

Statutory Performance Indicators (mandatory and non-mandatory) 2015-16



All Scottish councils are required to report on what are called statutory performance indicators (SPIs) covered in this report.

We must report a range of information sufficient to demonstrate we are securing Best Value in relation to:

- Corporate management (SPI 1) and;
- Service performance (SPI 2).

We also have to report on the Local Government Benchmarking Framework (LGBF) (SPI 3). *Note some indicators are not available until Spring. Data listed is most up to date as at 31 March 2017.*

This is only a **summary** of the range of performance information East Renfrewshire Council monitors and reports. If you want further information on this please or links to a range of other performance data please visit

[How is the council performing? - East Renfrewshire Council](#)

or contact policyandimprovement@eastrenfrewshire.gov.uk/ 0141 577 3660.

Title
SPI 1: Corporate Management

Title
a) responsiveness to its communities

Description	2014-16	
	2014/15 Value	2015/16 Value
Number complaints received per 1,000 population.	17.3	18.2
Average time in working days to respond to complaints at stage one (frontline resolution).	4.1	3.6
Average time in working days to respond to complaints at stage two (investigation).	15.7	14.1
Average time in working days to respond to complaints after escalation (investigation).	14.5	14.6
People reporting 'having things to do' needs fully met (%)	66.0%	61.7%
Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is efficient.	73%	73%
Number complaints received.	1,579	1,677
People reporting 'staying as well as you can' needs fully met (%)	80.8%	76.9%
People reporting 'feeling safe' needs fully met (%)	82.8%	82.0%
People reporting 'seeing people' needs fully met (%)	77.2%	73.7%
People reporting 'living where you want to live' needs fully met (%)	78.5%	77.6%
People reporting 'being respected' needs fully met (%)	94.4%	95.8%
Citizens' Panel respondents reporting they live in a community that supports older people.	55%	65%

	2014-16	
Description	2014/15	2015/16
	Value	Value
% East Renfrewshire area covered by an active Community Council.	100%	64%
% of parents reporting they are happy with their child's school	97%	97%
Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is customer focused.	74%	70%
Citizens' Panel results - percentage who think the Council provides enough information on how services are performing?	53%	52%
% of groups receiving support from the Community Planning Team active after one year.	90%	100%
% Citizens' Panel respondents who strongly agree/agree that they can influence decisions affecting their local area	41%	37%
Overall, how satisfied are you with East Renfrewshire as a place to live? Percentage of residents who are satisfied or very satisfied.	91%	94%
Star rating for council website (SOCITM) (4=highest rating)	4	4
% of telephone calls to Customer Services between 8:45am and 4:45pm answered on first call.	86%	87%
% of all customer requests which are dealt with at the first point of contact by Customer Services.	91%	90%
Number of complaints upheld or partially upheld by Scottish Public Service Ombudsman.	0	3

Title
b) revenues and service costs

	2014-16	
Description	2014/15	2015/16
	Value	Value
Nil qualifications on the accounts given by External Audit	Yes	Yes
Actual direct audit days as % of planned direct audit days per plan.	98.6%	92.3%

Title
c) employees

	2014-16	
Description	2014/15	2015/16
	Value	Value
% of ERC staff with a PRD in place	95%	N/A
'I would recommend the Council as a good place to work' - Percentage of employees who agreed or strongly agreed.	N/A	N/A
'I know my job contributes to the Council's objectives' - Percentage of employees who agreed or strongly agreed.	N/A	N/A

Description	2014-16	
	2014/15	2015/16
	Value	Value
'I have a clear understanding of the Council's objectives' - Percentage of employees who agreed or strongly agreed.	N/A	N/A
Total number of (FTE) East Renfrewshire Council employees (including teachers).	3,802.2	3,561.7

Title
d) assets

Description	2014-16	
	2014/15	2015/16
	Value	Value
The cost of vandalism to council properties (aim to minimise).	£52,677.00	£94,095.00
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	3.73%	2.9%
Total building maintenance requirement (backlog) per square metre of Gross Internal Area.	£76.90	£76.71
Percentage planned maintenance against total maintenance spend to reflect efficiency of programmed maintenance works.	64%	70%

