreshed Vision for the Future setting out the ambitions for what we want to achieve together with our partners and communities. We remain committed to taking forward new approaches that are delivering positive outcomes for local people. Our [annual performance report](#) 2022-23 provides details on some of the stories and the impact of our actions on people and places across East Renfrewshire.

OTHER STATUTORY REPORTING





7. We have a statutory duty to report on complaints. A mid-year summary report on complaints is attached at Annex 2.

8. We are also required to report on a suite of benchmarking indicators that make up the national Local Government Benchmarking Framework (LGBF), to enable comparative performance analysis with other councils. LGBF data for year 2021-22 was [reported](#) to Cabinet on 11 May 2023. A full set of comparative results can be accessed via the Improvement Service's [LGBF interactive dashboard](#).

9. We set six equality outcomes in 2021. The Equality and Human Rights Mainstreaming Report 21-25 provides details on the progress we had against these outcomes, in line with the requirements of the 2010 Equality Act. This report is available on our [website](#). The progress update on our equality outcomes was reported to Cabinet and [published](#) in June 2023.

COUNCIL PERFORMANCE

10. Over three-fifths of the performance measures in the plan have updated data reported at mid-year point. The Council is demonstrating progress across most of the indicators and there are no significant areas of concern. The table below summarises the status on indicators to support the narrative updates of this report. Council officers, HSCP and ERCLT colleagues continue to work hard to achieve our strategic outcomes often where resources are tight, and capacity is increasingly reduced.

Status	Definition	Number
	On target	20
	Target to be achieved	4
	Off target	2
	For monitoring purposes (no target set)	5
Total		31

11. The following section highlights some of the progress made at mid-year under each outcome through a selection of performance measures and progress on activities. Annex 1 provides updates on all the performance measures for further detail.

PERFORMANCE BY OUTCOME

Outcome 1: Early Years and Vulnerable Young People - All children in East Renfrewshire experience stable and secure childhoods and succeed

12. East Renfrewshire has an ambitious Early Years plan which focuses on prevention and early intervention, supporting parents to provide a safe, healthy and nurturing environment for their families. Some examples of the progress made under the areas of Early Years provision and Children's Services are outlined below.

13. Breastfeeding provides the best start in life and we have seen the rate at 6-8 weeks in 15% most deprived SIMD data zones continue to increase during the last two years to 19.2% though are still below the 25% target. The gap between the most affluent (SIMD 5) and the most deprived (SIMD 1) areas, has reduced for the third year in a row from 36.6% in 2019/20 to 25.7% in 2022/23.

14. The Education Department has created the Learning Well service to improve attendance and engagement with learning for young people. The percentage of school attendance of care experienced children has increased from last year to nearly 90%, and it is recognised that this needs to be a continued focus. Implementation of the Parental Involvement and Engagement Strategy is progressing well. Activities include the dissemination of good practice in using technologies to support learning at home, recruitment training for parent council members and 19 Early Learning Centres and primary schools have achieved family centred gold standard to date (an increase of three from last year).

15. The Healthier Minds Service, a partnership delivered by CAMHS, Children 1st, Educational Psychology, Social Work, RAMH and School Nursing, have used Covid recovery funding to expand the service ensuring that 376 young people have received the right support at the right time. This is additional to other aspects of service delivery including 1-2-1 support and peer group work. 93% of young people supported by the team reported improved outcomes. Further information on the work of the Healthier Minds service has been provided through the recent Health and Social Care Partnership Chief Social Work Officer Annual Report, considered by Council in October 2023.

Outcome 2: Learning, Life and Work – Residents are healthy and active and have skills for learning life and work.

16. Outcome two explores how well our children and young people are supported to participate in education and training and develop the skills they need to be active citizens. The Council ODP targets measure exclusion rates and attainment levels in schools. It also looks at performance in residents' wellbeing activity through participation rates in ERCLT leisure centres and libraries. The following outlines some examples of progress.

17. Overall, educational attainment levels remain high comparing exceptionally well against national comparators. In 2022-23, the proportion of young people achieving 5 or more qualifications at Scottish Credit and Qualifications Framework (SCQF) level 5 (for example, National 5 qualifications) increased from 83% to 86.9%. The level of young people achieving 5 or more qualifications at SCQF level 6 (includes Higher qualifications) by end of sixth year was maintained. However, the attainment gap (the difference between the most and least affluent pupils) has increased over the last few years. Within the primary sector, whilst performance across numeracy and literacy continues to improve, it continues to improve more quickly for more affluent pupils. This has resulted in the gap between those living in the most and least deprived areas widening over the last few years. Similarly, the gap between the proportion of young people in S4 achieving five or more level 5 qualifications increased to 39% in 2022-2023, from 32% in 2021-22. It should be noted that, due to the change in assessment

methodology driven by the pandemic, including the implementation of the alternative certification model, comparisons between years at the senior phase should continue to be treated with some caution. The Education Department continues to place a strong emphasis on work around tackling the poverty related attainment gap through its local improvement plan, including through the use of temporary Covid Reserves funding to recruit additional teachers to support literacy, numeracy and health & wellbeing across schools.

18. 2022-23 period saw a positive number of awards achieved by young people taking part in school and community-based programmes supported by the CLD team. 780 young people achieved a total of 1,443 awards surpassing the target of 600. The award categories are many and varied including Dynamic Youth Award, Hi 5 award, Duke of Edinburgh, Saltire Award, Heartstart and British Red Cross.

19. It is heartening to see the return of increasing levels of people getting active and using ERCLT services. Overall performance results from the ERCLT show post Covid recovery with leisure centre attendances, gym memberships, swimming lessons all exceeding 2019/20 levels. On comparing participation levels at the same midyear point last year, visits to leisure centres are up by 31%, in person visits to libraries up 27% and virtual visits up 27%.

**Outcome 3: Environment and Economy –
East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses**

20. Outcome three focuses on the Council's aims to be a thriving place to invest in and for businesses to flourish. Some of the highlights achieved this year are outlined below.

21. 31 local businesses that have been supported via the Economic Development Team through grants and business advice, exceeding the mid-year target of 25 set for 2023/2024. The service continues to benefit from Covid-related grant funding including the Local Discretionary Fund which has seen increased support offered to local businesses. The team also continue to support the community through the Community Benefit wish. For example, the contractors for Neilston Campus are providing employment to 12 new starts and apprentices via Work East Ren.

22. 42 new affordable housing units have been delivered including 10 council new build homes at Maidenhill / Malletsheugh in Newton Mearns, 25 social rented homes from Barrhead Housing Association and a further 7 homes have been provided as unsubsidised entry level homes for sale in Newton Mearns.

23. East Renfrewshire Council was ranked third in household recycling rates for 2022/2023 and is on track to retain this position for this performing year.

24. The Environment Department is driving a place-making approach with local stakeholder and community groups receiving funding for community-led investment and regeneration projects. So far this year 25 projects have been supported via the Placed Based Investment and UK Shared Prosperity Fund programmes totalling almost £1.7m in grants.

**Outcome 4: Safe, Supportive Communities -
East Renfrewshire residents are safe and live in supportive communities**

25. Performance under outcome four reinforces East Renfrewshire's reputation as one of the safest places to live in Scotland and enabling vibrant engaged communities. The updates below outline progress made in relation to anti-social behaviour complaints, domestic abuse and accessible housing supply and also highlights some broader areas of partnership progress supported by Covid reserves funding.

26. There has been a very slight increase in the percentage of recurring complaints reporting anti-social behaviour, at mid-year up 0.8% to 9.2% (end year target level 8%). It is not a significant cause for concern as following a review of the data there are no clear drivers for this increase, and it is based on a very small number of calls. Within the service work is underway to improve data collection and reporting processes.

27. Alongside the continued Greater Results in Partnership (GRIP) meetings there has been a senior level Anti-Social Behaviour partnership group to strategically address concerns in key areas. So far this year Community Learning Development (CLD) have engaged 80 at-risk young people in targeted youth work activity.

28. Women's Aid who deliver vital domestic abuse support on behalf of East Renfrewshire HSCP report significant change and improvement in women's domestic abuse outcomes. 98 case reviews were completed with 90% of women reporting an improvement in their safety, accommodation, support networks, legal issues, health and wellbeing, money, children, work and learning, empowerment and self-esteem. This is above target which is 85%.

29. There have been significant developments in community capacity building this year through resourcing from Covid Reserves. This has supported new localities to engage in Participatory Budgeting activities with support from Linking Communities and a refocus on locality planning areas post-pandemic to identify community priorities and needs.

30. 12% (5 out of 42) of the additional units brought into the affordable housing supply are adapted or adaptable to lifetime needs or wheelchair adapted, and the Housing team are developing an accessible housing strategy with colleagues in HSCP.

Outcome 5: Older people and people with long term conditions in East Renfrewshire are valued; their voices heard and they enjoy full and positive lives.

31. Outcome five primarily covers interventions that will maximise independence for residents and supporting carers. HSCP colleagues are seeing an increase in referrals with pressure on services due to frailty and poor health issues that are emerging post-pandemic.

32. Through the Talking Point programme, service users are surveyed around a number of wellbeing and quality of life measures including 'living where you/as you want to live'. In the first six months of 2023/24, 90% of the 388 valid survey responses reported their needs met in this area which is a consistent measure.

33. In this reporting period, the percentage of those whose care need has reduced following re-ablement / rehabilitation is just above target at 61%. A total of 53 of 87 clients were discharged with reduced needs which is up from 47% in the previous period.

34. HSCP continue to develop support for unpaid carers in collaboration with the local Carers' centre, however there has been a further decrease to 74% from 79% reported at end year of those reporting the 'quality of life for carers' needs were fully met. In the Annex 1 report it is highlighted that assessments are undertaken at periods where there may be higher levels of distress e.g. hospital admission or discharge to care home. There is a partnership approach to improve links and ensure carers are supported with the HSCP Carers Lead and Carers' Centre attending the Home from Hospital Team meeting.

Customer, Efficiency and People Outcomes

35. As well as the strategic outcomes, and in line with our Best Value requirements, the ODP includes a set of council organisational outcomes under the headings of Customer, Efficiency and People. These focus on how we are delivering for our customers, supporting our staff and ensuring all our resources are managed efficiently.

36. We aim to provide customers with more flexible options for engaging with council services including online access. We have exceeded the 30% target again with 32,061 contacts so far this year. There are over 17,000 signed up for the MyEastRen account.

37. The Council also updated the Customer Experience Strategy during the summer to ensure that residents can experience a seamless response from customer services regardless of their method of contact.

38. There has been a review of the robustness of the Council's absence data reporting systems and processes. A number of checks have been carried out and absence data for 2021-22 and 2022-23 has been revised for both years. The table below shows the revised and previously reported data. End year data for 2022-23 at 11.15 days, is above 9.5 target levels. Work is underway to finalise an absence dashboard for HR and CMT to ensure more real-time absence information is available. Senior Leaders will be able to get a better understanding of sickness absence to identify any concerning trends so that targeted measures can be identified. Following an engagement exercise with managers, the Maximising Attendance policy is under review, in consultation with our Trade Union colleagues, to make it easier to understand and more streamlined.

	Corrected Data		Originally Reported Data	
	21/22	22/23	21/22	22/23
Service	21/22	22/23	21/22	22/23
Business Operations & Partnerships	7.63	11.13	7.91	9.32
Chief Executive's Office	2.76	4.58	2.83	1.54
Education	10.59	11.97	13.25	15.44
Environment	12.95	14.46	11.10	11.50
Health & Social Care Partnership	13.49	20.72	14.74	20.33
LG PI	11.20	14.23	12.33	14.88
Teacher PI	4.59	5.53	4.14	4.37
ERC Overall PI	8.86	11.15	9.44	11.10

39. The Council's Health and Wellbeing plan has been developed to enhance employee wellbeing. A temporary Health and Wellbeing officer post has been recruited through Covid funds to support delivery of the plan. Areas of focus over the past six months have included health checks with over 175 staff members benefiting from various health tests such as glucose, blood pressure, BMI etc. The officer has also been engaging with staff on a one-to-one basis to provide ongoing support, and is facilitating team wellbeing sessions. New bespoke training courses have been implemented on the topics of building resilience and supporting mental wellbeing. Financial concerns are a key driver in sickness absence for non-work related stress and work has been undertaken to provide staff with more financial wellbeing support through bespoke training sessions on financial management topics, as well as through our employee benefits provider Salary Finance.

COMPLAINTS

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

41. The volume of complaints received has increased in the first half of 2023/24, in comparison to the same period last year. 620 complaints have been received compared to 503 complaints at the previous mid-year point. For front line complaints the five-day target was

just missed at 5.5 days. For more complicated complaints that require further investigation, the average time to respond was 30 days, missing the national target (20). Comparing these levels against last year's found a larger number of time extensions were granted to deal with the complaints indicating the increasingly complex nature of the complaints. Work continues on improving the accuracy of reports and rationalising and widening access to the data from the complaints system to inform learning and service improvement.

42. The Council continues to learn from complaints and seeks to improve our responses to customers. One example is the Revenues & Benefits Team carried out a detailed review of complaints for 2022-23. This review highlighted that 21% of complaints to the service related to the Council Tax refund process and customer feedback highlighted that this area could be improved. The process was reviewed and action taken on small scale system changes and some longer-term changes were identified which will be implemented over the coming months. The expectation is that these changes will deliver a more effective process for customers, a more efficient and better controlled process for the council, and lead to a reduced number of complaints in the future. Staff in the Environment Department have recently attended both Plain English and Scottish Public Services Ombudsman (SPSO) training and are making changes to operating procedures to improve future complaints handling.

PUBLICATION OF MID YEAR PERFORMANCE INFORMATION

43. Information in this report will be published on the [Council's website](#) where further performance information can also be found.

FINANCE & EFFICIENCY

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

CONSULTATION

45. Services across the Council continue to consult with and engage customers and communities on service developments and redesign. The launch of the [Have Your Say Hub](#) (the Council's online community engagement platform run by Commonplace) earlier in the year has allowed more interactive engagement with residents and its 'mobile first' approach means that engagement numbers are more likely to increase. The hub is being used to complement the Council's face-to-face consultation and engagement activities. Consultations that took place in the first half of the year included: the Cowan Park Masterplan, Defibrillators in East Renfrewshire, Climate Change and the Local Development Plan 3. Consultation with residents in the Locality Planning areas continues. In Neilston, for example, a community event took place in the summer around the local priorities for residents. This has led to the establishment of a community-led steering group which meets regularly (supported by Council officers) to progress actions around the priorities which will form the basis of a Locality Plan for Neilston.

PARTNERSHIP WORKING

46. This report acknowledges the excellent partnership working which continues with partners including the Health and Social Care Partnership, East Renfrewshire Culture and Leisure Trust, Voluntary Action East Renfrewshire (VAER), Police Scotland and the Scottish Fire and Rescue Service. These and other partners together are responsible for developing and delivering on the shared outcomes of the Community Plan and Fairer East Ren to make people's lives better.

IMPLICATIONS OF REPORT

47. 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 other plans and Equality, Fairness and Rights Impact Assessment are carried out where appropriate.

CONCLUSION

48. The Council, together with our partners, have continued to demonstrate very good performance across many areas that are core to people's lives including educational attainment, care services, household recycling, increasing the supply of affordable housing, and supporting our local businesses. Despite the continued challenging circumstances, the Council remains resolute in the aim to make people's lives better and achieve positive outcomes for all of our communities.

RECOMMENDATIONS

49. It is recommended that Cabinet:

- (a) Scrutinises and comments on a summary of the Council's performance at mid-year 2023-24 (Annex 1) and;
- (b) Scrutinises and notes the mid-year complaints report (Annex 2)

16 November 2023

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BACKGROUND PAPERS

- Local Government Benchmarking Framework 2022-23, Cabinet 11 May 2023
- Strategic End-Year Performance Report 2022-23, Council 26 June 2023
- Outcome Delivery Plan 2024-25, Council 13 September 2023

Annex 1 - Outcome Delivery Plan 2023-24



Strategic Mid-Year Performance Report 2023-24

	The following report provides an update of Council performance data at mid-year 2023-24. The information contained in this report includes indicators in the Outcome Delivery Plan 2023-24.
Data Notes	Indicators included in Annex 1 have a latest data update, the most recent being mid-year 2023-24. Some indicators have a time lag and the latest data will not be the current year, e.g. some health indicators, recycling. Education data reported is for the academic year 22/23. Note - In the graphs when the target and the data point are similar in numerical value the system defaults to showing the target on the bar graph, as the most up-to-date value is presented in the column on the left hand side of the status symbol.
Targets	Three year targets have been set for most indicators in the Outcome Delivery Plan 2023/24.
Key	The key below details what each of the symbols mean within the report.