Title
e) procurement

Description	2014-16	
	2014/15	2015/16
	Value	Value
Total efficiency savings (Procurement): Total efficiency savings achieved year-on-year - cashable and non-cashable	£449,400.00	£968,205.00
Percentage of procurement spend that is channelled through a collaborative contract with other publicly funded bodies	20%	25.02%
Percentage of procurement spend with contracted suppliers	68%	62.3%
Number of contracts handled through procurement through e-sourcing or e-tendering	62	81
Number of community engagements carried out (Procurement section)	1	5
Awarded Quick Quotes	408	327
Quarterly numbers for QQ analysis: Micro (Micro signifies less than 10 employees and turnover under £2 million.)	N/A	115
Quarterly numbers for QQ analysis: Small (Small signifies less than 50 employees regardless of turnover, or, if number of employees unknown then a turnover of less than £5.6m.)	N/A	113
Quarterly numbers for QQ analysis: Medium (Medium signifies between 50-249 employees, regardless of turnover, or, if number of employees unknown then a	N/A	66

	2014-16	
Description	2014/15	2015/16
	Value	Value
turnover of greater than or equal to £5.6m and less than £22.8m)		
Quarterly numbers for QQ analysis: Large (Large signifies greater than or equal to 250 employees, regardless of turnover, or, if the number of employees is unknown, then turnover of greater than or equal to £22.8m)	N/A	32
Quarterly numbers for Tender analysis: Micro (Micro signifies less than 10 employees and turnover under £2 million.)	N/A	18
Quarterly numbers for Tender analysis: Small (Small signifies less than 50 employees regardless of turnover, or, if number of employees unknown then a turnover of less than £5.6m.)	N/A	24
Quarterly numbers for Tender analysis: Medium (Medium signifies between 50-249 employees, regardless of turnover, or, if number of employees unknown then a turnover of greater than or equal to £5.6m and less than £22.8m)	N/A	30
Quarterly numbers for Tender analysis: Large (Large signifies greater than or equal to 250 employees, regardless of turnover, or, if the number of employees is unknown, then turnover of greater than or equal to £22.8m)	N/A	26
Number of Awards made to local suppliers. Quick Quote and Contract Award Notices.	N/A	26

Title
f) sustainable development

	2014-16	
Description	2014/15	2015/16
	Value	Value
Number of businesses which have grown through targeted business support.	43	41
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	94%	93%
Number of individuals entering employment, training or education as a result of training and employability services.	316	253
Number of social enterprise organisations with earned income in excess of £100,000 employing more than five people.	29	28
Number of schools maintaining Eco-schools Green Flag status	30	31
Number of hectares of greenspace in East Renfrewshire improved/created.	0.5	2
Number of individuals sustaining employment or training six months after leaving WorkER.	205	106
Number of day and overnight visits to East Renfrewshire, maximising the opportunities for local spend (000s)	1,003.9	N/A

Description	2014-16	
	2014/15	2015/16
	Value	Value
Number of new business births per 10,000 resident (16+) adult population	49	46
Percentage of the businesses that survive for at least three years	N/A	N/A
The percentage of working age population in employment	75.1%	75%
Number of 16 - 24 year olds on the job seekers claimant count	185	155

Title
g) equalities and diversity

Description	2014-16	
	2014/15	2015/16
	Value	Value
Male life expectancy at birth in 15 per cent most deprived communities	N/A	N/A
Female life expectancy at birth in 15 per cent most deprived communities	N/A	N/A
Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is fair and provides equal opportunities.	76%	68%
Percentage of people with learning disabilities with an outcome-focused support plan.	71.0%	97.0%
Breastfeeding at 6-8 weeks in 15% most deprived SIMD data zones.	11.4%	10.3%
Percentage and number of obese children in primary 1	3.1%	3.2%
Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year (2015-17) target of 91%	91.4%	90.6%
S4: Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points	439	449
Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2015-2017) target of 12%	6%	5.4%
3) % of council buildings in which all public areas are suitable for and accessible to disabled people	85%	85%

Title
SPI 2: Service Performance

Title
a) benefits administration

Description	2014-16	
	2014/15	2015/16
	Value	Value
Finance - Revenues and Benefits number of sanctions issued for benefit fraud.	12	N/A
Number of claimants in receipt of out of work benefits per 10,000 of the working age population	726	732

Title
b) community care

Description	2014-16	
	2014/15	2015/16
	Value	Value
People waiting more than 3 days to be discharged from hospital into a more appropriate care setting	0	0
Delayed discharges bed days lost to delayed discharge rate per 1,000 for patients aged 75+	N/A	140
Number of people self-directing their care through receiving direct payments and other forms of self-directed support.	279	442
People reporting 'quality of life for carers' needs fully met (%)	74.6%	68.9%
Percentage of those whose care need has reduced following re-ablement.	70.5%	70%
% of service users moving from treatment to recovery service.	7%	12.7%
Percentage of time in the last six months of life spent at home or in a homely setting.	84.2%	N/A
Percentage of people aged 65+ who live in housing rather than a care home or hospital	96.6%	97.5%
Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population	4,813	4,158
Percentage of community alarm calls responded to and resolved on first point of contact.	100%	100%
% of Telecare clients stating Telecare has made them feel safer at home.	95.6%	91.4%
Average time (working days) to complete adult support and protection enquiries.	4.2	4.9
Citizens' Panel - Homecare services % of service users rating service as very good/good	93%	100%
Citizens' Panel -Health and social care for adults % of service users rating service as very good/good	86%	92%

Title		
c) criminal justice social work		

Description	2014-16	
	2014/15	2015/16
	Value	Value
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days	68.93%	50.73%
Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	84.8%	75.0%
Volume and rate of violent crimes, including sexual crimes, per 10,000 population	10.9	8.1
Rates of domestic abuse incidents per 10,000 population	58	37

Title		
d) cultural and community services (sport & leisure, museums, arts & libraries)		

Description	2014-16	
	2014/15	2015/16
	Value	Value
% of pupils taking part in sports activities at least once per week.	54.2%	N/A
% of adults completing learning programmes through Culture & Sport, reporting that the learning has improved their ability to obtain, improve or sustain their employment.	96%	96%
Sport & Leisure Management. Number of attendances per 1,000 population to all pools	2,969	3,080
Number of attendances per 1,000 population for indoor sports and leisure facilities	4,730	5,534
Number of Library visits per 1000 population	5,262	6,258
Number of organised events (including guided walks, health walks and volunteer sessions) which encourage residents to participate in activities which promote health and wellbeing within the Dams to Darnley Country Park and Whitelee Access Project.	183	191
Number of visitors to the Pavilion at Rouken Glen Park (Note - this is the numbers that pass through the pavilion rather than unique visitors).	122,874	89,859
Percentage of children 8 years and under engaged with sports through Sports Development and Sports Facilities activities	35.9%	32.7%
Percentage of children 8 years and under who are active library members	29.8%	30.2%
Theatre attendances per 1000 population to Eastwood Park Theatre, including hirers' events and direct programming.		506
Sports Development usage per head of population	1.56	1.76
Number of day and overnight visits to East Renfrewshire, maximising the opportunities for local spend (000s)	1,003.9	N/A

Title
e) planning (environmental and development management)

Description	2014-16	
	2014/15	2015/16
	Value	Value
The length of paths newly created or managed (km).	5.3	2.3
Average time taken (in weeks) to decide a local planning application	7	6.9
The length of paths newly created or managed within greenspaces (km).	5.3	1.8
The length of paths newly created or managed within the urban area. (km)	0.3	2.3
Percentage of planning applications received online.	45%	56%
Percentage of all building warrants received online.	22.5%	24%
Percentage of online payments received for planning applications.	17%	25%
Percentage of online payments received by Building Standards.	10%	11%
Percentage of building warrants responded to within 15 days	35.63%	55.7%
All planning applications will be available on the Council's website within 2 working days of receipt and the weekly list of applications will be available on the website at the end of each working week.	Yes	Yes

Title
f) the education of children

Description	2014-16	
	2014/15	2015/16
	Value	Value
Percentage of pupils reporting that their school is helping them to become more confident. (Target of 93% by 2017-18)	90%	90%
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2016-2018 of 88%)(A)	88.2%	88.4%
% of primary schools being awarded the 'Family Friendly' accreditation	N/A	68%
% of pre five establishments being awarded silver level 'Family Friendly' accreditation	N/A	81%
Number of exclusions per 1,000 pupils - Primary. (3 year average target 2016-2018 of 0.3 per 1000 pupils) (A).	0	0
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 85.5% (B)	84.3%	85.5%
Percentage of families completing family learning activities, reporting they are more able to support their child's learning	96%	N/A
Number of exclusions per 1,000 pupils - Secondary. (3 year average target 2016-2018 of 3.3) (B)	2.3	4

Description	2014-16	
	2014/15	2015/16
	Value	Value
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 88% (C)	88.5%	88.6%
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	61.3%	59.5%
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	55.3%	55%
Percentage of pupils in P6-S6 taking part in volunteering activities	54%	58%
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).	1,420	1,824
Citizens' Panel – Education for children with additional support needs (formerly Special need education) % of service users rating service as very good/good	58%	61%
Citizens' Panel - Nursery education % of service users rating service as very good/good	92%	86%
Citizens' Panel - Primary education % of service users rating service as very good/good	100%	96%
Citizens' Panel - Secondary education % of service users rating service as very good/good	98%	96%
National examination results: 5+ @ L5 by end of S4. 3-year average (2015-17) target of 71.5%	71.9%	77%
National examination results: 5+ @ L6 by end of S5. 3-year average (2015-17) target of 39%	41.6%	43.4%
Proportion of P1 children who have reached all of the expected milestones on entry to school.	69%	74%
% of parents of pre five children reporting their child feels safe and cared for in nursery	99%	98.7%
Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points	439	449
Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2015-2017) target of 12%	6%	5.4%
Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.	43.23%	45.82%