Performance Note	Latest Value	Status Icon	<p>Trend Chart</p> <p>Change over time</p> <p>Value Target</p>
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PI Status of last available data	
●	Off Target
●	Target still to be achieved
●	On Target
●	For Information only (no target set)

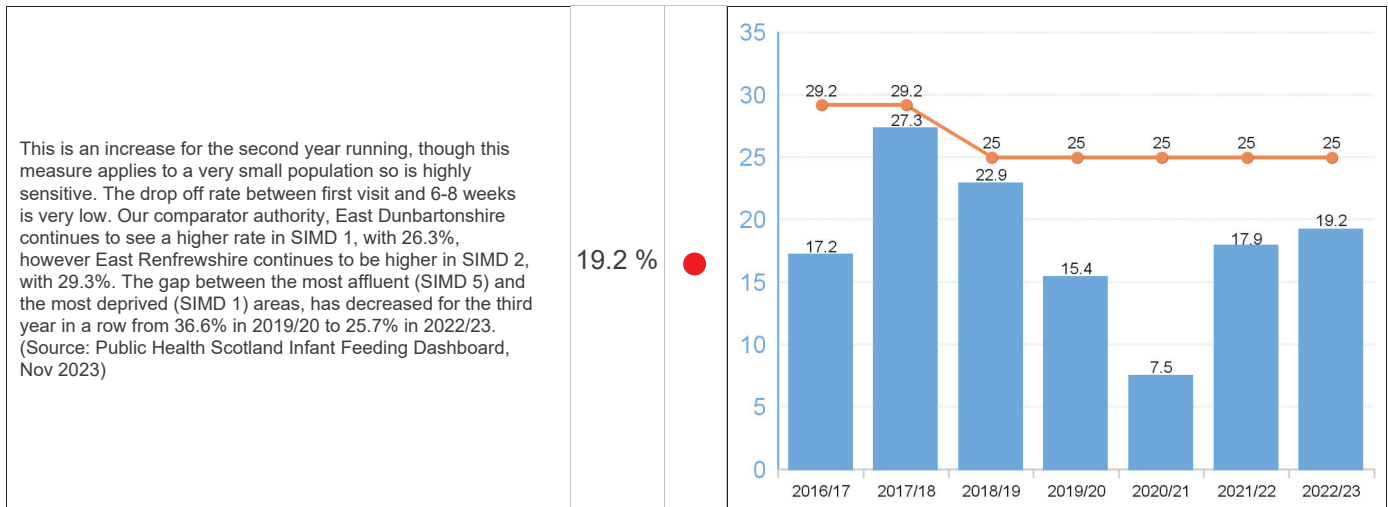
Strategic Outcome 1



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

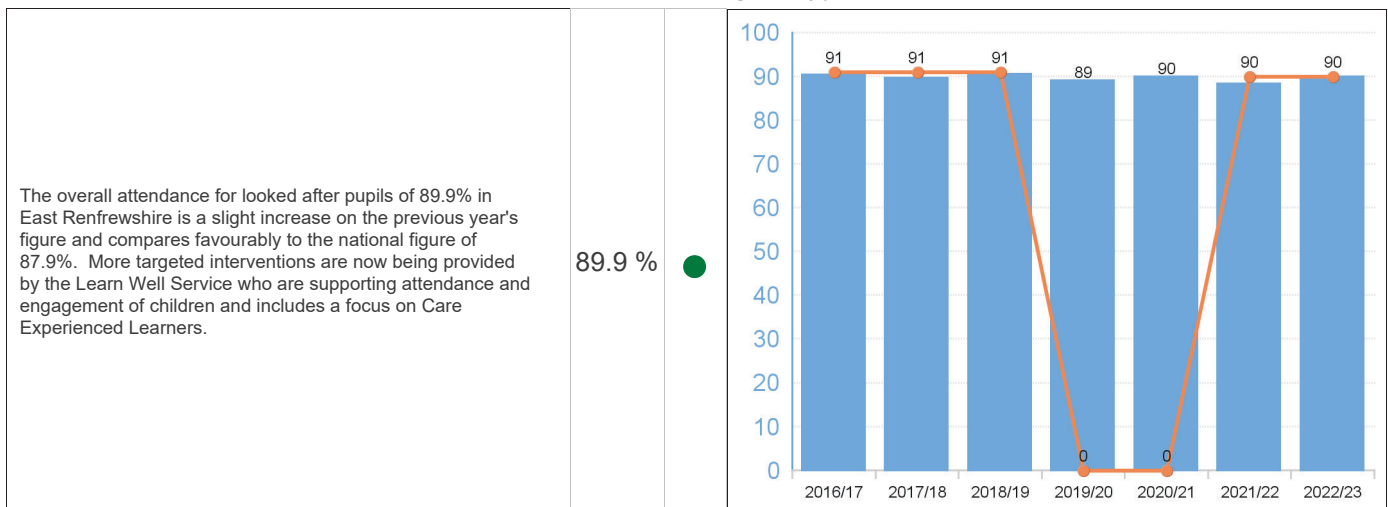
Breastfeeding at 6-8 weeks most deprived SIMD data zones (INCREASE)

OD2CHCP4-0201d



Percentage attendance for Looked After Pupils (Primary and Secondary)

SCHN19b



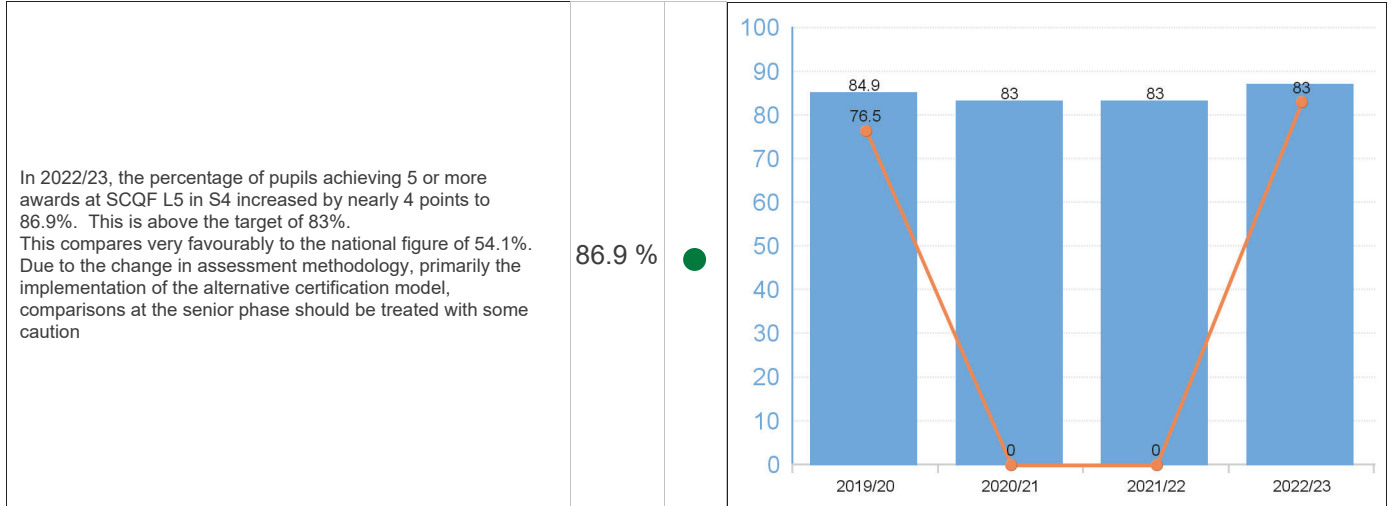
Strategic Outcome 2



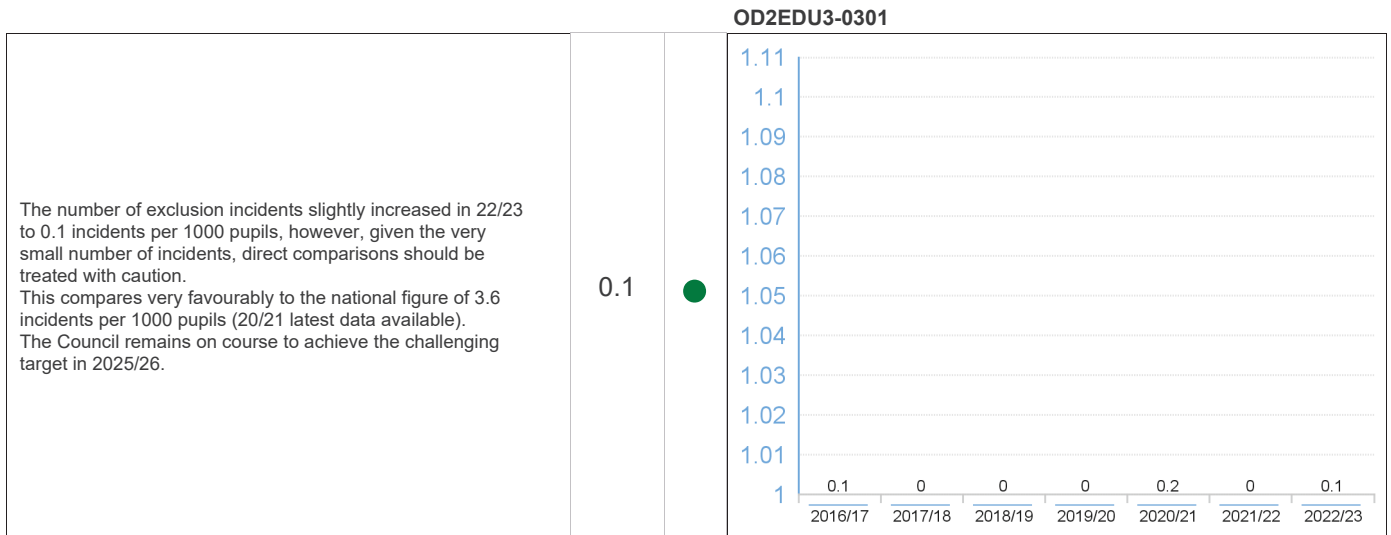
East Renfrewshire residents are healthy and active and have the skills for learning, life and work