Title
g) child protection and children's social work

Description	2014-16	
	2014/15	2015/16
	Value	Value
Percentage of children looked after away from home who experience 3 or more placement moves	4.1%	1.07%
Percentage of child protection re-registrations within 12 months of de-registration.	3.8%	8.3%
Citizens' Panel - Health and social care services for children and young people % of service users rating service as very good/good	69%	90%

Title		
h) housing and homelessness		

Description	2014-16	
	2014/15	2015/16
	Value	Value
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 150 by 2017).	33	62
We will ensure all homeless applicants in need of immediate accommodation who contact us are seen by a trained officer the same working day. All other homeless applicants will be seen within 2 working days except where applicants request a specific date beyond this timescale.	Yes	Yes

Title		
i) protective services (environmental health and trading standards)		

Description	2014-16	
	2014/15	2015/16
	Value	Value
Percentage of Diligence Testing carried out at all appropriate retail tobacco sellers in East Renfrewshire (excluding those who also sell alcohol as they have been tested in the last 2 years).	100%	100%
Percentage of out of hours domestic noise complaints resolved by the Community Wardens at first point of contact.	96%	96%
Percentage of anti-social behaviour reports recorded as resolved by the Anti-Social Behaviour Incident Team at first point of contact.	78%	80%
% of antisocial behaviour incidents resolved to the satisfaction of complainant	94%	94%
Percentage of food business achieving pass status under the Food Hygiene Information Scheme.	94.9%	95.6%
The number of complaints of domestic noise received during the year requiring attendance on site and not dealt with under Part V of the Antisocial Behaviour etc. (Scotland)	452	772
The number of complaints of domestic noise received & settled without the need for attendance on site	187	301
Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours)	0.33	0.36
% of premises in the '12 months' category that were inspected on time	100%	100%
% of trading standards consumer complaints that were dealt with in 14 days	84.4%	84.6%
% of trading standards business advice requests that were dealt with in 14 days	100%	100%

Title		
j) roads and lighting		
2014-16		
Description	2014/15	2015/16
	Value	Value
Percentage of schools completing on road cycle training.	100%	100%
Increase in cycling, measured by the number of cyclists passing through programme count sites over the count period.	3,795	6,018
Number of days from report of road defect to repair completion.	7	7
Number of infrastructure improvements, including new shelters, raised kerbs or real time information display to bus stops.	51	22
Percentage reduction in average consumption per street lighting unit.	N/A	4.8%
Number of people killed or seriously injured (KSI) in road accidents.	15	14
The percentage of the road network that should be considered for maintenance treatment.	39.1%	39.2%
We will assess all your roads and footway resurfacing requests as part of prioritising our roads repairs programme.	Yes	Yes

Title		
k) waste management services		
2014-16		
Description	2014/15	2015/16
	Value	Value
Citizens' Panel results - Percentage of all respondents rating wheeled bin refuse collection as very good/good	81%	75%
Citizens' Panel results - Percentage of all respondents rating street cleaning and litter patrol as very good/good	61%	58%
Citizens' Panel - Recycling % of service users rating service as very good/good	89%	84%
Missed collections per 100,000 collections. (APSE Indicator)	87.93	165.79
We will provide clear timetables and details showing when your waste and recycling collections will happen.	Yes	Yes

Title
SPI 3: SOLACE indicators

Title
a) Children's Services

Description	2014-16	
	2014/15 Value	2015/16 Value
Cost per primary school pupil £	£4,573.49	£4,518.44
Cost per secondary school pupil £	£6,420.72	£6,490.30
Cost per pre-school education registration £	£3,904.36	£4,596.44
Percentage of pupils gaining 5+ awards at Level 5 or higher	82%	82%
Percentage of pupils gaining 5+ awards at Level 6 or higher	59%	62%
Percentage of pupils from deprived areas gaining 5+ awards at Level 5 or higher (SIMD)	59%	53%
Percentage of pupils from deprived areas gaining 5+ awards at Level 6 or higher (SIMD)	26%	24%
The gross cost of "children looked after" in residential based services per child per week £	£11023	N/A
The gross cost of "children looked after" in a community setting per child per week £	£190	N/A
Balance of Care for looked after children: % of children being looked after in the Community	94%	N/A
% of Adults Satisfied with local schools	85%	84%
Proportion of Pupils Entering Positive Destinations	96.2%	N/A
Overall Average Total Tariff	1,296.52	1,313.5
Average Total Tariff SIMD Quintile 1	833	796
Average Total Tariff SIMD Quintile 2	1,155	1,157
Average Total Tariff SIMD Quintile 3	1,263	1,238
Average Total Tariff SIMD Quintile 4	1,275	1,331
Average Total Tariff SIMD Quintile 5	1,424	1,448

Title
b) Corporate Services

Description	2014-16	
	2014/15 Value	2015/16 Value
Support services as a % of total gross expenditure	6.04%	5.7%
Corporate and democratic core costs per 1,000 population	£26,131.20	£27,081.99
The percentage of the highest paid 5% employees who are women	50%	51.4%
The gender pay gap	N/A	9.28
The cost per dwelling of collecting Council Tax	£8.11	£9.54
(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	0.48	0.37

Description	2014-16	
	2014/15	2015/16
	Value	Value
Sickness Absence Days per Teacher	6.3	5.6
Sickness Absence Days per Employee (non-teacher)	13.4	11.8
Percentage of income due from council tax received by the end of the year %	97.98%	97.64%
Percentage of invoices sampled that were paid within 30 days %	84.6%	N/A

Title
c) Adult Social Care

Description	2014-16	
	2014/15	2015/16
	Value	Value
Older Persons (Over65) Home Care Costs per Hour	£22	£25
Direct payments spend on adults 18+ as a % of total social work spend on adults 18+	5.4%	5.37%
Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.	22.0%	20.4%
Percentage of adults receiving any care or support who rate it as excellent or good.	85.3%	83.3%
Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	87.2%	81.7%
The Net Cost of Residential Care Services per Older Adult (+65) per Week	£364	£332

Title
d) Culture & Leisure Services

Description	2014-16	
	2014/15	2015/16
	Value	Value
Net cost per attendance at Sports facilities	£4.71	£4.31
Net cost Per Library Visit	£3.47	£4.13
Cost of Parks and Open Spaces per 1,000 of the Population	£17,525.00	£17,151.00
% of adults satisfied with libraries	83%	76%
% of adults satisfied with parks and open spaces	89%	89%
% of adults satisfied with leisure facilities	79%	73%

Title
e) Environmental Services

Description	2014-16	
	2014/15	2015/16
	Value	Value
Net cost of Waste collection per premise	£62.39	£64.44
Net waste disposal cost per premises	£83.97	£90.33

Description	2014-16	
	2014/15	2015/16
	Value	Value
Cost of street cleaning per 1,000 population £	£8,811	£8,909
Street Cleanliness Score	94	92
Cost of maintenance per kilometre of roads	£14,898	£15,925
% of Class A roads that should be considered for maintenance treatment 10-12	23.9%	18.8%
% of Class B roads that should be considered for maintenance treatment 10-12	32.9%	31.0%
% of Class C roads that should be considered for maintenance treatment 10-12	36.2%	31.7%
% of unclassified roads that should be considered for maintenance treatment	42.5%	44.7%
Cost of trading standards per 1,000 population £	£8,086.17	£7,951.40
Cost of environmental health per 1,000 population £	£7,382.55	£7,403.00
% of total household waste that is recycled	56.1%	56.4%
% of adults satisfied with refuse collection	77%	75.3%
% of adults satisfied with street cleaning	74.7%	72%

Title
f) Housing Services

Description	2014-16	
	2014/15	2015/16
	Value	Value
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	9.9%	7.3%
Percentage of rent due lost through properties being empty during the last year.	0.8%	0.9%
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	97%	97%
Average time taken to complete non-emergency repairs	7.04	5.24
Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year	99.9%	99.9%

Title
g) Corporate Assets

Description	2014-16	
	2014/15	2015/16
	Value	Value
Proportion of operational buildings that are suitable for their current use %	78.0%	78.3%
Proportion of internal floor area of operational buildings in satisfactory condition %	79.9%	80%

Title		
h) Economic Development		
	2014-16	
Description	2014/15	2015/16
	Value	Value
% Unemployed people accessing jobs via Council funded / operated employability programmes	11.4%	9.1%
Cost Per Planning Application	£4,854.80	£4,485.00
Average Time (Weeks) Per Commercial Planning Application	7.7	7.5
% of procurement spent on local small/medium enterprises	6.8%	7.3%
No of business gateway start-ups per 10,000 population	19.4	17.8