5+ SCQF Level 5 (S4/S4)

EDU_22126164725



Number of exclusions per 1,000 pupils - Primary

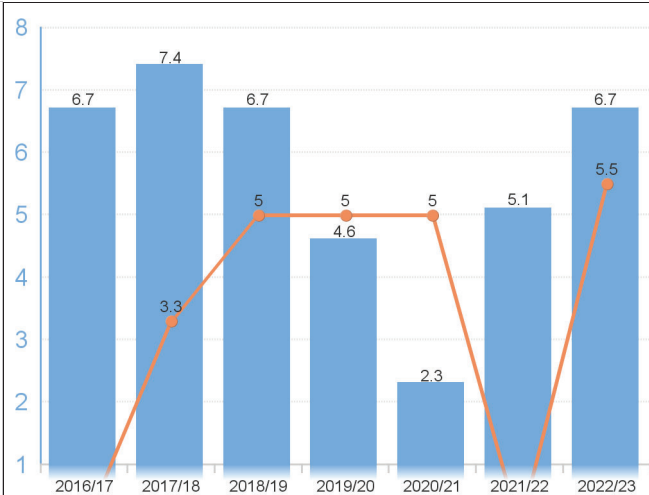


Number of exclusions per 1,000 pupils - Secondary

OD2EDU3-0302

In 22/23, the number of exclusions in the secondary sector increased to 6.7 incidents per 1000 pupils. This compares very favourably to the national figure of 22.1 incidents per 1000 pupils (20/21 latest data available). Although the numbers have increased, this remains an area of focus for the department and we remain focussed on achieving the challenging 3-year target.

6.7

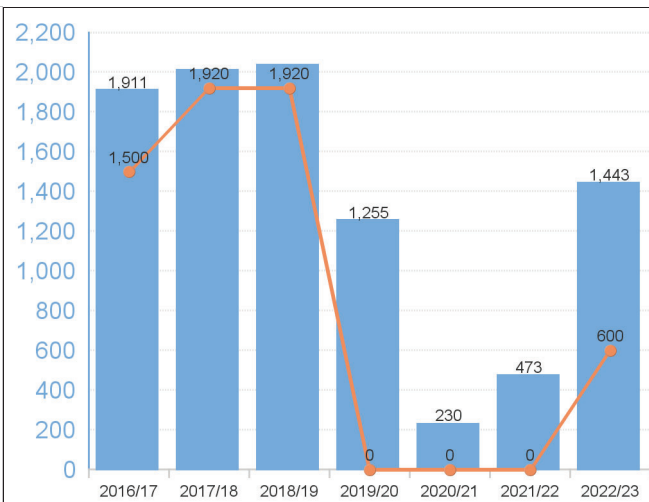


Number of awards achieved by young people participating in school and community based targeted programmes

OD3CESOA301-01

1443 awards achieved by 780 people participating in school and community based targeted programmes. The award categories include Dynamic Youth Award, Hi 5 award, Duke of Edinburgh, Saltire Award, Heartstart and British Red Cross (Awards figures are reported on the academic year Aug 22 - July 23)

1443

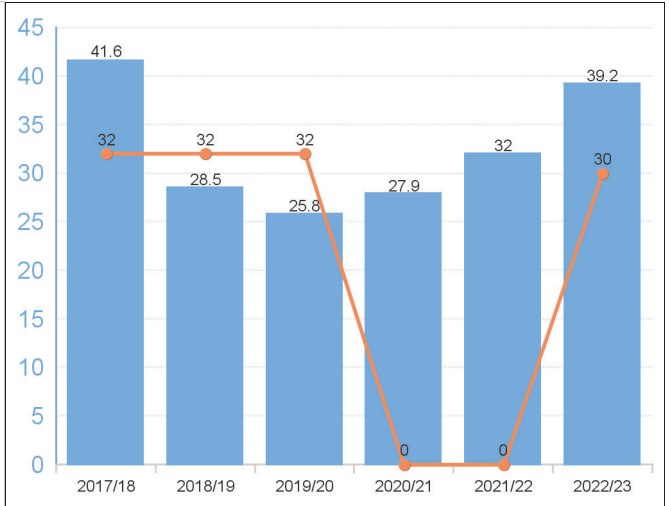


S4: reduce gap between most and least deprived achieving 5 or more awards at National 5

ODP10EDU232

The gap between the proportion of young people achieving 5 or more SCQF level 5 qualifications in SIMD Q5 compared to Q1 increased by 7 percentage points in 2022/23 to 39.2%. This remains above the target figure of 30%. This compares favourably to the national figure of 40.8%.

39.2 %

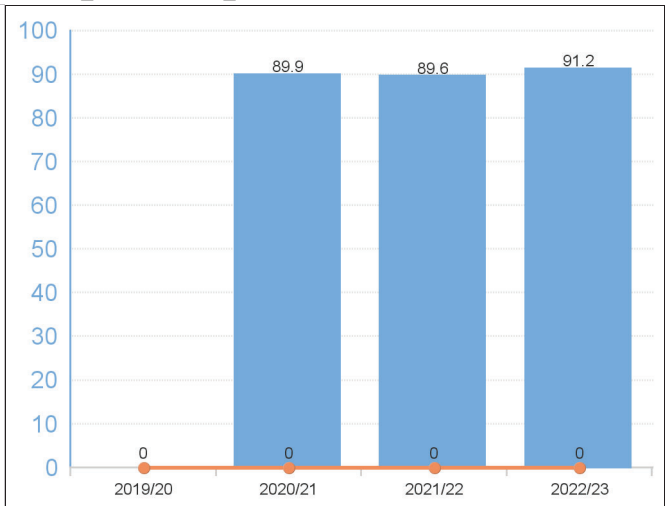


ACEL Numeracy (P1, 4 and 7 Combined)

ODP23_23104162006_EDI

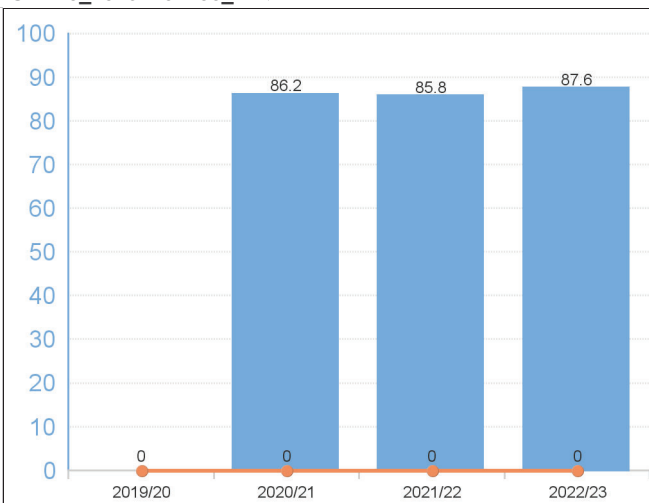
In 22/23, 91.2% of primary pupils achieved or exceeded expected CfE levels in numeracy. This shows an increase on the previous year as schools have continued to recover from the impacts of the pandemic. This compares very well with the national figure of 77.9% in 21/22 (latest figures available).
Target set for 23/24 onwards.

91.2 %



ACEL: Literacy (P1, 4 and 7 Combined)

ODP23_23104162155_ED1



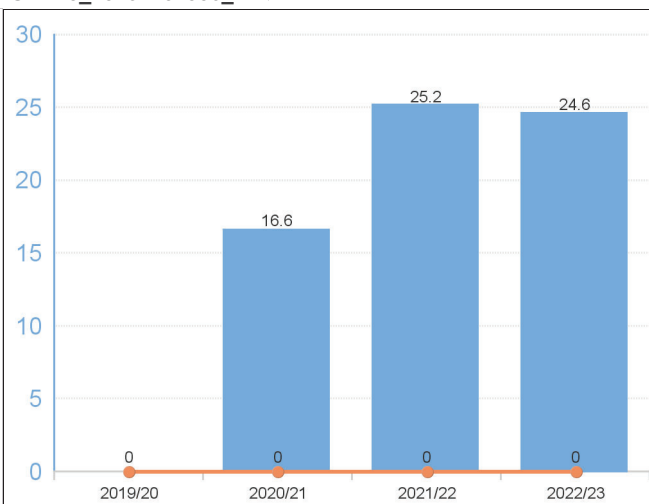
In 22/23, 87.6% of primary pupils achieved or exceeded expected CfE levels in literacy. This shows an increase on the previous year as schools have continued to recover from the impacts of the pandemic. In response, the department's writing guidance and CLPL offer to schools was updated and is being used to support schools moving forward. This compares very well with the national figure of 70.5% in 21/22 (latest figures available).

87.6 % ●

Target set for 23/24 onwards

ACEL: Numeracy (Gap Q1 - Q5)

ODP23_23104162330_ED1



In 22/23, the gap between the proportion of pupils in Q1 v Q5 achieving or exceeding the expected CfE levels in numeracy decreased slightly. The refreshed Numeracy and Mathematics strategy looks to address this. The national figure for the gap between Q1 and Q5 is 17.8% in 21/22 (latest figures available).

24.6 % ●

Target set for 23/24 onwards

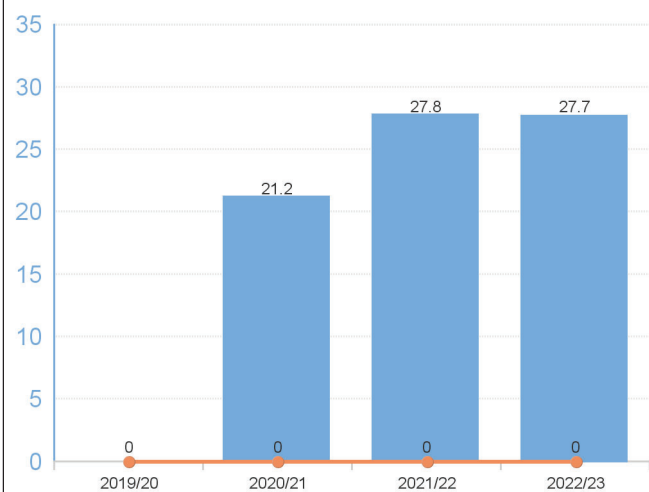
ACEL: Literacy (Gap Q1 - Q5)

ODP23_23104162457_ED1

In 22/23, the gap between the proportion of pupils in Q1 v Q5 achieving or exceeding the expected CfE levels in literacy decreased slightly. The national figure for the gap between Q1 and Q5 is 21.3% in 21/22 (latest figures available).

27.7 % ●

Target set for 23/24 onwards

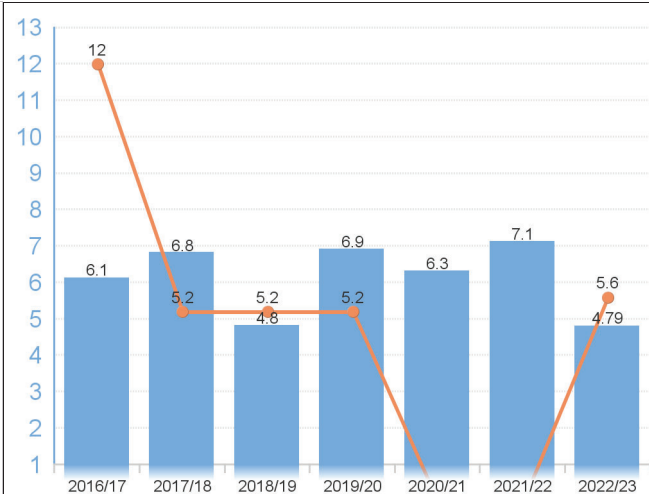


Percentage of S4 roll with Insight points of 263 or fewer.

ODP7EDU02-0209

The percentage of S4 pupils with total Insight point scores of 263 or fewer (equivalent to eight "Pass" awards at National 4) decreased to 4.8% in 2022/23, falling well within the target of 5.6%. Due to the change in assessment methodology, primarily the implementation of the alternative certification model, comparisons at the senior phase should be treated with some caution.

4.79 % ●

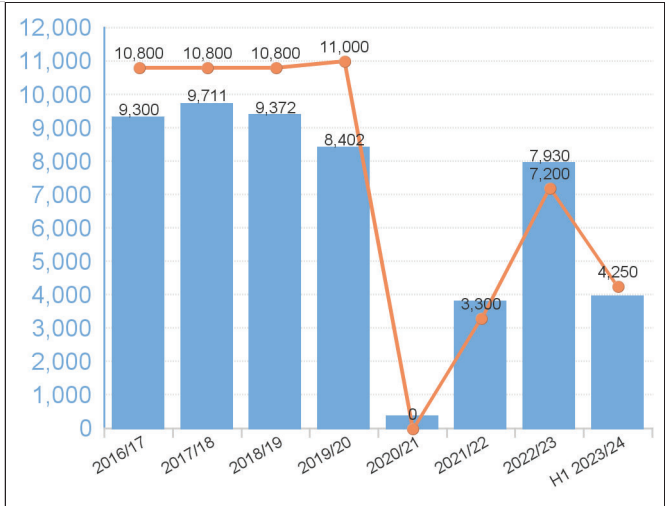


Number of attendances per 1,000 population for indoor sports and leisure facilities

SCC2

Mid Year 2023/24 – To date, despite wetside and gym facilities in Eastwood High Sports Centre closed for works in Q1, combined indoor leisure centre attendances grew to 325k - an increase of 10.4%. Contributing factors include increased gym, fitness and swimming participation and the return of community sports groups.
3,939 sports attendances / 1000 population through our Leisure Centres and Community Facilities represents 46.3% of the full year target. "

3939

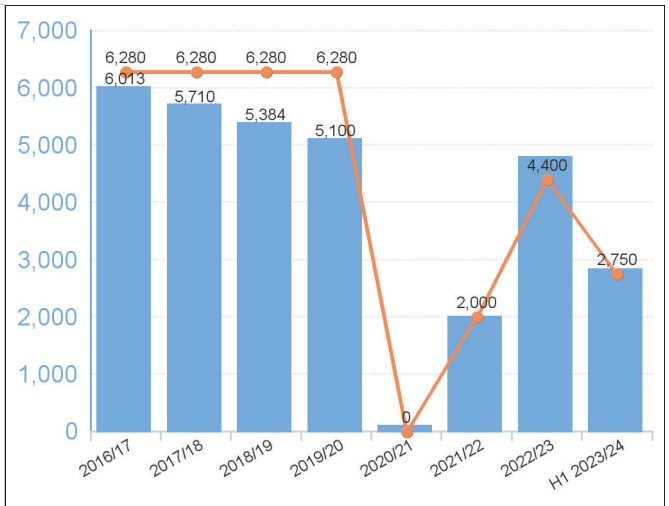


Number of Library visits per 1,000 population

SCC5c

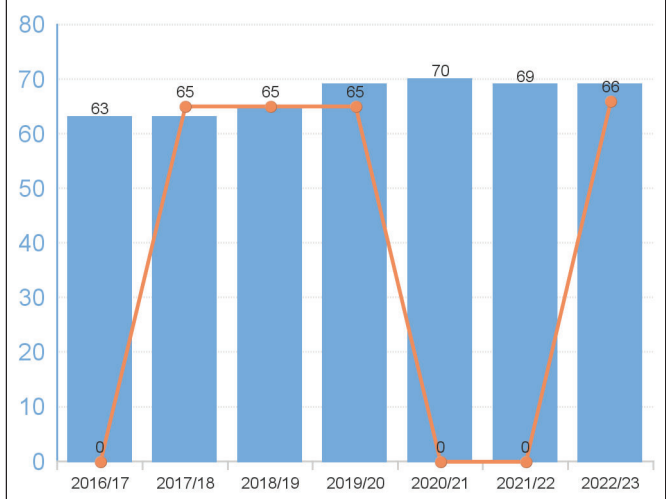
Mid Year 2023/24 – The removal of the last COVID restrictions saw the full return of adult programmes, children's holiday activities, the re-introduction of school visits, and a more stable Bookbug offering. All contributed to increased physical visitor numbers in the first half of the year. Combined with growing virtual visits, attendance / 1000 population reached 2,825 - 51.4% of target.

2825



% of pupils gaining 5+ awards at level 6

SCHN05



69 %



In 2022/23, the percentage of pupils achieving 5 or more awards at SCQF L6 by the end of S6 remained static at 69%. This is above the target of 66%. This compares very favourably to the national figure of 38.5%. Due to the change in assessment methodology, primarily the implementation of the alternative certification model, comparisons at the senior phase should be treated with some caution.

Strategic Outcome 3



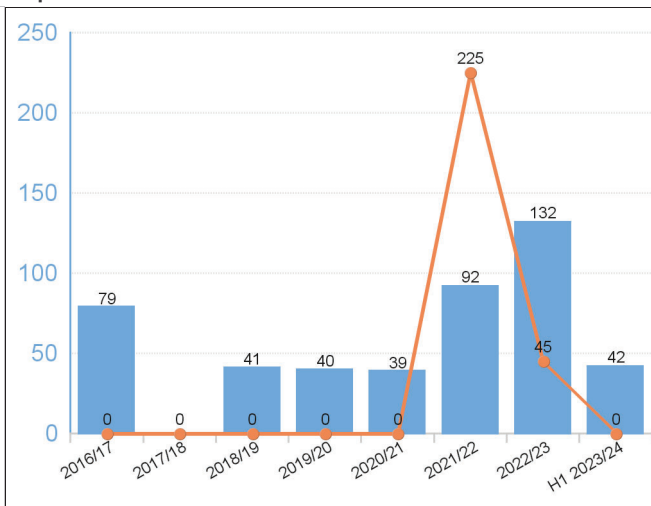
East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents

Additional units being brought into affordable housing supply

odp10ahnew

Mid-Year 2023-24. On track. 42 units of affordable housing have been delivered. These are 10 Council New Build homes at Maidenhill / Malletsheugh in Newton Mearns (a mix of 1-4 bedroom homes); 25 social rented homes from Barrhead Housing Association at Springfield Road, Barrhead (2 and 3 bed family homes); and a further 7 homes have been provided as unsubsidised entry level homes for sale in Newton Mearns.

42 ●

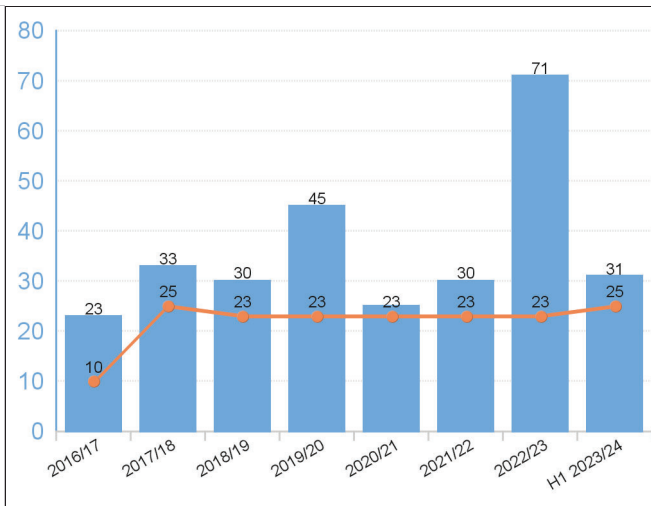


Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.

Mid-Year 2023-24. Mid-year target exceeded. 31 businesses have been supported via grants and advice. 10 businesses approved for grants (£155,777) with a further 20 in progress (£231,000) and 1 Business Loan Scotland application submitted (£50,000). Target will be reviewed next year in line with grant funding available.

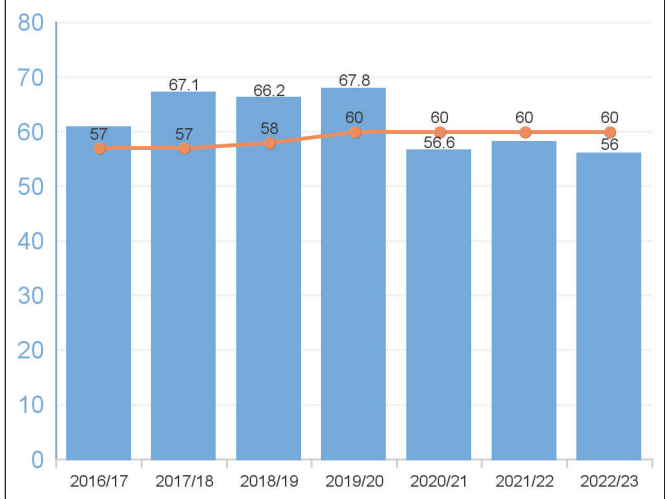
31 ●

ODP8ENV - 0301



% of total household waste that is recycled

SENV06



56 %



Mid-Year 2023-24. Update on data not available at end-year 2022-23. Our recycling figure has reduced slightly to 56% for 2022-23, with ERC ranked 3rd. There are a number of contributing factors which affect recycling rates, and have contributed to less recycling opportunities. The service continues to balance cost and quality of the recycling service in an operating environment that is impacted by national Government policy and legislative decisions.

Strategic Outcome 4



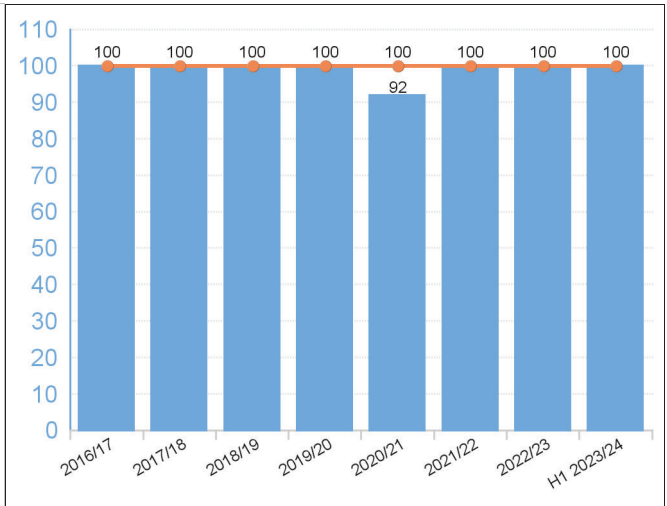
East Renfrewshire residents are safe and supported in their communities and homes

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

CJOIP-PI-1

In the first six months of 2023/24 of the four Survey forms returned all said their Orders had helped them to look at how to stop offending

100 %

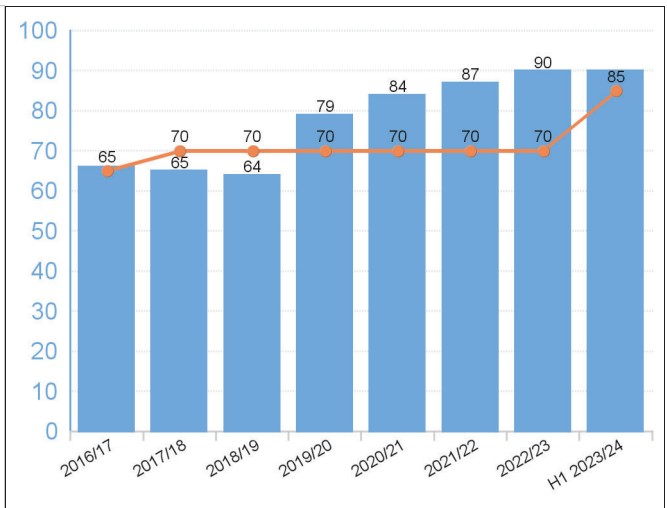


Domestic abuse - % change/improvement in women’s safety and wellbeing outcomes

CJOIP-PI-5

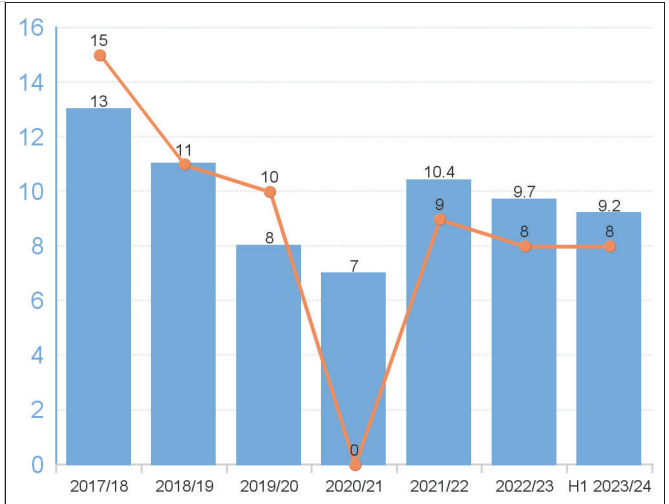
Women’s Aid reported significant change and improvement in women’s domestic abuse outcomes, 98 reviews were completed with 90% of women reporting an improvement in their safety, accommodation, support networks, legal issues, health and wellbeing, money, children, work and learning, empowerment and self-esteem. This is above target which is 85%.

90 %



% of total complaints reporting anti social behaviour which has recurred

COMSAFrecurrence



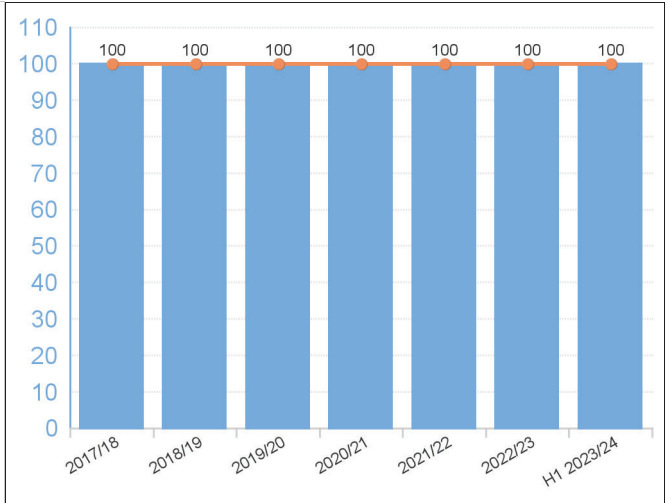
This is an upward trend of 0.8% on repeat calls from last year which was 8.4%. While there is no obvious driver for this increase, it is worth noting however that we are referring to only 7 calls from customers who had previously reported issues with their neighbours, in the last 6 months.

9.2 %



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

OD8-HSCP-PROPLAN



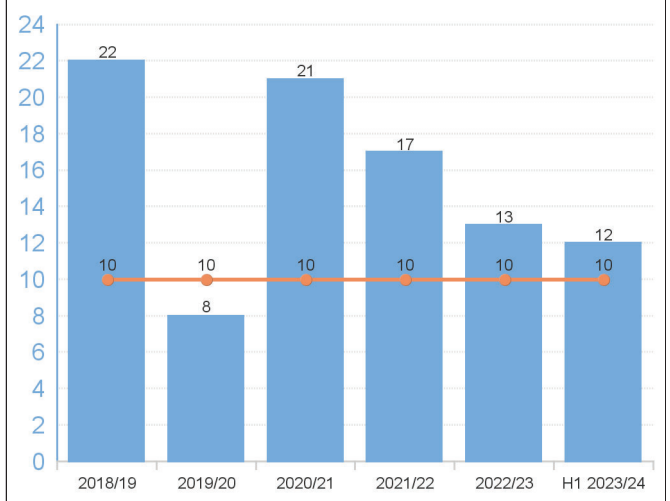
All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place

100 %



Affordable housing adaptable /adapted

odp10ahadaptnew



12 %



Mid Year 23.24 - 5 of 42 homes delivered so far are ground level accessible/adaptable for wheelchairs. The 35 homes built for social rent by ERC and Barrhead HA are accessible on ground level in line with current building standards. Where these are houses, they are not fully wheelchair accessible/adaptable.

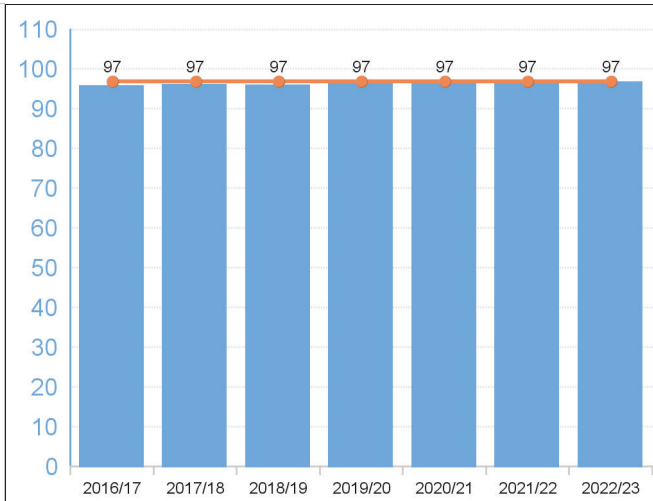
Strategic Outcome 5



Older people and people with long term conditions in East Renfrewshire are valued; their voices are

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

HSCP-MSG-Home

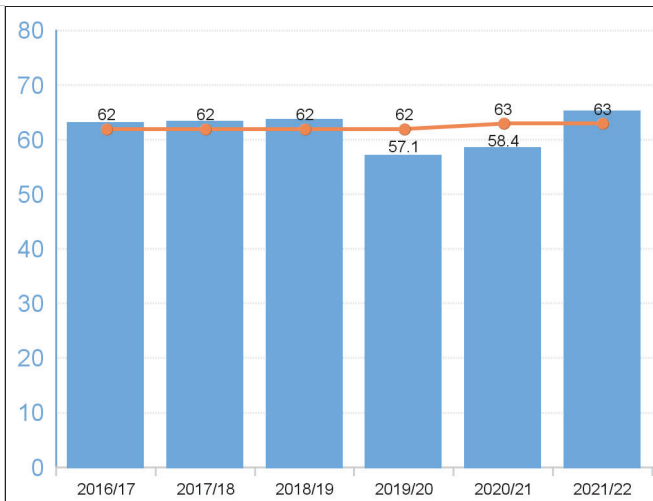


Data to Mar 2023 released June 2023. (Source:MSG, June 2022).
 This Indicator relates to the Strategic Framework for Action on Palliative and End of Life Care (2015). Ideally, it would relate directly to an individual's preferred place of care at the end of their life. However, with no national and systematic data recorded this surrogate measure is used. Although this is not a direct measure of compliance with an individual's preferred place of death, it can serve to provide a broad indication of progress in implementing the strategic framework.

96.7 % ●

Percentage of adults with intensive care needs receiving care at home

HSCP-NI-18

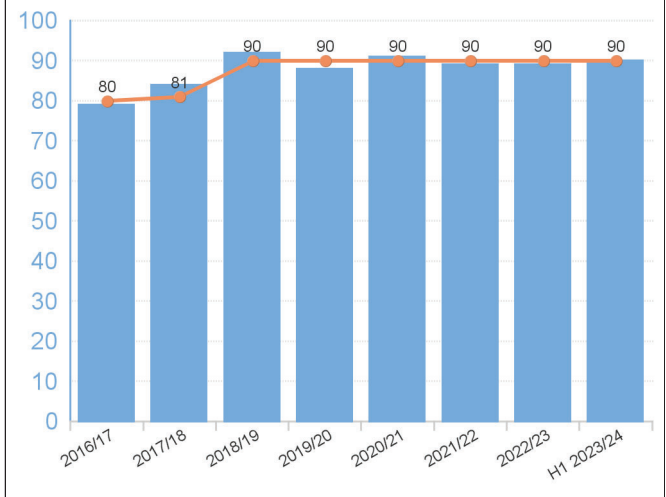


Latest available data (2021-22) at May 2023. In comparison the Scotland figure was 64.9% for the same period. There has been an increase in recent years in the percentage of people receiving personal care at home, rather than in a care home or hospital. People want to stay at home as long as possible. Not only is this understandable from their personal perspective, there is also significant evidence that this helps them remain more independent for longer. This makes it a priority to ensure that home care and support for people is available, particularly those with high levels of care needs.

65.2 % ●

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

HSCP-TP-5

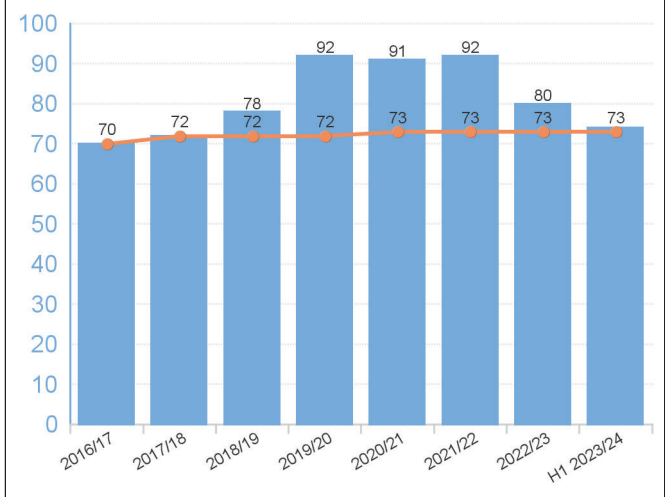


In the first six months of 2023/24 of the total 388 valid responses 350 reported their needs met (90%). Performance has remained fairly consistently on target in recent years, however this also means around 10% of clients engaged through our Talking Points programme have unmet needs in this regard and further work may be required to identify the obstacles faced by our client base in meeting these needs.

90 % ●

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

HSCP-TP-7

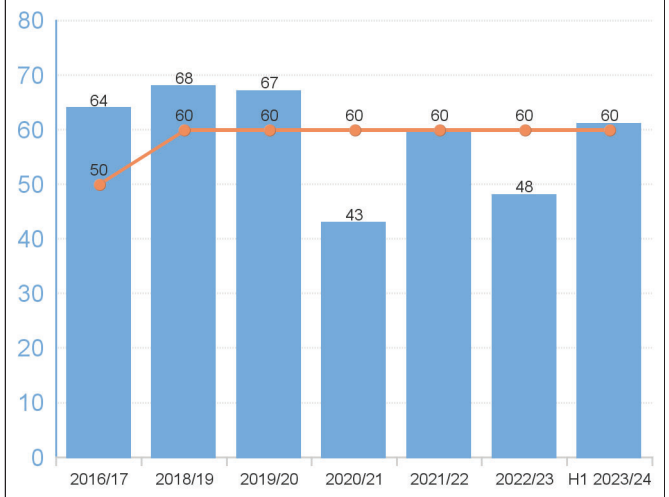


Although the data shows a recent decline, we would expect to see fluctuation and continue to monitor any longer-term trend. Assessments are undertaken when the cared-for person has been admitted to hospital and therefore at a time of considerable distress. Hospital discharges often enter a care home and carers are emotionally impacted by their loved ones decline and their changing relationship and consequently struggle to identify having a good quality of life. Our Carers Lead and Carers' Centre are attending the Home from Hospital Team meeting to improve links and ensure carers are supported

74 % ●

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

OD2CHCP6-0102



In the first six months of 2023/24 a total of 53 clients were discharged with reduced needs, This is up from 47% in the previous half year period in 2022-23.

61 %



Strategic Outcome 6 - Customer, Efficiency, People



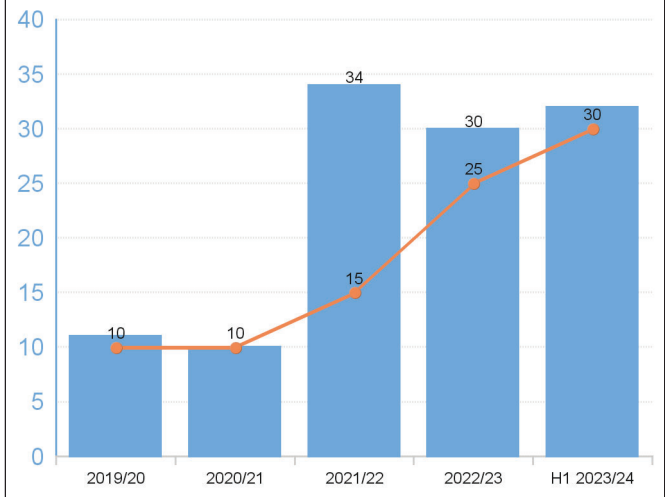
Customer

% of customer contact made online (excluding payments)

OD CF 2020 5

32,061 (increase of 1,469) compared to this time last year.

32 %



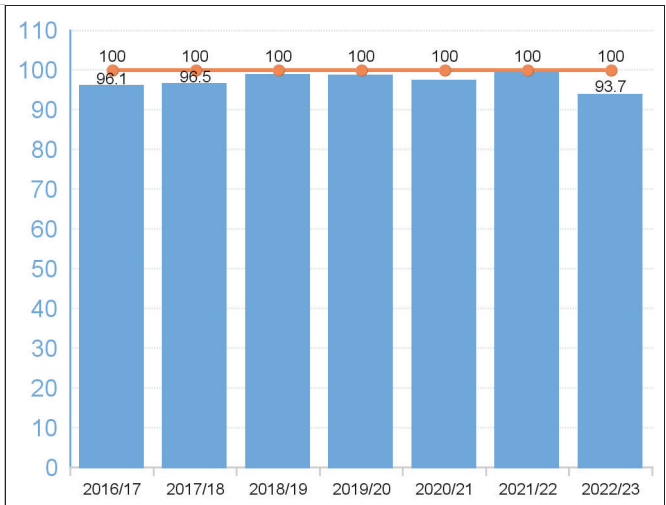
Efficiency

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

OD3FINC8-0109

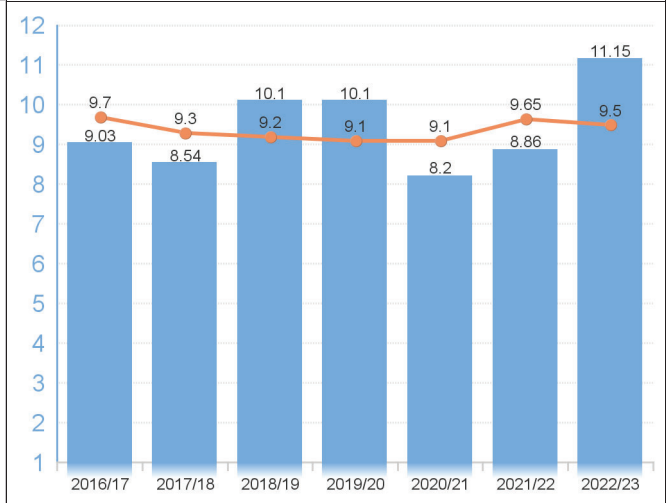
Update on 22/23 data that was not available at end year for reporting in June 2023.
 The Actual outturn as a percentage of Budgeted Expenditure (Net of Covid-19 reserve) for 2022/23 was 93.7%. This is due to an increase in the closing general fund reserve as a result of the new service concessions flexibility permissions. (i.e. writing off PFI debt over the life of the asset rather than the life of the contract.)

93.7 %



Sickness absence days per employee

SCORP06



Following an extensive investigation of absence reporting and internal audit checks, absence data for 21/22 and 22/23 has been reviewed. End year data for 22/23 at 11.15 days is above 9.5 target levels.

11.15



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Mid-Year complaints 2023/2024

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. During the first half of 2023/24 there were 620 complaints received, which represented an increase on the same period in 2022/23, where 503 complaints were received. The 5-day target to respond to frontline complaints was missed with an average time of 5.53 days taken to respond. The average time to respond to investigation complaints also missed the 20-day target at 30.07 days. Comparing these levels against last year's found a larger number of time extensions were granted to deal with the complaints indicating the increasing complex nature of the complaints. Work continues on improving the accuracy of reports and rationalising and widening access to the data from the complaints system to inform learning and service improvement. The ongoing work has identified additional issues which are a barrier to accurate reporting at a department level. Further work, with department input, is planned to understand the data to overcome these barriers.

Learning from complaints – case study

The Revenues & Benefits Team reviewed complaints for 2022/23 to understand what was driving them. This involved a detailed review, analysing the root cause, with the aim of learning from this and identifying how service provision could be changed and improved. This review highlighted that 21% of complaints to the service related to the Council Tax refund process and customer feedback highlighted that this area could be improved. The Service Improvement Officer worked with various teams, including Council Tax, Accounts Payable and Customer First to document the end-to-end process using process mapping tools. The mapping of the process identified quick wins (such as internal system access, blockers between teams and email communication) which have been resolved and some longer-term changes which will be implemented over the coming months. The expectation is that these changes will deliver a more effective process for customers, a more efficient and better controlled process for the council, and lead to a reduced number of complaints in the future.

Mid-Year Complaints Data Report 2023/24¹

Complaints Received per 1000 of the Population			
Description	2022/23 H1	2023/24 H1	Change
Number complaints received per 1,000 population.	5.2	6.4	+1.2
Number complaints closed at stage one as % of all complaints	88.2%	89.9%	+1.7
Number complaints closed at stage two as % of all complaints	7%	5%	-2
Number complaints closed at stage two after escalation as % of all complaints	4.8%	5%	+0.2

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

Complaints Not Upheld/ Partially Upheld/Upheld			
Not Upheld	2022/23 H1	2023/24 H1	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	37.7%	46.9%	+9.2
Number complaints not upheld at stage two as % of complaints closed at stage two	48.6%	46.7%	-1.9
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	62.5%	66.7%	+5.2
Partially upheld			
Number of complaints partially upheld at stage one as % of complaints closed at stage one	11.7%	12.9%	+1.2
Number complaints partially upheld at stage two as % of complaints closed at stage two	20%	33.3%	+13.3
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	29.2%	10%	-19.2
Upheld			
Number of complaints upheld at stage one as % of all complaints closed at stage one	19.4%	20.9%	+1.5
Number complaints upheld at stage two as % of complaints closed at stage two	11.4%	10%	-1.4
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	8.3%	6.7%	-1.6

The average time in working days for a full response to complaints at each stage

Description	2022/23 H1	2023/24 H1	Change	SPSO Target
Average time in working days to respond to complaints at stage one (frontline resolution)	5.1	5.5	+0.4	5
Average time in working days to respond to complaints at stage two (investigation)	21.7	34.6	+12.9	20
Average time in working days to respond to complaints after escalation (investigation)	33.2	25.6	-7.6	20
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	26.4	30	+3.6	20

Complaints at each stage closed within set timescales

Description	2022/23 H1	2023/24 H1	Change
Number complaints closed at stage one within 5 working days as % of stage one complaints	49.2%	44.5%	-3.7
Number complaints closed at stage two within 20 working days as % of stage two complaints	31.4%	30%	-1.4
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	20.8%	20	-0.8
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	27.1%	25	-2.1

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

Description	2022/23 H1	2023/24 H1	Change
% of complaints at stage one where extension was authorised	1.4%	0.6%	-0.8
% of complaints at stage two where an extension was authorised	8.6%	36.7%	+28.1
% of escalated complaints where extension was authorised	12.5%	23.3%	+10.8